



BS OHSAS 18001 Health and Safety Management, **ISO 9001** Quality Management, **ISO 14001** Environmental Management

CASE STUDY OCS GROUP UK LTD

Summary

Needs

- Independent auditing
- Legislative compliance
- Employee engagement
- Co-ordinated training and awareness communications programmes

Benefits

- Behavioural changes within organisation
- Consistent processes
- Continual improvement
- Improved health and safety performance
- Reduction in carbon emissions

Background

OCS is an international facilities services group with a turnover of over £674 million and more than 32,000 employees in the UK. As a leader in the facilities services market with 109 years' experience, OCS is keenly aware of its responsibilities to its customers, its staff and to the environment.

In almost every sector businesses rely on OCS for a wide range of property support services from cleaning to security and catering. Many of these services are closely linked and the company prides itself on its provision of an integrated delivery solution under one point of management.



OCS Senior directors (L to R) CSR Director Michael Goodliffe, CEO Chris Cracknell and Ian Goodliffe Health and Safety Director receive triple certification from BSI's CEO Howard Kerr

OCS adapts the way it works to meet the changing needs of the organisations it works with, providing one single service at a single site, or several services at multiple sites.

Customer Needs

Michael Goodliffe, Director of CSR explains that, " We wanted to establish an internationally recognised platform for OCS's approach to sustainable development. Through BSI and the quality management system standard, ISO 9001, we have been able to embark on a process of continual improvement to boost economic performance. Simultaneously we have taken into account environmental and social considerations through ISO 14001 (environmental management) and BS OHSAS 18001 (health and safety management). This triple certification interlinks our management systems and will enable us to reach our primary objective of an integrated process.

Benefits

OCS realised that certified companies have a competitive advantage over those that merely claim to have processes in place. Working with BSI has emphasised the company's commitment to greater efficiency and sustainability. The process of external assessment and verification provides robust systems which are more reliably adhered to than casual systems.

Michael Goodliffe, director of CSR for OCS, explains, "To maximise the advantages of the three management systems we needed to obtain stakeholder engagement which we achieved this through co-ordinated training and awareness communications programmes and the certification process has already shown great benefits for staff, customers and the environment.

By adhering to the frameworks within the management systems and embracing new technologies and innovative practices, OCS continues to achieve improvements in quality and efficiency as well as cost savings that they are able to pass on to their customers.

BSI's Role

Michael Goodliffe, director of CSR explains that BSI was appointed strategic partner following a formal tender and evaluation process. Working with BSI demonstrates and delivers on our commitment to continual improvement and the integration of business excellence. The certification process has already shown great benefits for staff, customers and the environment.

We look forward to a continuing working relationship with BSI. Having been awarded certification to BS OHSAS 18001 for our cleaning and support services, we now have plans to implement similar systems across the remaining areas of the business by December 2009.

"BSI is proud of its long standing relationship with OCS," says Andrew Morris, business development director for BSI. "The company continues to show an ongoing and determined commitment to meeting the stringent standards across a wide range of management system standards. With growing industry pressure for organisations to take health, safety and environmental issues seriously, OCS easily demonstrates a true desire to control its risks and improve its business performance. This is a fantastic achievement."

BSI

Beech House,
Breckland,
Linford Wood,
Milton Keynes,
MK14 6ES
United Kingdom
T: +44 (0)845 080 9000
F: +44 (0)1908 228 180
E: certification.sales@bsigroup.com
www.bsigroup.co.uk/improve