



Fredrickson International has opened doors to new business opportunities with ISO 14001 certification

“Implementing ISO 14001 has allowed us to identify our environmental impacts, reduce them, become more efficient and save money.”

Dominic Briggs,
Managing Director,
Fredrickson International

Business Objectives

- Demonstrate environmental responsibility to all stakeholders
- Implement an approved supplier scheme that covers ISO 14001
- Protect and enhance reputation
- Educate employees, suppliers and customers about the significance of environmental impacts
- Understand and reduce energy usage by 8-15% in 2013
- Share best practice with local companies

Customer benefits

- Enhanced customer confidence and perception of the organization
- Greater awareness and a commitment to continual improvement
- Opportunities for cost savings and business growth
- Simplified documentation procedure for more effective audits
- Partnering with local businesses

Customer Background

Fredrickson International is a leading Debt Collection Agency, part of the Interlaken Group, operating in the UK with three sites across Surrey. Fredrickson employ more than 250 staff and recovers debt in excess of £100m per annum. The organization's key corporate values are compliance, performance and innovation.

Fredrickson has enjoyed a sustained period of growth, both organic and through new client acquisition. Fredrickson is pleased to count amongst its clients, a Central Government Department, many well respected financial institutions and FTSE 100 companies.

Why certification?

Fredrickson decided to certify to ISO 14001 for several reasons; primarily due to requests from clients but also as part of an on-going commitment to minimize environmental impacts.

Clients are constantly asking for information on environmental commitments and for some tenders, supplier certification to ISO 14001 is a pre-requisite. Fredrickson are committed to integrating key aspects of sustainable development into operational practices and culture, seeking to proactively consider sustainability issues in all projects and business activities. Fredrickson pride themselves on providing clients with a source of extensive knowledge on sustainability. Certification to ISO 14001 further validates this on-going commitment.

Benefits

Clients and the general public now have total confidence that Fredrickson understand the significance of their environmental impacts and have taken measures to minimize these. Certification to ISO 14001 shows just how important environmental commitment is to Fredrickson as well

as enhancing their reputation and benefiting their response to tenders. Dan Buss, Special Projects Manager says "Gaining ISO 14001 allowed us to make a difference in our industry and we expect a ripple effect amongst suppliers and clients alike".

A more streamlined documentation process has reduced the duration of audits and inspections from environmental agencies.

Implementation

Fredrickson began the certification process in November 2012 and were fully certified by May 2013. Fredrickson's environmental team worked hard to highlight the benefits that ISO 14001 would bring. This involved making big cultural changes throughout the organization; for instance, all employees had to surrender the bins under their desks and use central recycling stations.

Top management and employee buy in made the changes easier to implement because everyone could see the value of the changes. The company has branded its compliance culture 'safe hands', which it uses to train and communicate with staff about corporate social responsibility, health and safety and management systems including ISO 14001.

A 'safehands team' was created to manage internal compliance of the management system. The team attended BSI's Implementing ISO 14001 training course. The next step was raising awareness to all staff. Buss says "We used some of the tips we received from the BSI trainers within our awareness campaign which consisted of three different training modules and short quizzes. We further embedded requirements for the standard by using screensavers,

posters and incentives to get staff on board and contributing towards our environmental ethos and targets. It didn't take long before our entire team became advocates of this new certification. It was helpful that the BSI team stayed close during the roll out of the EMS Challenges."

BSI's role

Fredrickson chose to work with BSI due to BSI's reputation in the industry. Dominic Briggs, Managing Director says "When you think of quality, the benchmark is the British Standards Institution. We had a first class consultant on both occasions, who worked closely with us and took us through the benefits of having quality and environmental management systems."

For Fredrickson, third party certification with BSI is a way of proving to stakeholders that they take environmental impacts seriously. Briggs says "BSI has played a key role in supporting our success. In this case, BSI carried out a Gap Analysis day to make sure we were heading in the right direction. They were always readily available to give help whenever we have needed it."

Fredrickson is committed to continual environmental improvement. Fredrickson is working to develop greater environmental awareness amongst suppliers, customers and employees.



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