Internal Verification for Environmental Management System

Introduction and Objectives

To translate the environmental policies of Siam Global House Public Company Limited into concrete and highly effective actions, the executive management places a strong emphasis on continuously evaluating the efficiency of the internal Environmental Management System (EMS). In this regard, the Internal Audit Department has been mandated to conduct independent EMS verifications across branches nationwide.

The primary objectives of this verification process are threefold:

1. To measure the efficiency and effectiveness of the Environmental Management System and internal control mechanisms at the branch level.
2. To evaluate operational compliance with relevant environmental laws and the specific regulations of the company.
3. To raise awareness and enhance understanding among front-line operators regarding sustainable environmental management practices, fostering collaborative efforts to minimize negative impacts on the environment and surrounding communities.

Scope and Coverage of EMS

To ensure corporate-wide compliance and robust environmental governance, the Internal Audit Department from Headquarters conducted an internal verification of the Environmental Management System (EMS) in 2026. This exercise achieved a **coverage of 25% of all branches nationwide** (successfully verifying 24 out of 96 total branches) encompassing all geographical regions as listed below:

- **Northern Region:** Mae Sot Branch
- **Northeastern Region:** Roi Et and Udon Thani Branches
- **Central Region:** Ayutthaya, The Nine Tiwanon, Salaya, Krathum Baen, Pathum Thani, Samut Songkhram, and Sai Noi Branches
- **Eastern Region:** Trat, Chanthaburi, Nakhon Nayok, and Kabin Buri Branches
- **Western Region:** Kanchanaburi Branch
- **Southern Region:** Koh Samui, Phuket, Nakhon Si Thammarat, Phatthalung, Surat Thani, Ranong, Chumphon, Prachuap Khiri Khan, and Pranburi Branches

EMS Verification Criteria and Checklist

This verification framework integrates the requirements of the ISO 14001:2015 international standard with the company's internal environmental policies and procedures. The process focuses on compliance auditing and the validation of objective evidence across two key dimensions:

1. **Management Process Review:** Evaluating the understanding of organizational risks and opportunities, the leadership role of branch management, and the effectiveness of environmental planning.
2. **Operational Control:** Verifying on-site compliance in high-risk areas, including energy management (solar rooftop performance), waste segregation, wastewater treatment, and safety protocols for storing hazardous chemicals and pressurized substances.

Clause	Assessment Details	Evidence/Findings	Assessment Result
Environmental Policy	1. Have you been informed of company's **environmental policy**?		☐ Pass ☐ Fail ☐ Obs
	2. How does the Branch Manager **communicate and drive Global House's environmental policy** into actual practice at the operational level?		☐ Pass ☐ Fail ☐ Obs
	3. Through which channels can employees and PC (Product Consultants) **access the environmental policy**?		☐ Pass ☐ Fail ☐ Obs
Context of Organization	4. Has the branch conducted an analysis of **internal and external factors** affecting its environmental management? For example: · *Internal factors:* Personnel, tools/equipment, space constraints · *External factors:* Climate conditions (floods, droughts, PM2.5), competitors, local regulations, surrounding communities.		☐ Pass ☐ Fail ☐ Obs
	5. How are the **expectations of the surrounding community** and local government authorities (e.g., SAO/Municipality) identified and addressed? (e.g., noise control, traffic safety, compliance with environmental laws, local tax payment, etc.)		☐ Pass ☐ Fail ☐ Obs
Planning	6. Has the branch management team analyzed **environmental aspects** and their associated impacts arising from branch operations?		☐ Pass ☐ Fail ☐ Obs
	7. Has the branch management team established a **risk management plan** to mitigate negative impacts and reduce the probability of significant environmental issues? (e.g., waste, domestic wastewater, chemicals, energy, dust, noise, etc.)		☐ Pass ☐ Fail ☐ Obs
Support	8. Is there **environmental training or knowledge sharing** provided to ensure that employees are aware of procedures to avoid negative environmental impacts? (e.g., proper waste segregation and disposal guidelines, storage instructions for highly flammable products and pressurized chemicals.)		☐ Pass ☐ Fail ☐ Obs

Clause	Assessment Details	Evidence/Findings	Assessment Result
Operation	9. Is there a regular **maintenance and inspection plan for solar rooftop panels** to mitigate the risk of damage and maintain a stable power supply efficiency?		☐ Pass ☐ Fail ☐ Obs
	10. Are there operational control measures for the **proper segregation, handling, and storage of waste**? This includes general waste, hazardous waste (e.g., light bulbs, chemical containers), and damaged materials (e.g., stretch film, wooden pallets) in accordance with specified requirements.		☐ Pass ☐ Fail ☐ Obs
	11. Is **domestic wastewater properly controlled and treated** (e.g., wastewater from restrooms, canteens, and grease traps)? Does the branch conduct effluent quality testing prior to public discharge as required by law?		☐ Pass ☐ Fail ☐ Obs
	12. Do employees **correctly and appropriately wear Personal Protective Equipment (PPE)** at all times while performing duties in high-risk or designated areas?		☐ Pass ☐ Fail ☐ Obs
Performance Evaluation	13. Are **Key Performance Indicators (KPIs) for the environment** (e.g., electricity, tap water, waste volume) monitored, analyzed, and compared against Head Office targets on a monthly basis?		☐ Pass ☐ Fail ☐ Obs
	14. Is there a process to **track the results of the Environmental Management System (EMS) Audit** to ensure that corrective actions and improvements are completed within the designated timeframe?		☐ Pass ☐ Fail ☐ Obs
Improvement	15. Does the branch have a formal **environmental complaint management process**? This includes receiving complaints from the community, investigating root causes, and communicating corrective/preventive actions to stakeholders appropriately.		☐ Pass ☐ Fail ☐ Obs

Note: Assessment Results: P = Pass, F = Fail, Obs = Observation