



waterloo

Waterloo and ISO14001

Following a successful implementation programme Waterloo Air Products PLC achieved ISO14001 accreditation, the Environmental standard, in 2003/4 to sit alongside the existing Quality management structure ISO9000.

To achieve this environmental standard Waterloo assessed every aspect of the business. Attention was given to our production processes, particularly the powder coating department and the use of cutting fluids in the metal processing departments. Rigorous procedures were put in place – including, as a last resort, a fully trained “Emergency Response Team” to swiftly combat spills and leaks if they occurred.

It was then necessary to review the volume of packaging that Waterloo produce. This was a difficult requirement to satisfy whilst also balancing the need to properly protect products to survive onsite before installation. As compromising product integrity was never an option, we achieved the standard by increasing our use of recycled materials.

This was also the case with the waste produced by the production process itself. As the principal materials used to manufacture Waterloo air terminal devices – grilles, diffusers and chilled beams – are aluminium and steel, Waterloo are able to re-cycle virtually all waste products. Polymer products in the Aircell range are also fully recyclable.

Lastly we had to look at our external impact. We have reduced the volume of paper consumption and waste by transacting as much as possible via the internet, for product brochures and technical support, and by faxing Quotes and Acknowledgements directly from our computer systems. One area that remains difficult is the carbon generated by having Sales Account Managers on the road, visiting clients. We have encouraged smaller diesel powered cars, but at the end of the day Service to our clients is paramount and this inevitably includes visiting Architects, Consulting Engineers and Mechanical and Electrical Contractors to discuss ventilation system designs and projects.

Our experience with managing ISO14001 and ISO9000 together showed that the management systems were almost identical. We therefore decided to work to one integrated management system that fully meets the requirements of both standards. This integrated management system is accredited to ISO9000 only to avoid duplication. Waterloo still therefore maintains an active management system for environmental issues even though we have dropped the ISO 14001 accreditation.

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