



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

Customer needs

- An integrated and holistic management structure enabling the operation to run more effectively
- Powerful and independent marketing tool to help differentiate the organisation 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

“H+H seeks to be the aircrete market leader and to work tirelessly to ensure the focus of the company is its customers. By taking part in schemes such as the BSI offer, 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 background

H+H UK is the largest UK manufacturer of aircrete (autoclaved aerated concrete) products for the construction industry, historically for the house-building sector, but with recent inroads into other areas such as schools, offices and retail premises. H+H UK is considered to be the aircrete market leader on sustainability and environmental issues and for the past three years has been listed by the Sunday Times as one of the UK's Best Green Companies. The company has increased its position in the rankings from 32nd in 2008 to 29th in 2009 and finally obtained a top 10 position of 9th in 2010, despite the impact of the recession on the construction industry which has resulted in a significant reduction in resources.

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 certification for its integrated management system. 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

As well as the company winning the accolade from the Sunday Times, H+H's achievements in reducing energy and water usage and process waste generation through ISO 14001 were recognised and the company won the Resource Efficiency Award in the Environmental Awards for Kent Business. H+H works closely with the Manufacturing Advisory Service (MAS) South East and in September 2009 was selected as an exemplar company to host their inaugural Environmental Insights Visits, where information on the company's environmental best practice is provided to local businesses in order that they may benefit and improve their performance and which was attended by Sevenoaks MP, The Hon Michael Fallon MP. 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 organisation," 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."

H+H has applied to obtain the newly launched BSI BS EN 16001 certification and has offered to act as a pathfinder company to 'test drive' the Kitemark scheme. The ERV Kitemark scheme is based on the implementation of a BS EN 16001 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.

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

