Control and strengthen procedures

For a large construction company - whose projects have been as diverse as petrol stations and an academy for the 2012 Olympics - gaining ISO standards was an essential way to demonstrate to clients that best practice is used.

Toureen Mangan which employs between 250 and 500 people at any one time, now has three ISO certifications: ISO 9001, ISO 14001 and its most recent, Health and Safety Management BS OHSAS 18001.

Scott Carr, Toureen Mangan's Health and Safety Manager, said the company decided to gain ISO to demonstrate to both existing and potential clients that it had robust systems in place.

"Getting the ISO's really confirmed to me what I knew, that we had the highest standards and systems, but it's good to have this internationally recognised certification which we can show to clients," he said.

"We did it this way because much of what we needed for 14001 and 18001 were already within 9001. In other words, by getting 9001 first we were well on the way to having systems in place for the other two."

A number of ISO providers were explored, and IMSM selected because, Scott said, "they could do what we wanted at a sensible price and were extremely helpful in helping us to set up all the processes".

Scott was also pleased to find that IMSM was able to take documentation already in place and adapt it to fit the ISO requirements, rather than start from scratch.

"We already had very strong procedures and processes in place, but going through ISO has strengthened these. For example, we now have far greater documentation control, with one set of approved documents to use.

"Our health and safety policy was very robust, but this has now been tweaked to conform to ISO and is stronger as a result."

Scott also believes that the standards have made a difference to clients and when tendering for new business.

He said: "It's an easy way to prove what we do. Sometimes, just ticking the box to say we have ISO is enough, we don't then have to go on and qualify everything.

"Many construction companies of our size have ISO standards, but not all can say they have all three, which is where I believe we have the edge."

iso specialists

Paving the road to success

IMSM already had an excellent track record with Rhino Asphalt Solutions Ltd and so was their natural choice, after already helping them gain ISO 9001, when they needed to reach BS OHSAS 18001 certification.

Rhino Asphalt Solutions specialise in highway maintenance and repairs across the country, employing 21 people and sub-contractors who work exclusively for Rhino.

Karen Brown, Quality, Environmental, Health and Safety Manager, said achieving BS OHSAS 18001 was vital when it came to tendering for contracts.

"We needed to provide evidence of health and safety standards and the only way to fully achieve this was to get the 18001 certification."

"Having already been through ISO 9001 was a huge help, because we had all the quality management processes in place that we needed."

IMSM worked with the processes already in place, causing minimum disruption. IMSM drew up the manual, drafted procedures and certification was awarded. The whole process took a matter of weeks.

Karen said: "It's a very easy system. The manual details all areas of compliance, such as training, communicating information about necessary personal protective equipment etc. and the audit ensures we remain compliant."

"The standard has undoubtedly helped us win tenders," said Karen. "Indeed, without it there would be some tenders we wouldn't even be able to pitch for."

Create the right environment

Wellington Press Ltd have a wide range of clients, including large local authorities, City bankers and insurers, to whom they provide digital and litho printing services. It needed to gain ISO certification to enable it to be allowed to tender as a preferred supplier.

Managing Director, Nick Murray, welcomed the rigour of the standards which demonstrate the company has first class procedures in place.

Having already gained ISO 9001, the firm decided to go for ISO 14001 and Health and Safety standard BS OHSAS 18001. "We were applying to have a framework agreement with a local authority and needed to have both BS OHSAS 18001 and ISO 14001 in place.

"IMSM had helped us gain ISO 9001 originally, and we had a very good relationship with their auditor who comes out annually, so it was a natural choice to ask IMSM once again.

"IMSM looked at the practices and procedures we already had in place and worked around them to draw up the documentary evidence to show that we were fully compliant."

Not only did Wellington Press get the framework agreement in place with that local authority, but has since been successful in gaining preferred supplier status with other local authorities. Nick is delighted that having all three standards marks the company out as one of excellence. He is particularly pleased with the Health and Safety standard.

"BS OHSAS 18001 has made us more conscious of Health and Safety, giving us a safer working environment. For example, our procedures include ensuring walkways are kept clear – something we usually did but now make sure we always do."

BS OHSAS 18001 Occupational Health & Safety Management

This standard is good for your organisation's well-being, providing a framework for managing Health and Safety responsibilities.

As well as looking after your most valuable asset - your employees - this standard gives potential clients assurance of your effective risk management procedures and full regulatory compliance. 18001 is a pre-requisite for companies wishing to tender within certain industries.

- Broaden your business opportunities on an international level
- Demonstrate due diligence, good governance, low risk and a competent management committed to health and safety
- Raise the performance and morale of your employees, by promoting safer working environments and heightening adherence to policies and procedures
- Improve efficiencies in health and safety budgeting for costs such as training, ensuring that money is well spent and related to real needs of the organisation