



WELCOME to the latest edition of 'Out of the Box', bringing you the latest news from Equas SmartPro.

There's no doubt that 'green' issues will remain in sharp focus during 2008 with more organisations taking a long, hard look at how their activities impact on the environment.

What we are seeing here at Equas SmartPro is that many of our clients are now going for the ISO in a Box 'double' and ticking both their Quality and Environmental boxes by implementing ISO9001 and ISO14001 at the same time.

Although both certifications are voluntary, there's clear evidence that having them does deliver tangible benefits – as the experiences of our two case studies, Smart Cut Ltd and printers William Pollard, show.

So what is ISO14001:2004?

Quite simply, it provides the requirements for an Environmental Management System (EMS), which is a tool enabling organisations of all sizes and operating sectors to:

- identify and control the environmental impact of its activities, products and services
- continuously improve its environmental performance
- implement a structured approach to setting and achieving targets
- comply with environmental legislation

To find out more about ISO14001:2004, contact Mike Dowd on 01759 301000 or email [m.dowd@equas.co.uk](mailto:m.dowd@equas.co.uk)



## “Will the last person to leave please switch off the lights?”

We're all well used to hearing about global warming and carbon footprints but it's going to take a lot more than turning off the lights and recycling paper to halt the environmental decline.

An excellent starting point is to put the fundamentals in place with the ISO 14001 Environmental Management System and 'ISO in a Box' is the proven, cost effective tool for achieving the internationally recognised Standard that complies with full UKAS certification.

Prior to embarking on ISO14001, grounds maintenance contractor, Smart Cut based in Pershore, came under pressure to put a formal Quality Management System in place as Director, Tom Rimell explained:

“The majority of our work is in the public sector providing grounds maintenance for local authorities, hospitals, schools and housing associations. At the beginning of last year, we lost a big contract and when we asked the reason why, it was because we didn't have a recognised quality standard.

“I had been pretty cynical, viewing it as an expensive bureaucratic paper trail – one of my friends in the care home industry had spent over £20,000 trying to get his business through ISO9001 and I wasn't going down that road. We researched the market and chose 'ISO in a Box' because it looked a relatively simple, reasonably priced option.”

Tom went for the Assisted Build route: “We did a lot of the work ourselves but I



think that's a benefit since we're the ones who have to run it so we needed to fully understand it. That said, our consultant was very supportive and we received good service from Equas SmartPro.”

Having received the ISO9001 UKAS stamp of approval, ISO14001 was the next target for Smart Cut. “We looked at the type of work we were doing and could see how new legislation was going to affect our business,” said Tom. “For example, we can't send anything to landfill that hasn't been pre-treated, so if it's brushwood it's got to be chipped. The environment is certainly going to be on everyone's agenda in the coming years.

“Having done ISO9001 and found it reasonably easy, we thought that we should go the extra mile and get ISO14001 since we already had much of the structure in place. When we started with ISO9001, we didn't understand the importance of having a UKAS accredited audit and we now know that some quality standards aren't worth the paper they're written on,” said Tom.

“We didn't consider anything other than 'ISO in a Box' for our ISO14001 and we've now got that certification as well. Although we haven't yet been formally asked by clients to have it, it's only a matter of time before it becomes almost mandatory. This time, rather than being reactive, I think we're ahead of the game.”

Grounds maintenance can be quite a moo-ving experience!



## A £28 billion opportunity!

The Government is committed to helping small and medium sized enterprises (SMEs) bid for, and win, public sector contracts. It's estimated that small businesses are ideally placed to deliver around £28 billion of this public sector work but in order to get on the tender list, these organisations must have the ISO9001:2000 Quality Standard.

Protégé Management, based in Portsmouth, specialises in helping SMEs tap into the potentially lucrative public sector market with workshops that offer advice and guidance on getting on the all important tender list. And the company certainly practises what it preaches – just five weeks after attending an 'ISO in a Box' workshop, Protégé received its own ISO9001 certification.

To find out more about the Protégé workshops for SMEs, which are usually free of charge, contact Karen Bladen on 023 9265 8353 or email [karen@protege-management.co.uk](mailto:karen@protege-management.co.uk)



## ISO Club News

All Equas SmartPro clients automatically receive membership to our exclusive ISO Club that keeps them up to date with 'ISO in a Box' systems updates, changes in legislation and useful business briefs.

The most recent bulletin sent to ISO Club members included standard templates for a Contract of Employment, a Quality Policy Statement, news on changes in Capital Allowances and an 'at a glance' guide to the key requirements for a successful ISO9001 audit.

And with so much recent news about IT security breaches and the loss of personal data, we also provided some useful tips on keeping PC data safe and secure.

If you're already a member, watch out for further ISO Club bulletins dropping into your email box soon. If you're not, then it's probably time you signed up to 'ISO in a Box' and started reaping the benefits.

# Pollards press on with raising environmental standards



Back in 1781, it was the American Revolution in the news rather than the environmental headlines of today and it was in this year that William Pollard & Co. Ltd. was founded.

Thought to be one of the oldest printing companies in the UK and still owned by direct descendants of William Pollard, it is now a highly sophisticated operation using the latest technology and employing around 75 staff.

The company has just achieved the ISO9001 and 14001 'double' using the 'ISO in a Box' system. Allan Moxey is Pollard's Works Director, responsible for quality, the environment, health and safety and facilities management of its campus, part of which is rented out to other organisations.

"We'd been thinking about ISO14001 for some time," said Allan. "When filling in tender documents, there was always the questions 'do you have ISO14001?' or 'do you intend to get ISO14001?' Reading between the lines, intending to get it wasn't good enough. So although we were kind of forced into doing it, we knew we had a duty to raise our environmental standards."

After speaking with the Equas SmartPro consultant, Pollards elected to do both Standards together. "ISO in a Box is tailored to deliver exactly what we need as a business," said Allan. "We didn't need to change any of our existing systems – it all slotted together but did make us more efficient. It's really lived up to expectations and the consultant was an incredible help in keeping me on track. I'd definitely recommend it to any other business."

Although the printing industry is making real progress in new technologies such as



environmentally friendly chemistry, including vegetable-based inks and high spec recycled papers, they've not yet been perfected for general use. "There are still some quality issues to be overcome," explained Allan. "What we are doing now is to ensure we recycle and recover as many of the elements used in the print process as possible such as ink, chemicals, aluminium plates, paper, card, wood and all plastics."

The new environmental focus has encouraged everyone in the organisation to play their part and the volume of waste has been greatly reduced. "We still have a waste skip on site that is shared by our tenants. Over the last couple of months, we've halved the size of the skip and instead of being emptied every week, it's now every three weeks. The volume going to landfill has been reduced by 80% which saves £400 a month," said Allan.

"We're lucky that our tenants share Pollard's philosophy and have their own recognised Quality and Environmental Standards. In theory, we should be able to dispense with anything going to landfill and that's our target."

## Be In It to Win It

The London 2012 Olympic and Paralympic Games is likely to throw up over 75,000 contract opportunities in a range of sectors including construction, engineering, merchandising and retail.

Most of the work for SMEs will come further down the supply chain, supplying goods and services to the appointed main – or Tier 1 - contractors. Businesses can register their details to compete for contracts and must have an equal opportunities policy, health and safety



policy and a recognised quality management system in place. ISO9001:2000 is, of course, the most recognised standard.

For further details, visit [www.competefor.com](http://www.competefor.com)