



From January 21 2013 the EPA is providing a new web based application called '**Licensing Management Application**'. **All IPPC and Waste licensees are required to use this web portal** from this date for carrying out certain activities in relation to the management of their IPPC or Wastes licence. The LMA application is available on the EPA **ALDER** (Application for Licensing Data and Environmental Reporting) web portal at: <https://alder.edenireland.ie/> Please note that there is no 'www' at the start of the above address.

This guidance paper refers to users of the ALDER portal, which is the portal to be used by private industry holding IPPC and Waste licences. Local authorities who hold waste licenses are required to use a separate web portal: EDEN (Environmental Data Exchange Network) but the functionality of both portals and their Applications are similar, and this guidance is thus equally relevant to local authorities with reference to ALDER being equivalent to EDEN.

This is the first step in developing electronic communications and licence management, and further functionality will be added to the LMA application over the coming years. You will be notified of all such changes and their impacts on your interactions with the EPA. In order to provide you with more information in advance of the launch of ALDER/LMA, the following sections present the answers to a range of questions.

Where can I get more Information and Training?

<http://www.epa.ie/whatwedo/enforce/alderhelp> provides further background information on ALDER and LMA.

The ALDER portal itself includes a help section (see <https://alder.edenireland.ie/Help/>). This help section relates only to accessing and managing the ALDER portal and gaining access to applications (including LMA) and managing your own individual profile. Instructional videos are included on topics such as registering, and approving access requests from other members of your organisation.

The LMA application itself is relatively intuitive to use and the primary training material for using LMA will be available on the EPA ALDER support pages at:

<http://www.epa.ie/whatwedo/enforce/alderhelp>

This includes frequently asked questions, instructional videos for the LMA functionality as described below (e.g. submitting monitoring returns, reporting incidents, etc..) and other relevant information on ALDER and LMA.

The EPA will also offer limited face-to-face training in EPA regional offices after the launch of the system for any licensees who are experiencing problems with using LMA. Further information on these sessions will be circulated to you via e-mail.

There is also a permanent EPA ALDER helpdesk at aldersupport@epa.ie and you should contact this e-mail address with any technical queries rather than contacting your inspector or regional office.

What will LMA allow me to do?

- **Submitting enforcement related documents and correspondence to the EPA:** Rather than sending documents to the EPA in paper format you are now required, from January 21 2013, to submit these documents via LMA. **Where documents are sent via hard copy by post the EPA will request that the information is resubmitted via LMA.**

The types of correspondence you can send in to the EPA is presented in full here(<http://www.epa.ie/whatwedo/enforce/alderhelp/lma/>), however some examples are:

- Monitoring Reports;
- Requests to change operations at the site under Condition 1 of your licence;
- Other requests for EPA approval such as a change to monitoring frequency;
- Environmental Liability Risk Assessments;
- Financial charge queries;
- Other reports required to be sent to the EPA under your licence, such as firewater retention studies;
- Notifying the EPA of changes to contact details, management structure or scheduled shut-down periods.

Please consult the full list of documents at the link above. **Note that AERs and/or PRTR's cannot as yet be submitted via LMA**, and they should continue to be submitted via the existing mechanism.

LMA will allow you to see the status of any documents which you have submitted to the EPA (whether it has been approved, etc.), and will also allow you to track any outstanding actions on your part in relation to correspondence to/from the EPA.

- **Reporting of Incidents:** Where an incident occurs at your installation the full details of the incident should be submitted to the EPA using LMA. **Use of fax notifications should cease from January 21 2013, and where an incident report is sent in by fax you will be requested to resend it via LMA.** The details to be submitted are the same as on the current incident report form. The Agency may then request further information via e-mail, and LMA allows the incident report to be amended/updated as required.
- **Viewing Non-Compliances:** A list of all non-compliances raised by the EPA will be available for viewing by the licensee.
- **Dealing with Agency Initiated Actions:** The EPA will issue EPA generated documents such as monitoring reports, site inspection reports and other miscellaneous documents to licensees via the LMA system. These documents can be viewed in LMA. The EPA may also respond to

documents submitted by the licensee requesting follow up actions. In all cases where the EPA sends notification to a licensee via LMA, the licence contacts will receive an e-mail message to their nominated e-mail address(es) indicating that there is a new piece of correspondence from the EPA and that they should log in to LMA to view the correspondence. Some EPA correspondence will have deadlines within which the licensee is required to take some action. Other Agency initiated actions which the licensee will manage via LMA includes complaints received by the EPA which may be forwarded to the licensee for management and actioning.

- **Managing EPA Investigations:** Where there is an issue at an EPA licensed site (e.g. non-compliance, risk of environmental impact, incident resulting in possible environmental impact, third-party complaints in relation to site activities, etc..) the Office of Environmental Enforcement may decide to open a '**Compliance Investigation**' (CI) to investigate and, where required, to address the issue at the site. The licensee will be able to view the summary details of this CI on LMA, and will receive 'Actions' and/or 'Instructions' from the EPA in relation to the CI. Once the EPA is satisfied that the issue has been addressed the CI will be closed.

How Do I Access ALDER & LMA?

Note: you will not be able to access ALDER and LMA until January 21 2013.

The LMA application is available by logging into the EPA **ALDER** (Application for Licensing Data and Environmental Reporting) web portal. This ALDER portal host a number of different EPA applications including the LMA application which IPPC and Waste licensees will be using for communications with the EPA. You will be provided with a password and login details for ALDER in advance of January 21 and you will also be granted access to LMA. Instructional videos on carrying out tasks such as logging in and accessing LMA will be available through the EPA ALDER support page at: <http://www.epa.ie/whatwedo/enforce/alderhelp/> and through the help option on the ALDER web portal itself. The licensee will manage request from their own employees for access to ALDER/LMA, and again instruction will be provided on how to carry out this task.

You will need at least the following internet browser specification:

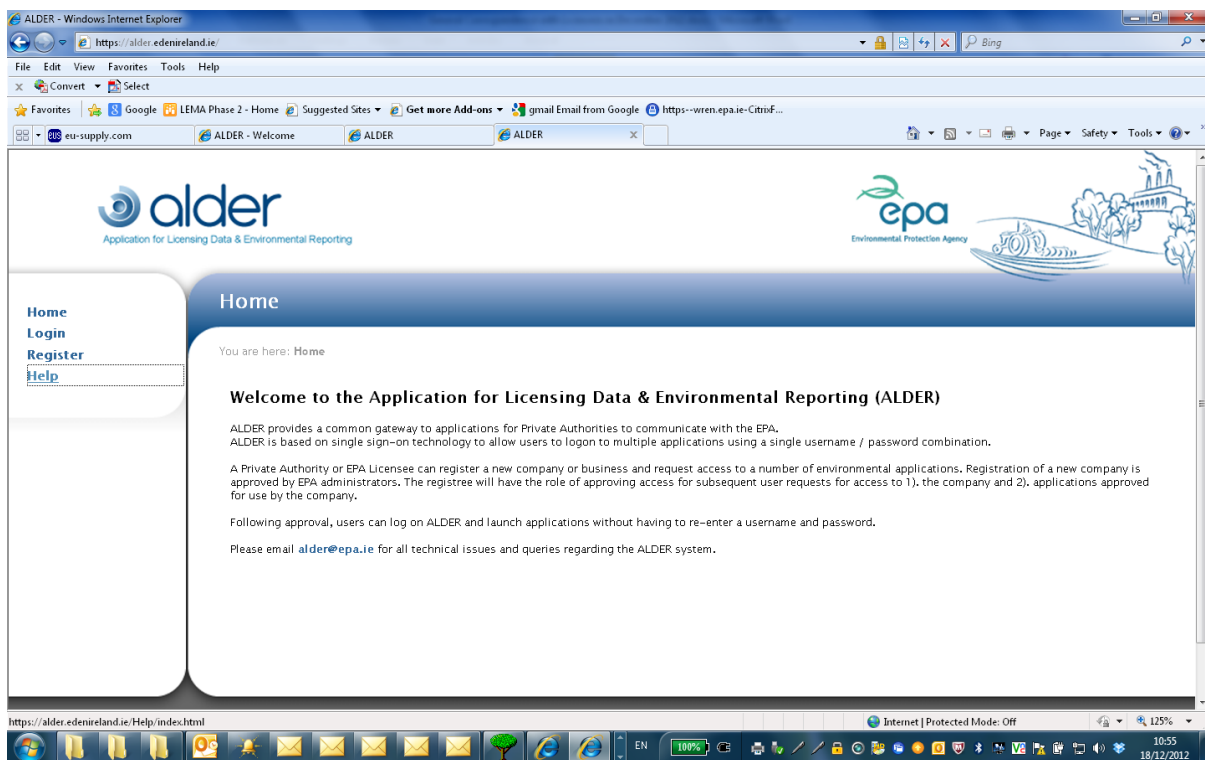
- Internet Explorer version 8 or higher
- Mozilla Firefox 3.6 or higher
- Google Chrome version 11 or higher

Each EPA licensee primary contact will be automatically set up with login details for the ALDER portal (login details will be provided via e-mail), and this person will be designated as an administrator to approve applications from other personnel to access the ALDER web portal. The primary, secondary and tertiary contact details (including e-mails) for all licensees were collected by the EPA in 2012.

This person is the designated **organisation administrator** for ALDER. After January 21 any of your staff requiring access to ALDER should be requested to go through the registration process on the ALDER portal. For each registration application the organisation administrator can decide to set the applicant up as either an organisation administrator (there can be more than one) or as an organisation user (see flow diagram of registration process below).

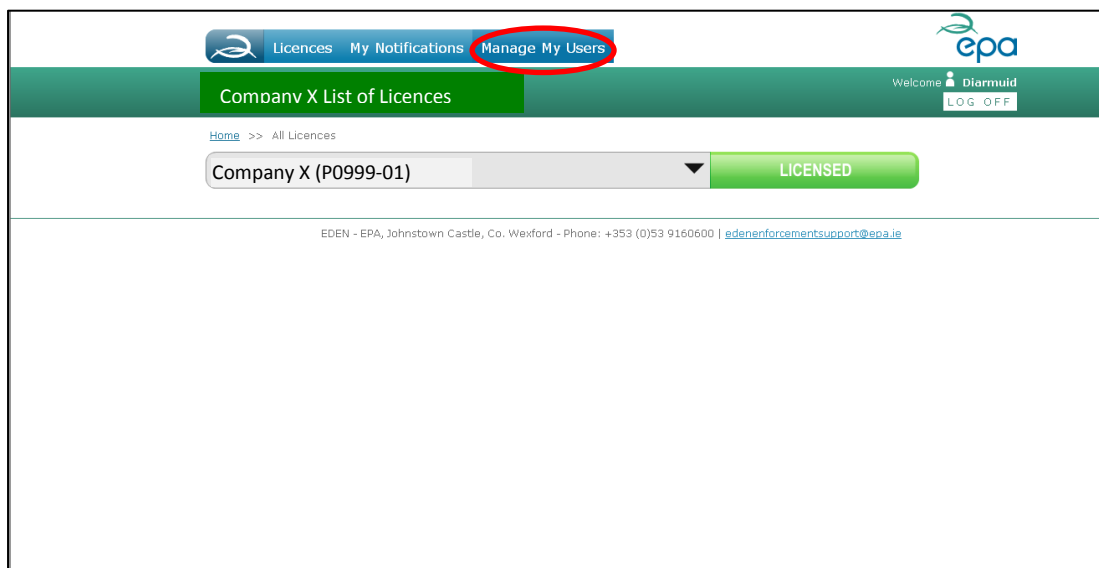
In addition to this there is an administrator role for licensees in relation to granting access to the LMA application, this role is known as the **application administrator**, and may be the same person as the organisation administrator. As with the organisation administrator the application administrator can grant requests for access to the LMA application. They can decide whether to appoint people as application administrators (there can be more than one) or application users.

Guidance on how to register for ALDER and LMA are available through the help function on the ALDER home page at: <https://alder.edenireland.ie/> (see screenshot below). **Note that all EPA licensee organisations will already be pre-registered on the ALDER portal so any additional staff registering for access to ALDER and LMA should register as a user of an existing company and not attempt to register a new company on ALDER. The registration process will manage requests for access to both ALDER and LMA. Other persons should not attempt to register before January 21 2013.**



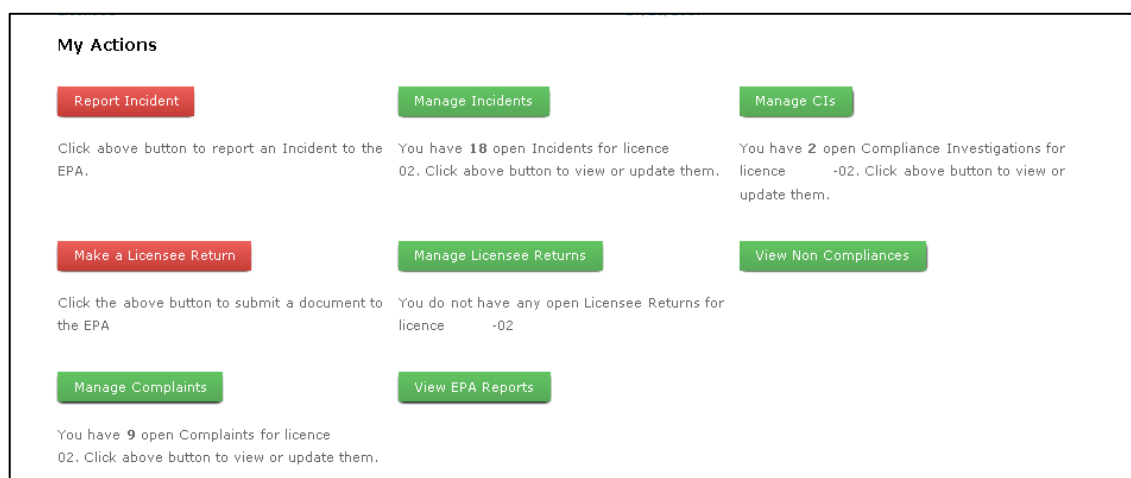
Once an organisation and application administrator are set up, all requests from people in the organisation for access to ALDER and LMA go to the organisation administrator(s) for ALDER and the application administrator(s) for LMA. The EPA no longer have any involvement in granting access to contacts from this organisation. Initially the primary contact for your licence will be specified as the organisation and application administrator, and they may then assign additional administrators who can approve future requests for access.

Once a request from a user for access to ALDER and LMA has been granted, the user can log in to ALDER and launch the LMA application. Instructional videos on how to do this are on the ALDER support pages (see screenshot and details above). However one more step is required to give them access to the relevant licence. The application administrator must launch the LMA application and click on the 'manage my users' button (see screenshot below). This button is only available to application administrators and allows them to assign a user to a specific licence. Once this step is complete the user can then access the licence details and carry out actions such as submitting a report to the EPA, viewing EPA reports, etc... Most organisation only have a single licence, however some organisations may have multiple licences, and in this case you may want to restrict access to the LMA application for some users to a single licence (e.g. the site on which they work).



What Does LMA Look Like?

Below is a basic screenshot from the main LMA menu screen, this shows the main options that will be available within LMA, as described above.



Below is a screenshot from the screen where licensees can submit an enforcement related document to the EPA, e.g. a monitoring return.

The screenshot shows a web application interface for the EPA. At the top, there is a navigation bar with links for 'Licences', 'My Notifications', and 'Manage My Users'. The EPA logo is in the top right corner. Below the navigation bar, a green header reads 'Make a Licensee Return to the EPA'. A user is logged in as 'Diarmuid' with a 'LOG OFF' button. A breadcrumb trail shows the path: Home >> All Licences >> All Licensee Returns >> Make a Licensee Return. The main form area contains several dropdown menus: 'Select the type of return you are making to the EPA' (Requests for Approval (RFA)), 'Select the sub-type of return' (Amendments to Monitoring), 'Select the category of return' (Air), and 'Select the sub-category of return' (Frequency). Below these is a text input field for 'Enter a short subject heading below for your return to the EPA' with the value 'Request to change frequency of monitoring'. A larger text area follows with the prompt 'Enter the details of your return to the EPA below' and the instruction 'Details of request to be included here, you can also upload documents if necessary.' At the bottom, there is a note about uploading documents, an 'Upload files' button, and 'Cancel' and 'Submit' buttons.

Can I still Contact the EPA Directly?

Yes, you can still phone your regional EPA office where necessary, particularly in urgent situations such as incident reporting or emergencies, particularly where you do not have access to LMA.

What Do I Do if LMA Doesn't Work for Me?

Firstly look at our frequently asked questions section on the support website at <http://www.epa.ie/whatwedo/enforce/alderhelp/>. It may be a simple issue such as your web browser being out of date (e.g. Internet Explorer 8 or higher is required). If the FAQs do not resolve your query then you can e-mail aldersupport@epa.ie.

If the ALDER/LMA system is not working, you should revert to sending documentation in triplicate hard copy until the problem has been resolved. Under no circumstances should you delay the reporting of incidents as a result of the LMA system not working. Where the issue relates to an issue with your own PC or computer system you should endeavour to rectify this problem as soon as possible. Where licensees do not engage with the EPA in using the LMA application an additional financial charge may be applied.

What are the benefits for licensees in using LMA?

ALDER/LMA is a more efficient means of communicating with the Agency. You will be able to send relevant documents/notifications to the EPA electronically without having to send in triplicate hard copy. You will be able to see the status of any returns which you make to the Agency (e.g. monitoring reports, requests for changes to processes, etc). You will also be able to see what (if any) issues are currently under investigation by the EPA in relation to your licence and what the current position is (e.g. what is required to be done and when).

What Happens Next?

The primary site contact will receive ALDER login details and will be able to log in to ALDER and launch the LMA application from January 21 2013. All licensees are expected to use the ALDER/LMA application from the launch date.

We will maintain the ALDER support pages at <http://www.epa.ie/whatwedo/enforce/alderhelp/> with any new issues or information and you should regularly review this page for any updates both before and after launch.

Should there be a delay in the launch of ALDER/LMA for any reason then all site contacts will be notified in advance. In the event that the launch has to be postponed, communications between the EPA and licensees will continue in the same way until such time as a new launch date is announced.

FLOW DIAGRAM OF REGISTRATION PROCESS FOR ADDITIONAL USERS

