



CASE STUDY BORRAS CONSTRUCTION

Summary

Needs

- Improved business performance
- Better management of risk
- Engagement of staff leading to productivity and new ways of working
- Better customer and employee care

Benefits

- Achievement of a Considerate Constructors Award, a national award recognised by clients and construction bodies
- Standards have highlighted the importance of team work and ownership, with employees becoming much more involved in the day to day running of the organisation
- Site staff, office staff, surveyors, suppliers and subcontractors are all involved in rectifying any non conformities, continually working to minimise risk and change the culture of their organisation

Background

Borras Construction part of Borras Group Holdings Limited, was founded in 1980 and is a leading provider in the property refurbishment, new build, repair and maintenance markets across London, the Northern Home Counties and South Midlands. It has extensive experience in both public and private sectors, and a 28 year track record of completing projects on time and within budget.



Customer Needs

The construction market is incredibly competitive. Having gained certification in Quality (BS EN ISO 9001:2000), Safety (OHSAS 18001:1999) and Environmental (BS EN ISO 14001:2004), Borras are able to provide their customers with the finest product possible, with excellent post-project services.

Increasingly, industrial relations issues such as health and safety at work are becoming more important to organisations. Borras Construction sees certification to health and safety as key to its success. By engaging its staff, suppliers and subcontractors in the development of better processes, the company is developing its knowledge of risk and improving health and safety onsite. This, in turn, improves the service provided to their customers.

Benefits

Since gaining certification in ISO 14001 Borras Construction worked with BSI Management Systems over the last 8 years and during that time gained certification and continuously improved in the areas of Business Performance, Business Risk and Business Sustainability. Due to its commitment and ongoing improvement, it was awarded the achievement of Considerate Constructors Award, something recognised by both clients and construction bodies.

Chris Wright, Joint Managing Director of Borras Construction said that "achieving and maintaining certification to three core management standards is the best thing that has ever happened to us". The certification to health and safety has been critical to their success, and quality and profitability come as a result of that.

The organisation has seen a culture shift. As a result of seeing the benefits to the company in terms of commercial operation, employees have engaged with the scheme more and more. The standards have also highlighted the importance of team work and taking ownership. When they witness the results, they understand the importance of their involvement in the whole process. In addition, the management systems have created numerous learning opportunities for their workforce.

Due to the positive impact that the management systems standards have had on its business operation, Borras Construction is considering implementing the Business Continuity Management system standard BS 25999.

BSI's Role

Borras found that one of the main obstacles was that its staff were nervous about being audited. However, through working with BSI they found that the audit process is about business improvement rather than inspection.

Chris Wright said, "In a rather grey economic climate we see an immense value in having a standards and assessment process that brings in an outside expert to review things. The construction market is a competitive one. However, being aligned to BSI we bathe in its industry reputation and benefit from the scope of products and services available to us. BSI ticks all the boxes for us and also offers a more robust audit than other assessment bodies. The webinars and variety of training solutions are useful, not only to help take your first steps, but are also a good source of support, whatever stage you happen to be at on your route to certification."

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