

CASE STUDY – INDEPENDENT INSURANCE SERVICES

One of the most effective ways to minimise environmental risks, meet legislative requirements and demonstrate corporate governance is through the implementation of an environmental management system.

Independent Insurance Services wanted to work within a framework that would demonstrate compliance with a globally respected standard. ISO 14001 provides the 'rubber stamp' to validate the organisation's claims regarding its commitment to environmental best practice.

Client objectives

- Third party endorsement by respected certification body
- Simplified processes relating to environmental compliance
- Improved understanding of environmental legislation

Business achievements

- Industry credibility and new business wins
- Streamlined processes and improved operational efficiency
- First carbon neutral insurance broker in the world
- 22% reduction of gas use in 2009 financial year
- 21% reduction of electricity use in 2009 financial year



"Certification through BSI has helped us 'rubber stamp' our claim to new and existing clients in terms of our commitment to both quality and environmental issues."

Ray Johnson, Proprietor

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From general awareness and guidance, through to implementation, self-assessment and auditing skills, BSI Training has a broad range of solutions to enable organisations to meet their environmental management objectives regardless of size or sector of their business. For further information on BSI's environmental management system courses, visit www.bsigroup.co.uk/training or call **0845 086 9000** for details.

Background

Independent Insurance Services was established in 1991 and provides risk management services including health and safety guidance, claims management, environmental management and risk assessment as well as financial services solutions.

Proprietor Ray Johnson explains that, "We wanted to do more than pay lip service to 'green issues' and so worked with BSI to achieve certification to ISO 14001. ISO 14001 is the internationally accepted standard which sets out a framework of essential elements for putting an effective environmental management system (EMS) in place.

Why ISO 14001?

"We consider ourselves to be ahead of the competition and felt that by implementing an environmental management system standard, we would be better placed to provide reassurance and credibility to our clients. We did have procedures in place prior to embarking on ISO 14001, however we wanted to rebuild our systems in accordance with the framework detailed within the standard."

Benefits from implementation

"The restructuring itself proved beneficial as it served as both a revision to our processes as well as a training aid. We have also found that the benefits of the EMS have exceeded the confines of environmental issues and have positively impacted on the company as a whole," reveals Johnson.

"We were concerned that the introduction of a management system would bring with it an excessive amount of administration, however following a more structured framework has enabled us to streamline processes and improve operational efficiency which actually reduces the administrative load.

Prior to implementation we had a very onerous documentation process. Through implementing an EMS we have been able to simplify this and manage our internal requirements relating to environmental compliance more effectively.

Certification to ISO 14001 demonstrates our commitment to the environment. It has improved process control and the preventative action system has benefited us all."

Johnson goes on to explain that, "As a result of implementation we have made monetary savings, reductions in energy and transport costs and have made significant progress with reducing, reusing and recycling as follows;

- 22% reduction of gas use in 2009 financial year
- 21% reduction of electricity use in 2009 financial year

Since implementing ISO 14001 we have become the first carbon neutral insurance broker in the world. Our market leading position led to the development of a specialist insurance policy, Ecocover, whereby we offer discounts on premiums, improved cover and an offsetting programme for both personal and commercial insurance. We do not think this would have been as successful without the EMS in place as it provides us with added credibility.

BSI's Role

Independent Insurance Services considers BSI to be the most respected regulatory body within its industry and working with a credible and trusted partner has enabled the company to provide reassurance and validation to its clients.

TO FIND OUT MORE...

Visit www.bsigroup.co.uk/improve or call **0845 086 9000** for details.

BSI

PO Box 9000 T: +44 (0)845 080 9000
Milton Keynes F: +44 (0)1908 228 180
MK14 6WT E: certification.sales@bsigroup.com
United Kingdom www.bsigroup.co.uk/improve



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

