



# Building services company transfers certification and assessment services to BSI to prove independent verification of best practice

## Customer needs

- Upgrade to verification from a UKAS accredited organisation to further test compliance to chosen standards
- Independent third party assessment of management best practice
- Robust management framework from which to offer a wider range of services to existing customers as well as widen customer base to outside the railway industry

## Customer benefits

- Achievement of the silver safety award in the annual ROSPA presentation as a direct result of management systems
- Employee buy-in to corporate ethic of continual improvement
- Ongoing ability to deliver services which are compliant with regulatory and statutory requirements and that meet customer requirements

“We decided to upgrade to a UKAS accredited organisation to further test our compliance to our chosen standards and therefore actively drive the continual improvement ethic within the organisation.”

**Matthew Musk**  
*Health, Safety, Quality and Environmental management systems representative*



## Customer background

Para Holdings Limited was founded in 1996 to provide a high quality building services company within the railway industry. The company has established itself a reputation within the South East area, mainly undertaking contracts within the railway industry. During 1997, the management decided to utilise the skills and experience of the workforce to offer a wider range of services to existing customers as well as widen its customer base to outside the railway industry, branching out to local commercial building activities. Para Holdings Limited now provides, in addition to its traditional core activities, other railway and commercial services including: construction; building services and facilities management; building maintenance and refurbishment; M&E installation and maintenance; environmental services and consultancy.

## Customer needs

Para Holdings holds certification to three management system standards ISO 9001 (quality management), ISO 14001 (environmental management) and BS OHSAS 18001 (occupational health and safety management). Certification to ISO 9001 was gained with BSI in March 2006, however the other two standards were achieved using a non-UKAS accredited company. Following a management review in March 2009, these standards have since been transferred to BSI.

"Driving continual business process improvements within our organisation is vital for business growth and survival," says Matthew Musk, Health, Safety, Quality and Environmental management systems representative. "We recognised a need

to change the way we were working in order to gain the confidence and trust which comes from being associated with a reputable, recognised and trusted certification body."

## Benefits

Para Holdings has realised a number of commercial benefits since its decision to transfer assessment and certification services to BSI. In particular, the company's recent achievement of the Silver Safety Award in the annual ROSPA (Royal Society for the Prevention of Accidents) presentation is testament to the improvement in health and safety, quality and environmental systems since linking up with BSI.

"Our management team meets monthly to monitor our quality, environmental and health and safety objectives and the performance of our management systems," says Matthew. "We have regular inspections and audits and information is evaluated to ensure that standards are being adhered to and that there is continual improvement within the company."

"The largest challenge to overcome during the implementation stage was to ensure that our workforce remained informed of the requirements of more rigorous management systems. Demands on all site staff have been increased to ensure that the continual improvement ethic is ingrained in both our permanent and contracted resource. We were able to do this during the initial induction stage to new sites. All staff (both permanent and contracted) are now fully aware of the needs to adhere to the system in order to meet our legal, and ethical obligations."

"In addition to meeting regulatory requirements, Para Holdings strongly believes in developing a personal rapport with its customers to understand their expectations and requirements," he continues. "The framework provided by our management systems, ensures that every member of the team is dedicated to excellent customer service and support. By establishing good communication processes and excellent relationships we endeavour to build on our reputation through trust, loyalty and delivery of project goals."

## Why BSI?

Para Holdings has established a long and successful relationship with BSI since the achievement of ISO 9001 certification in 2006. "The transfer of certification to BSI has been a relatively seamless exercise with comprehensive support and the absolute minimum level of disruption," says Matthew.

It is planned that all three management systems continue to become more integrated over the next year. The status of this integration will be reviewed at the management review meeting in March 2011. Following this full integration a review of the benefits of certification to PAS 99 will be completed.

## 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](mailto:certification.sales@bsigroup.com)

[www.bsigroup.co.uk/improve](http://www.bsigroup.co.uk/improve)

PAS 99 is intended to encourage organisations with more than one management system to achieve a single holistic system to enable them to more effectively run their operations. To understand more about how PAS 99 can benefit your business, visit [www.bsigroup.co.uk/improve](http://www.bsigroup.co.uk/improve)



The BSI certification mark can be used on your stationery, literature and vehicles when you have successfully achieved certification.

