

"RMI will beneficially reuse residuals in a sustainable manner"

EMS Success Story

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Resource Management, Inc. (**RMI**) is the first organization in New Hampshire to receive certification for its Environmental Management System for biosolids. RMI is a private company and operates a residuals management facility in New Hampshire, and is active in land application activities throughout New England and eastern New York.

Key to Success - A common thread running through all of RMI's successes over the last 16 years is the unwavering commitment from senior management to exceeding regulatory compliance requirements, achieving environmental enhancements through the use of RMI's products, and creating a corporate culture that is always striving for improvement.

Benefits — RMI has accrued several benefits as a result of its commitment to EMS, but the highlights include:

- Development of a formal EMS has focused the company across internal division lines and enhanced the collective understanding of what RMI does and how it gets done.
- Increased the breadth of RMI's existing outreach efforts to interested parties.
 These efforts now encompass an even larger target audience.
- Moved previous efforts to standardize documentation and record management forward in a cohesive manner. Has facilitated the adoption of several formal SOPs and streamlined the document management system.

Sharpened RMI's focus on its goals.
RMI will focus on contract operations and field spreading activities for the next audit sequence.

Challenges – Over the last two years, RMI has overcome several challenges, but the two most significant to its continued growth and development include the following:

- Realizing we own the EMS it is ours and we don't have to fit in a pre-defined box;
- Accurately capturing the existing corporate culture and practices, and translating that into a more formal framework.

Hints for Success -

- Consider the undertaking of an EMS as codifying a lifestyle choice. This is not something you ever "complete" and put up on a shelf, this is an ongoing process.
- Be ready to put in the time and commit the resources needed to create an effective EMS that works for your team.
- Collaborate and mentor with regional resources like NEBRA and other EMS participants.
- Try to stay objective remember that it is an auditor's job to report findings. It really isn't personal!
- For more information on RMI's EMS, please call Shelagh Connelly at 603-536-8900 or contact via email at shelagh.connelly@rmirecycles.com
- For more information on the NBP EMS program visit their website at www.biosolids.org

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