

CASE STUDY

FIVES NORTH AMERICAN LIMITS ENVIRONMENTAL IMPACT SUBSTANTIALLY WITH ISO 14001 FROM SGS

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Fives North American UK, Ltd (FNA UK) is part of the Fives Group, an industrial engineering group with a heritage of over 200 years of engineering excellence and expertise. Fives designs and supplies machines, process equipment and production lines for the world's largest industrial groups in various sectors such as aluminium, steel, glass, automotive, logistics, aerospace, cement and energy, in both developing and developed countries.

As a provider of combustion solutions, FNA UK is internationally recognised as offering a safe, efficient and value generating service. Their combustion teams offer their expertise to supply tailor-made solutions across key markets and applications, in industries using products such as cement & minerals, energy, metals and oil & gas.

As an industrial engineering company, for both staff and customers, it is essential that high levels of importance are placed upon their environmental management systems. FNA UK is committed to meeting their requirements by conforming to the necessary regulations and, through the implementation of the environmental management systems standard ISO 14001, have executed an environmental management system that has yielded impressive results.

"We had a number of drivers for wanting to achieve ISO 14001 certification," says Brandon Hennessy, Operations Manager at FNA UK.

"We wanted to formalise our current environmental practices and have a management system in place that improved our overall environmental performance. In turn, we realised that this would enhance our company image in the long term, helping to win and retain business."



WE REALISED THAT THIS WOULD ENHANCE OUR COMPANY IMAGE IN THE LONG TERM



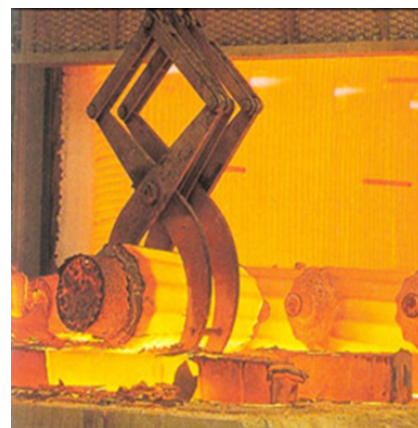
WHY CHOOSE SGS?

Having worked with SGS before for ISO 9001 certification, the choice of certification body was a straightforward one for FNA UK. "We had a good working relationship with SGS," Brandon explains. "We feel they understand our business and requirements very well, so they were our natural choice for ISO 14001 certification."

Tracy Ward, Lead Auditor for ISO 14001 and ISO 9001 at SGS was responsible for the auditing process at FNA UK and praised the attitude of the business. "They were very positive from the outset", says Tracy, "and, with help from Severn Management, were very well prepared for the process."

THE AUDIT PROCESS

The ISO 14001:2004 certification process consists of six steps, starting with the proposal based on the size and nature of the business. Once this is confirmed and the optional 'pre-audit' stage is complete, Stage 1, or



a 'Readiness Review', is undertaken. This stage is an evaluation of the environmental management system the company is implementing and whether or not it complies with the standard.

With Stage 1 complete the auditor moves onto Stage 2, in which they conduct interviews with employees, examine records, observe working practices and determine how compliant processes are with the standard and the business's own system.

"The audit process was an opportunity to show off the environmental management system we had put in place," says Brandon. "All the hard work had been done at this point and, although we couldn't be certain on certification, we knew we had approached the implementation process thoroughly."

"The Stage 1 and 2 audits proceeded without any delays and went very well," says Tracy Ward. "There were very few issues throughout the course of the audit thanks to the positive attitude of Brandon and the buy-in from his staff into the system, which was very clear to see."

Once complete and any irregularities are addressed, a technical review of the audit will be conducted and, if successful, will confirm the certificate being issued.

The final two steps of the process are focused on continual improvement, with planned surveillance visits to check the system and action plan implementation, followed by a re-certification audit after three years.

"On the whole SGS is very professional and helpful in their approach," Brandon explains. "SGS auditors are balanced on their assessments when identifying areas for improvement, as well as giving praise for a job well done."

“THE CERTIFICATION ITSELF HAS PROVIDED A PLATFORM FOR WINNING NEW BUSINESS.”

THE BENEFITS OF BEING CERTIFIED

For FNA UK the impact of being certificated to ISO 14001 has led to impressive progress. Working from within to instil a company culture has been crucial to the waste reductions made across the company, whereas the certification itself has provided a platform for winning new business.

"We work with a lot of large companies that have high standards in regards to their supplier approval process," says Brandon. "Achieving ISO 14001 gives these organisations peace of mind that we are an environmentally conscious company, making it easier for us to gain acceptance as an approved supplier."

One of the objectives that FNA UK set for themselves after certification was to increase the amount of recycling

achieved from the previous year by 25%, perhaps by identifying a waste contractor who would help them to achieve this.

"The results we have achieved year to date are better than we could have expected," says Brandon. "We took on a new waste contractor whose ethos was to consider waste as a resource. Their recycling capability enabled us to increase our recycling versus 2014 by a massive 600%. This gave everyone a real sense of making a difference to the environment as we were able to stop a large amount of waste going to landfill."

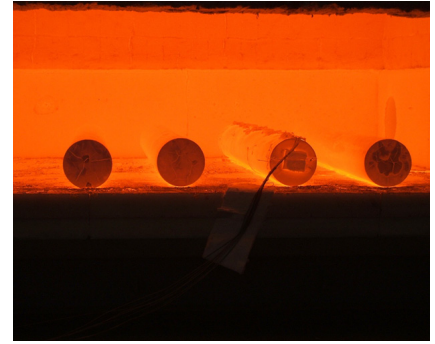
"We are looking forward to the challenge of setting more meaningful environmental objectives that will involve the whole company and, hopefully, have as big an impact as we did this year."

Furthermore, thanks to the company's new wealth of knowledge in dealing with environmental matters, FNA UK are in good stead to understand and anticipate potential changes in environmental legislation, as well as being able to answer to the highest levels of legal compliance evaluations.

“ENABLED US TO INCREASE OUR RECYCLING ... BY A MASSIVE 600%”

ADVICE TO COMPANIES CONSIDERING ISO 14001 CERTIFICATION

"It can certainly be beneficial to improve your knowledge of the standard and any legislative requirements as early as possible," says Tracy Ward, Auditor at SGS. "This can be done in a variety of ways, from contacting SGS directly and



speaking to our specialists through to researching government websites."

"Once you feel you have a basic understanding, walk around your site and try to identify key environmental issues. Remember to value staff input throughout the process, as they may already have improvement opportunities in mind."

"Have your implementation team led by the person who knows the whole of your operations and use a consultant that really fits your business," summarises Brandon. "We used Severn Management Systems Ltd and their knowledge was invaluable to the process."

"It is one thing to achieve certification, however to ensure you implement it seamlessly and efficiently is another thing. The aim is to apply an Environmental Management System that adds value to your business, and with ISO 14001, this can certainly be achieved."

ABOUT SGS

SGS is the world's leading inspection, verification, testing and certification company with more than 85,000 employees operating in a network of 1,800 offices and laboratories around the world.

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WHEN YOU NEED TO BE SURE

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