



## Simplification key to triple certification

"I find the simpler things are, the more I will get done and switching to BSI was essential to making these changes."

**Ray James**

Systems Manager  
Hines Construction

**Client solutions:**

- Create a system that worked for all staff and that suited the business
- A tailor-made system, focusing on what we do and who does it
- Triple Certification: ISO 9001, AS/NZS 4801 and AS/NZS 14001

**Client benefits:**

- Multiple benefits from multiple standards
- Savings on time and money
- Changing behaviour on and off site
- Positioned for regional growth

**Background**

Hines Constructions is a family owned business that specialises in construction management and the building of commercial and industrial projects including: residential and retail developments, educational and aged care facilities, sports complexes, office buildings, factories and warehouses, restoration and commercial refurbishments throughout regional NSW.

## Why certification?

This family owned business specialises in commercial and industrial construction projects throughout regional NSW.

"We want to become the go-to construction people for the central-west," explains Ray. "So we needed to get our processes and work procedures all in line, and one step ahead of everyone else in our area."

Achieving all three certifications allows Hines to tick more boxes on their tenders.

"We do a lot of work for local and state governments, so if we fill in more of the criteria it makes us a viable alternative to bringing in a larger construction company from Sydney."

Hines is already one of the bigger construction organisations in the region. "In the two years I've been here, we've grown from about eight people to more than 30," says Ray.

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## Implementation

When Ray James first joined Hines Constructions as Systems Manager in 2011, the Bathurst-based building firm's Quality Management System (QMS) was virtually non-functional.

"The QMS was four separate folders of documentation, it was too difficult to manage and spiralling out of control," he recalls. A builder by trade, Ray knew he needed to create a system that worked for his colleagues and suited the business, or nothing would get done.

He switched certifiers to BSI Group and set about building new systems to suit the functions of Hines staff. "It's tailor-made, focusing on what we do and who does it." Two years later, Hines not only has ISO 9001 certification, it also meets the requirements for AS/NZS 4801 (Safety Management Systems) and 14001 (Environmental Management Systems).

## Benefits

As BSI's auditor for Hines Constructions, Noel Gurney is impressed by Ray's approach to systems development.

"He's good at turning a complex part of the standard into a process that's not just compliant, it's easy to use and suits the business," says Noel, who also has a background in the construction industry.

"This is about behavioural change, and to make that happen you need to have the confidence of your colleagues. Ray has found smart ways to address the more challenging elements of the standards so it suits the work sites and is still compliant and effective."

Ray says; "I find the simpler things are, the more I will get done," and switching to BSI was essential to making these changes.

"The previous certifier would send in a new auditor every six months, with yet another subjective opinion. With BSI I always deal with Noel. We can talk things through and continue to improve the system without creating a monster."

He says selling the system internally wasn't as difficult as he'd been led to believe. "They'd seen how huge the QMS has become and that it had been cut back to something that could actually be maintained."

Now, almost every work process has changed as a result of the system. "For example, we now thoroughly check safe work statements and maintenance and licencing of plant and equipment, and conduct thorough risk assessments."

This professional approach is highly visible to Hines' clients, including the Department of Primary Industries, Acquired Brain Injury, All Saints College, and the Cathedral School Bathurst.

"It gives a great impression, and that makes them more confident doing business with us. It definitely leads to more opportunities," says Ray.

## Multiple benefits from multiple standards

Noel says there is overlap in requirements between the three systems, so it's not unusual for successful firms to be audited to more than one certification. "It helps when you're tendering to universities or regional government agencies, and there's crossover between safety and environmental standards in terms of social responsibility."

"For multi-certified clients, I usually recommend aligning their audits so we check all standards at once," he adds. "Because there is common criteria, this will end up saving them time and money."



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