

# Third party certification opens door for construction tenders and new business opportunities



“H+H seeks to be the aircrete market leader and to work tirelessly to ensure the focus of the company is its customers. By obtaining BSI certification to national and international standards, we ensure the continuity of our manufacture and supply chain, which ultimately benefits not only our customers, but also the environment.”

**Colin Cook,**  
Chief Scientist, H+H UK Limited

## Customer needs

- An integrated and holistic management structure enabling the operation to run more effectively
- Powerful and independent marketing tool to help differentiate the organization from competitors
- Continual improvement in business processes

## Customer benefits

- Increased market opportunities and better placed to tender for new business
- Demonstration of industry best practice
- Simplified documentation and mechanism for more effective audits

### Customer background

H+H UK is the largest UK manufacturer of aircrete (autoclaved aerated concrete). Aircrete is a widely used building material in UK construction: its lightweight design, flexibility of use and inherent thermal efficiency make it ideal for the construction of all building types. Today, H+H is gaining ground on the back of a general industry move towards sustainable building. The company places great emphasis on its environmental credentials. Our aircrete products are manufactured using up to 80% recycled waste material and the company strategy has been to focus significant resource on improving its energy efficiency throughout its operations and demonstrating its commitment to environmental issues.

### Customer needs

H+H trades with many of the UK's leading developers and house builders. In many cases H+H may not have been considered as a trading partner had it not had third party certified management systems in place. By achieving independent third party certification for its management systems H+H can continually improve the business and transparently demonstrate to customers, employees and members of the local and wider community that the company effectively manages its responsibilities in the areas of quality, environment and health and safety. H+H seeks to be the aircrete market leader and to ensure continued customer focus as a way to differentiate itself within the industry.

However maintaining separate ISO 9001, ISO 14001 and BS OHSAS 18001 management systems was proving time consuming and therefore H+H decided to fully integrate its management systems and obtain certification to PAS 99. As a result H+H is now proud to be the first UK precast concrete manufacturer to obtain third party

ISO 9001 Quality Management, ISO 14001 Environmental Management, BS OHSAS 18001 Health & Safety Management, PAS 99 Integrated Management System, ISO 50001 Energy Management and Energy Reduction Verification (ERV) Kitemark Scheme

certification for its integrated management system. H+H UK fosters an understanding of environmental issues arising from our business activities amongst employees, suppliers, contractors, customers, shareholders and also within the local community. We report publicly on our environmental objectives and performance as and when required. The holistic approach to managing various systems within the business has greatly improved efficiency particularly in the areas of simplifying documentation and providing the mechanism for more effective audits.

### Benefits

In addition H+H's other BSI certifications for its ISO 9001 Quality Management System and BS OHSAS 18001 Occupational Health and Safety Management Systems are proving invaluable and increasingly essential requirements for maintaining existing business and tendering for new business.

In 2008 H+H became the first UK Precast Concrete and Aircrete manufacturer to achieve certification to the Carbon Trust Standard for demonstrating year-on-year reductions in the company's carbon footprint, being demonstrable by a reduction greater than 2.5% annually. The Carbon Trust Standard replaced the Energy Efficiency Accreditation Scheme (EEAS) for energy management also achieved by H+H.

In September 2009, H+H was also awarded a VERY GOOD for all products under the BES 6001:2008 Responsible Sourcing initiative from the BRE, being the first company to be awarded very good for all sites and all products.

### Why BSI?

"BSI is perceived as the leading certification body and H+H therefore wished to have its management systems certified by such a reputable organization," says Colin

Cook, Chief Scientist at H+H. "The various certification processes with BSI described above were made straightforward by the professionalism and approach of the auditors and therefore no real difficulties were encountered en route to certification."

In December 2010 H+H UK became one of the first manufacturers in the UK to be awarded certification to BSEN 16001, the first UK standard to focus specifically on energy efficiency and also the British Standards Institute Energy Reduction Verification (ERV) Kitemark Scheme for demonstrating annual reductions in carbon emissions. This was followed in May 2012 by certification to the international energy standard ISO 50001 that greatly assists in maintaining on-going carbon reduction.

The ERV Kitemark scheme is based on the implementation of an ISO 50001 energy management system and although H+H has in the past obtained accreditations through other bodies, are very much committed to working with the BSI whenever the opportunity arises.

### Next steps

Whether it be ISO 9001 quality Management, ISO 14001 Environmental Management, BS OHSAS 18001 Health and Safety Management, PAS 99 Integrated Management, ISO 50001 Energy Management or ERV Carbon Reduction, BSI's certification schemes to these standards are designed to help an organization focus on customers and drive continual improvement in its business process.

**Find out how BSI can help your business make excellence a habit – visit [bsigroup.com](http://bsigroup.com)**

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