

# ISO 14001 & OHSAS 18001 Management System Case Study...

## Case Study

Currently in a period of growth, HEROtsc wanted to ensure that structurally the company was well equipped with certification to the Internationally Recognised Environmental and Health & Safety standards, ISO 14001 and OHSAS 1800 to provide 'safer and greener' practices going forward into 2011.

Taking advantage of a Business Development Grant which assists companies to progress towards certification, HEROtsc set an ambitious target date of six months to achieve the integrated certification.

## Challenge

- Manage and reduce energy consumption
- Reduce waste and improve recycling
- Reduce travel costs with innovative green schemes
- Reduce likelihood of incidents at all locations

## Results

- Successful ISO 14001 & OHSAS 18001 certification
- Simplify all documentation
- Managed and reduced energy consumption
- Travel and car sharing schemes
- Clear compliance to all applicable legislation



With clients who have pioneered the concept of one stop shopping in the UK

*QCS were initially approached as I had used them several years before for auditor training and had been very impressed with the standard of training given.*

*I contacted QCS early in 2010 with a view to HEROtsc achieving ISO14001 & OHSAS18001 certification by the end of the year. HEROtsc is the UK's fourth largest contact centre company with 8 UK sites, and for such a large company I was told that our certification timetable was very ambitious. We were determined to achieve this target though so in June a budget was made available and we commenced the project.*

*Internal auditor training was given to me and my staff by QCS, and their consultants helped us with the process of putting our policies and procedures into the ISO language required, and producing a workable management system.*

*The service we received from QCS was first class and we achieved full company certification in December 2010 with only 2 minor conformances – an amazing result and I would like to thank QCS for their help in achieving this.*

*We still have an ongoing relationship with QCS – having contracted them to assist us with the internal audits of our sites for 2011, and we also intend on using them to maintain our legislation register annually.*

*I would have no issues about recommending QCS for consultancy and training to anyone.*

*Glyn Beech*

**Head of Safety, Health and Environment  
Manager—HEROtsc  
[www.herotsc.co.uk](http://www.herotsc.co.uk)**

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customer management innovators

**QCS**   
International

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## Background

HEROts are innovators in the Design, Development and Deployment & Delivery of Insightful Customer Management Solutions and with eight contact centres across the UK there was a strong emphasis on building a management framework to ensure a safe and greener working environment for their staff.

A high priority was given by management to staff involvement in all aspects of the system. General awareness training sessions were conducted and all new staff now have a thorough induction process for environmental and health & safety when joining the company. 'Champions' were nominated and under the direction of Mr Glyn Beech, Head of Safety, Health and Environment Manager, they ensured a good line of communication to all sites.

## Why ISO 14001 & OHSAS 18001?

The company acknowledged that many clients now insist that they have these certifications in place and ISO 14001 and OHSAS 18001 offered a process based solution that focused on establishing internal policies, procedures, objectives and targets and showed responsibility towards the environment.

## Benefits of ISO 14001 & OHSAS 18001?

Through implementing an EMS and H&S integrated management system, HEROts has been able to simplify their documentation process and manage their internal requirements relating to environmental and health & safety compliance more effectively.

**To Find Out More about ISO 14001 and OHSAS 18001 Grants ...**

**Call 01236 734447 for your free consultation or visit [www.qcsl.co.uk](http://www.qcsl.co.uk)**

## Benefits and Implementation

The first implementation step was an initial review of all the company sites which identified and ranked environmental aspects, impacts and health & safety hazards with the specific legislation applicable to HEROts. Through implementing an EMS and H&S integrated management system, HEROts has been able to simplify their documentation process and manage their internal requirements relating to environmental and health & safety compliance more effectively, for example:

**Manage and reduce energy consumption.** Achieved through introducing innovative ways of monitoring energy use and encouraging improved efficiency across all sites. Simple measures such as switching off equipment can have a significant impact when you have several thousand personal computers.

**Reduce waste and improve recycling.** Working closely with waste management companies, encouraging staff to reduce the waste they create and making recycling options easier for all. This extends to purchasing from suppliers that include items with a recycled content.

**Encourage new and innovative ways of travel, car sharing and tele-conferencing.** The company now has in-house car sharing websites and car share parking to further encourage the impact of staff travelling to work.

By considering health and safety management within an OHSAS18001 structure the business has ensured that they meet all legal requirements and that they are making a positive move towards reducing the likelihood of incidents at every location.

HEROts gained certification to both ISO 14001 and OHSAS 18001 in December 2010 which clearly demonstrates their commitment to the environment and the health & safety of their staff and visitors. It has improved process control and the preventive action system has benefited the whole company with business achievements already evident.

The commitment shown to environmental and health and safety management will ensure that HEROts is well placed in the race to secure new contracts in an increasingly competitive market place.

