



# IMPACT

## MULTI STANDARD

SWS Environmental Services LTD is based in Nottinghamshire, where they specialise in asbestos removal and surveys, waste management, demolition, and industrial cleaning to ensure the safe repair, removal, and disposal of asbestos.

SWS works with a whole range of clients from large commercial enterprises, local authorities through to private homeowners. They ensure that their staff have received the highest level of training required so that they can effectively remove asbestos by complying to strict rules that ensure hazardous fibers are not released and their staff and clients are safe. They are a member of ARCA (Asbestos Removal Contract Association). Chelsea Watson, the Director of SWS Environmental Services LTD, shares the main three reasons for ISO certification, "ISO's have almost become an industry requirement, they give clients confidence and help when completing tender applications." Additionally to this they help business performance through "internal efficiencies". The greatest benefit of implementing ISO is that "It is important for us to maintain a trustworthy reputation and deliver a high standard of service and with the ISO standards in place this adds assurance to our clients that we are working to the high standard they expect."

SWS made the forward-thinking decision to move ahead with a PAS 99 Integrated Management System initially which, "links everything together."

This enables companies to add additional standards to their portfolio in an integrated fashion. The great thing about PAS 99 is that as each new standard is added it actually "becomes easier" and is "reasonably quick to integrate these standards to get us to Certification."

Time and expertise are barriers to gaining ISO which IMSM aims to remove. After talking to IMSM, SWS were more than happy and chose to work with IMSM to implement their ISO's, "it would have taken too long if we had tried to implement these standards on our own, and personal time to commit to doing it without jeopardising our customer service was not an option. Our customers are our lifeline and we took the right path in choosing IMSM to help implement our ISO standards. Using IMSM we got it right first time."

*"Initially it was very daunting in the early stages, but as we progressed with the additional standards it became a smooth implementation all the way to Certification - Especially with Alan Dean, our Assessor, who helped keep us focused."*

