How the NBP EMS Program Helps Improve Efficiency...

Issue	Feature	Benefit
Address problems before they occur	EMS program provides operators, managers and administrators tools to assess the plant and prevent problems or possible violations before they occur.	Optimize treatment plant performance
Sharing knowledge between departments	EMS provides tools for agencies to establish electronic databases to transfer information to people in a timely manner. The databases are also important for capturing long time employee operational expertise.	Efficient working environment – time saver Long term HR benefit for agency – effective knowledge transfer
Management of employees	EMS provides a structure to allow employees to be their own bosses – they are trained, have ownership and understand that feedback is encouraged.	Indirect cost savings – employees feel more ownership/loyalty to the job Direct cost savings – employees make suggestions to save agency money
Cost of the program	EMS program establishes policies and procedures that improve efficiency.	Good return on investment (Time/cost savings vary for each agency)
Public involvement	EMS program has tools and procedures in place to improve communication with public by taking a proactive approach. Decrease response time to public questions.	Increase public involvement and/or awareness of biosolids program

Why Join the NBP EMS Program?

Recognition by Your Community and Customers

Participation in the NBP's EMS program demonstrates your commitment to environmental management and performance by producing high quality biosolids. Achieving the NBP's Certification and Seal of Approval demonstrates your commitment to your community.

Optimizing Internal Plant Performance

The NBP EMS program provides operators, managers and administrators tools to assess the plant and to prevent problems or violations before they occur, improves plant efficiency by transferring operational knowledge and information using electronic databases. The NBP's EMS Program helps plant operators achieve optimized treatment performance.

Positive Return on Investment

While the NBP EMS program requires a time commitment from agencies in order to set up policies and procedures to improve efficiency, a positive return on the investment comes in the form of improved community relations, operational cost savings and improved communication between all parties.

Complementing Existing Permit Requirements

The Partnership's technical materials and tools help prepare utilities to augment meeting minimum regulatory standards and managing non-regulated environmental impacts.

Improved Contractor Oversight and Performance

You know what's going on inside the plant — do you know what's going on out at your biosolids use sites? The NBP EMS Program helps ensure and improve issues related to contractor communication and oversight.

NBP Biosolids EMS Promotes Four Key Outcomes

QUALITY MANAGEMENT PRACTICES
Ensure consistent product quality

BETTER RELATIONS WITH INTERESTED PARTIES
Establish and maintain credibility

REGULATORY COMPLIANCE
Exceed compliance with regulatory requirements

ENVIRONMENTAL PERFORMANCE
Protect environment for future generations

How Can I Join?
–Joining the NBP Biosolids EMS Program is Easy!

NBP encourages agencies of all sizes, regardless of biosolids management methods, to participate in the program and provides EMS training opportunities.

When a new agency joins the NBP EMS program, the Partnership offers 4 levels of recognition:

Tier 1: Commitment to Code of Good Practice, with the ultimate goal of 3rd party verification & NBP certification

Tier 2: EMS Elements in place, awaiting 3rd party audit

Tier 3: Third party verification and NBP certification

Tier 4: Completion of interim audits to maintain audit company verification and NBP certification

Agencies at various stages of EMS implementation will be recognized on the NBP web page.

National Biosolids Partnership
NACWA
WEF
EPA

For more information on joining the NBP EMS Program contact:

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Need a *Better Way* to manage your community's Biosolids?

Learn How the NBP EMS Program is Helping Wastewater Agencies Improve Environmental Stewardship

National Biosolids Partnership

National Biosolids Partnership

The National Biosolids Partnership (NBP) was created in 1997 as an alliance of the National Association of Clean Water Agencies (NACWA) and Water Environment Federation (WEF), with advisory support from the U.S. Environmental Protection Agency (EPA). The NBP was created as a partnership committed to developing and advancing environmentally sound and sustainable biosolids management practices that exceed regulatory compliance requirements. It is also committed to promoting improved communications between wastewater agencies and general public in order to enhance local agency biosolids program credibility leading to improved public acceptance.

NATIONAL BIOSOLIDS PARTNERSHIP
ENVIRONMENTAL MANAGEMENT SYSTEM
CERTIFIED PROGRAM

Mission:

- *Advance Environmentally Sound Biosolids Management Practices*
- *Create a Comprehensive Environmental Management System (EMS) Program for Wastewater Profession*
- *Help Participating Agencies Involve their Communities to Define Improved Performance*
- *Develop and Administer Biosolids Information Clearinghouse*

What Is a Biosolids EMS?

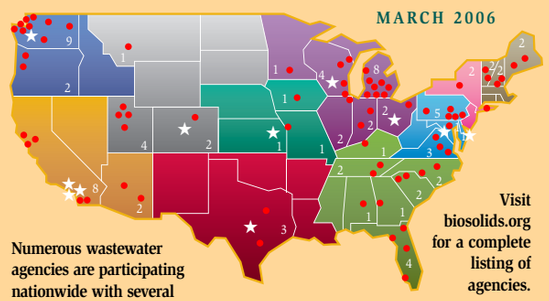
An EMS is a modern management tool based on continual improvement and is used to develop, implement, and monitor environmentally sustainable practices. An EMS helps a wastewater facility to be efficient, responsive, and protective of the environment.

The Need

Public utilities can improve environmental performance and maintain credibility with their communities and stakeholders, especially in times of decreasing financial resources, by implementing an EMS. Achieving and maintaining public acceptance of biosolids management programs is a major challenge to wastewater treatment agencies. Odors, noise, transportation, and aesthetics are concerns that need to be addressed by wastewater utilities. How can utilities accommodate demands for increased environmental performance in the face of budget constraints?

The Solution – Continual Improvement

The NBP EMS program offers a way for wastewater utilities to meet these demands by providing a management tool to achieve environmental stewardship goals and the potential for reduced costs and improved internal efficiencies.



Numerous wastewater agencies are participating nationwide with several receiving NBP EMS Certification

Visit biosolids.org for a complete listing of agencies.

Participating Agencies Nationwide

Over 80 wastewater agencies are using the NBP EMS Program to maintain a healthy and safe environment for their communities and future generations. The NBP EMS Program assists these agencies by providing objective, technically accurate and environmentally sound biosolids management information.

Estimated Cost of NBP EMS Program

Many participating agencies have found that they are already implementing many aspects of an operational EMS. Others have benefited by incorporating those aspects into their biosolids program. Depending on the individual agency's program and operating practices, the level of effort to develop and implement an EMS is variable.

NBP Program Offerings	Potential Costs	
Item	NBP Offering	Agency
Welcome Package. New agencies receive folder with welcome letter, Annual Report, Success Stories, certificate, and other program materials. This package is useful for management, staff, and any other interested parties.	✓	None
Increased Recognition. Agency is recognized on NBP website for joining the EMS Program, in a weekly electronic newsletter, and through various stages of the program.	✓	None
Free Training. NBP provides EMS training in a series of 4-5 technical workshops; travel expenses for one agency representative are also provided.	✓	Internal staff time to attend workshops
EMS Development Technical Assistance. Technical assistance is provided to agencies by an account executive for a 12-month period to help establish your EMS, including two onsite visits from professional EMS staff to help plan and review EMS materials.	✓	None
EMS Development and Operation. With NBP assistance, agency develops, operates, and maintains EMS program.		Internal staff time
Weekly Newsletters. The NBP e-newsletter is provided to agencies on a weekly basis at no-charge.	✓	None
Networking. Agencies can share experiences through monthly e-mail updates, meetings, and group e-mail lists.	✓	None
Audit Firm Contracting Assistance and Coordination. NBP provides coordination for third-party auditor contracting and services.	✓	None
Third Party Audit Costs. Agency covers cost for audit by an NBP certified third party audit firm.		Est. range: $5,000 to $25,000 dep. on scope/complexity
Use of Seal of Approval. Once verified and certified, agency receives a Seal of Approval that EMS criteria are met and maintained.	✓	None
EMS Certification Publicity. Newly EMS certified agency is highlighted on NBP web site, press releases. Representatives from NBP are available to participate in agency EMS celebrations.	✓	None
Custom Biosolids Promotional Materials. NBP lapel pins, flag, NBP certification seal graphics, banners, and plaques/certificates are provided for use by agencies to publicize NBP EMS certification.	✓	None

Biosolids EMS Benefits

The NBP EMS Program has been shown to promote a range of both quantitative and qualitative benefits to wastewater facilities across the nation. Benefits resulting from an EMS approach to sound biosolids management include: environmental compliance and performance; environmental awareness, involvement, organizational competency; internal and external communication; efficiency, cost control, operational consistency; and relationships with regulators.

Wastewater agencies have joined the NBP EMS Program to:

- **Increase recognition in the community as an environmental steward**
- **Implement more environmentally sound biosolids management practices**
- **Be seen as "best in class" utility**
- **Improve operational efficiencies – do things better**
- **Improve communications and relationships with the public and regulatory officials**
- **Capture institutional knowledge to address aging workforce issues**
- **Improve employee morale through clarity of utility mission, goals, and objectives**

Benefits of Implementing the NBP EMS

Visit the NBP web page – ***www.biosolids.org*** to read testimonials and contact wastewater agencies participating in the program, including those that have had their EMS programs certified.

*"With NBP EMS implementation, the **City of Los Angeles, CA's** biosolids management program has never been more organized, efficient, responsive to interested parties, and protective of the environment. The City is considering the use of EMSs for other programs."*

—Diane Gilbert Jones, Former EMS Coordinator