






# We spend over **1 million hours** each year improving the performance of businesses around the world



This experience allows us to see first-hand how managing environmental impacts with an ISO 14001 management system helps to achieve a sustainable future and deliver real benefits.

Business issue	How ISO 14001 helps	Benefit
 <b>Growth</b>	<ul style="list-style-type: none"> <li>• It identifies and establishes the significance of all your environmental impacts</li> <li>• It implements effective operational controls to manage your environmental impacts</li> <li>• It improves the efficient use of natural materials</li> </ul>	<ul style="list-style-type: none"> <li>• Lower operational costs which allows you to pass cost savings on to your customers</li> <li>• Reduced waste and an increase in efficiency</li> <li>• Increased stakeholder confidence</li> </ul>
 <b>Compliance</b>	<ul style="list-style-type: none"> <li>• It makes you take account of legal requirements when setting up, implementing and maintaining your ISO 14001 system</li> <li>• It ensures you commit to complying with applicable legal requirements</li> <li>• It makes you communicate relevant information on legal and other requirements to employees and interested parties</li> </ul>	<ul style="list-style-type: none"> <li>• Improved levels of compliance to environmental legislation</li> <li>• Reduced likelihood of fines and prosecutions, which in turn can lead to less visits from the environmental agency and lower insurance premiums.</li> <li>• Keep abreast of legislation changes so that you have adequate time to address issues and ensure compliance</li> </ul>
 <b>Reputation</b>	<ul style="list-style-type: none"> <li>• It shows that environmental impacts are priority</li> <li>• It reassures stakeholders that best practice systems are in place</li> <li>• It makes sure you continually improve your sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>• Improved reputation and stakeholder satisfaction</li> <li>• Increased access to new customers and business partners</li> <li>• A competitive advantage to grow your business</li> </ul>
 <b>Perception</b>	<ul style="list-style-type: none"> <li>• It demonstrates that you are an ethical and credible organization</li> <li>• It is internationally recognized</li> <li>• It helps to establish lasting partnerships with customers and suppliers at home and abroad</li> </ul>	<ul style="list-style-type: none"> <li>• Increased likelihood of repeat business</li> <li>• Access to new markets                             <ul style="list-style-type: none"> <li>- positively presents your organization for tenders and investment opportunities</li> <li>- opportunities to expand your business overseas</li> </ul> </li> </ul>
 <b>Lifecycle</b>	<ul style="list-style-type: none"> <li>• It helps you assess the control you have throughout the life cycle stages</li> <li>• It considers the length and integrity of your supply chain</li> <li>• It evaluates not just what you put into your product, but how it's transported to and from your organization</li> </ul>	<ul style="list-style-type: none"> <li>• Improved product design</li> <li>• Reduce costs and environmental impact by identifying opportunities for re-using and recycling materials</li> <li>• More resilient supply chain and supplier relationships</li> </ul>

# Top tips on making **ISO 14001** effective for you

Every year we have interactions with tens of thousands of clients. Here are their top tips.

**Top management commitment** is key to making this a success.

"...ensure that your top management team really understands the importance of leadership in the new standard". Liz Collett, Overbury, UK Fit-out and Refurbishment business

**Keep staff informed** of what's going on, create a team or assign a champion, as this will increase motivation. This could include a well communicated plan of activities and timescales.

"When we decided to implement the new standard, we assigned an internal champion of the standard inside the organization". Ronald Tse, Ribose, Hong Kong cloud service provider

Think about how different departments work together to avoid silos. **Make sure the organization works as a team** for the benefit of customers and the organization.

"...all of our employees now understand the key metrics and the success factors". Maxime Clerik, Vortex Conseils, Canadian consultancy business

**Review systems, policies, procedures and processes** you have in place – you may already do much of what's in the standard and make it work for your business.

"There's a requirement in the new standard to document your EMS and that really encouraged us to document processes that have been in place for many years. This enabled the whole business to see, kind of, how the EMS fits together and the part they play in it". Liz Collett, Overbury, UK fit-out and refurbishment business

**Speak to your customers and suppliers.** They may be able to suggest improvements and give feedback on your service.

"...we had a brainstorming session and absolutely went through everything we could think of, pulling everyone's ideas in and then relating them to the business". Toby Robins, Wiles Greenworld, UK sustainable office supply and stationary provider

**Train your staff to carry out internal audits.** This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for improvement.

"This course complemented my current knowledge very well. Emphasis on requirements of ISO 14001 was very useful and will undoubtedly help with implementation". Stephanie Baker, PH Medisavers Ltd, UK medical glove manufacturer

And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.



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