

CATEGORY 1: HEALTH & SAFETY GOVERNANCE & COMPLIANCE

Case Study 6: Integrated Management System Implementation (ISO 9001 & ISO 45001)

AUTHOR & CONSULTANCY OVERVIEW

Lead Consultant: Principal H&S & Compliance Specialist (GradIOSH, MIIRSM, NEBOSH Dip, ISO Lead Auditor)

Practice: St George Consultancy Services | **Web:** <https://stgeorgeconsultancy.co.uk>

1. The Client & Challenge

A medium-sized commercial security and facilities provider operating multi-site contracts across the UK lacked a centralized quality and safety management system. Uncoordinated site inspections, inconsistent risk assessments, and lack of document control resulted in failed commercial tenders and client audit non-conformities.

- **Client Profile:** Commercial Security & Guarding Provider (250+ operational staff).
- **Challenge:** Fragmented operations across regional hubs without standardized quality or safety governance.
- **Goal:** Secure dual ISO 9001 (Quality) and ISO 45001 (OH&S) UKAS accreditation within 6 months.

2. The Risk & Problem

Without recognized ISO certifications, the business was excluded from tendering for lucrative public sector and Tier-1 corporate contracts. Furthermore, poor risk controls across guarding teams created liability exposure regarding lone working, workplace violence, and site hazard management.

- **Tender Disqualification:** Inability to meet pre-qualification questionnaire (PQQ) requirements for enterprise clients.
- **Operational Inconsistency:** High variability in guard site instructions, incident reporting, and supervisory oversight.
- **Regulatory Vulnerability:** Inadequate occupational health and safety evidence trails.

3. The Technical Solution

St George Consultancy Services designed, built, and embedded a fully integrated ISO 9001 & ISO 45001 Management System using a high-structure, low-bureaucracy approach.

- **Gap Analysis & Roadmap:** Conducted initial baseline audits against ISO 9001:2015 and ISO 45001:2018 clause requirements.
- **Integrated Manual & System Architecture:** Authored streamlined policy manuals, risk registers, legal compliance matrices, and Safe Operating Procedures tailored to security operations.
- **Operational Tools:** Implemented standardized photographic site inspection logs, COSHH frameworks, and digital incident reporting tools.
- **Internal Audit & Gap Closure:** Trained internal auditors, conducted rigorous internal audits, and facilitated management review meetings prior to external assessment.

4. The Results & Business Value

The client successfully achieved UKAS accreditation on their first attempt, completely transforming their commercial profile and internal efficiency.

- **100% First-Time Pass:** Secured ISO 9001 and ISO 45001 certification with zero major non-conformities from the UKAS certification body.
- **Commercial Unlocking:** Enabled qualification for over £2.5M in high-value corporate and local authority tenders.

- **Operational Streamlining:** Reduced site inspection processing times by 50% using standardized digital inspection templates.
- **Audit Trail Integrity:** Established an audit-ready compliance culture embedded across all regional operating sites.