



When it comes to helping companies achieve internationally recognised certification to the ISO Standards, you're in safe hands.

A handwritten signature in black ink, reading 'Billy Donohue', is displayed on a teal background.



“Thanks for all your help, all the guys here agree that I chose wisely when looking for a consultant to help us gain accreditation.”

Mike Gibson | Managing Director | D3UK

WHO WE ARE

“Our specialisation is Your Business Destination”

Celebrating our 10th Anniversary back in 2017, ISO Systems UK is a well-established family business with an unblemished reputation amongst our clients, certification body auditors, regulators and fellow consultants alike.

Our ethos is to assist all business, irrelevant of type, size and profit margin, to have an equal opportunity when entering into competitive tendering and trading alongside larger organisations who have the financial resource to employ specialist departments with quality and environmental managers and teams.

Unfortunately, many businesses without the ISO standards exclude themselves from being able to tender for international, national, regional and local government contracts.

ISO is derived from the Greek word meaning "equal"... "balanced"... "equitably"

This is where ISO Systems UK can help, we can tailor our input to your business needs and offer you the management systems that you require at a fee which suits your budget and timelines.

Excessive cost comes from complexity, yet the best systems are simple and effective.

As a Father and Son business, with a professional yet personal touch, we do not send in teams of salesmen, followed by an array of faceless consultants, and we do not offer generic 'off the shelf' systems that are of limited value to any business.

We do offer you a dedicated highly trained and friendly specialist who will work with you from day one to achieve the standard and recognition that your business requires, and continue to work with you throughout the entire project including representing you during the external certification audits.



“ ISO Systems UK took my understanding of business improvement and business process engineering to the next level. An excellent coach and mentor, many of the techniques shown to me by them I use today.

Mark Burgess, National Project Manager



“ True legends in the ISO world. In my book one of the few "quality gurus" that actually makes good sense with their customer focused and practical approaches.

Alan Trueman, Associate



“ ISO Systems UK have a very positive and practical approach to developing and implementing management systems that lends itself to getting buy in from their colleagues at all levels.

Mark Appleyard, Development Director

OUR PROMISE & GUARANTEE

We have been in the business of assisting our client to achieve the standards of their choice since 2007, and we're proud of our consistent year-on-year KPI's over the previous twelve years:-

✓ Successful first-time certification for clients:	100%
✓ Proposal/quote issued 100% matching the final Invoice amount:	100%
✓ Time targets for system readiness achieved within +/- two weeks	100%
✓ Complaints	0%

As all reputable suppliers should, we guarantee our work and promise to successfully get you through your certification audit so long as you follow our advice and meet the requirements of your own system.

More importantly, we promise to build you a management system that is foremost for you and your customers and not designed/overwritten to satisfy the needs of the certification assessor. Our systems are focused on minimising ongoing administration for our clients by *keeping it simple.....*



Billy Naisbett | Founder | ISO Systems UK

Find out more at: www.isosystems.org.uk/our-promise

OUR APPROACH AS A BUSINESS

We understand services and projects

We know how to implement the ISO standards in service fields: where you don't 'make widgets', but 'do stuff' that is, provide a service to your clients.

You cannot just overlay a quality system based on the manufacturing model onto a service company. We are also highly experienced with quality management in project environments, where every assignment or job tends to be quite unique. Whichever ISO Standard it is, we know a good management system must fit you and your business - the way you work, not the other way around.

We're particularly skilled at applying the requirements of ISO to service-based businesses, project-based environments and manufacturing. ISO Systems UK has strong experience working with customers across a wide range of sectors and industries, including transport, manufacturing, healthcare, professional services, technology and media

... and that's just to name a few.

11 good reasons to use ISO Systems UK

1. Our clients achieve ISO certification at the first attempt. We are proud of our 100% client success rate.
2. You get not just the certificate but also a system that's easy to use, practical and effective.
3. You'll get certification faster and reap the benefits sooner.
4. Your business will work better because your business system is much clearer and more disciplined; people will use it because it's sensible and supports your operations.
5. You get real, practical benefits: measurable improvements in processes, services / products and customer satisfaction.
6. You get the all the good stuff including efficiency and results, without pain or excess bureaucracy.
7. You're protected by our unique service guarantee: satisfaction or no charge.
8. No bureaucracy, minimum paperwork, we know how to design a documented system and not a system of documentation.
9. No off the shelf "one-size-fits-all" systems, each one is developed around your business needs.
10. Efficient payment schemes with no deposits required, and staged payments throughout the project.
11. Projects normally completed in eight consultancy days with a target timeline of ten weeks completion.

Find out more at: www.isosystems.org.uk/whoweare



SERVICES

WHAT WE DO

ISO STANDARDS

----- OUR CORE STANDARDS -----

ISO 9001 | ISO 14001 | ISO 45001 | ISO 50001 | ISO 22301 | ISO 27001 | BS10012

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Find out more at: www.isosystems.org.uk/isoconsultancy

ISO 9001:2015 (QMS)

Quality Management System

The Benefits of ISO 9001

- ✓ An unrivalled competitive advantage and the potential for increased marketing and sales opportunities
- ✓ Improved customer perception
- ✓ No barriers to tendering for local, regional, national and international tenders
- ✓ Purchaser confidence and opening of trade barriers anywhere in the world
- ✓ Improved productivity and efficiency, often leading to cost reductions
- ✓ Improved consistency of service/product performance
- ✓ Higher customer satisfaction levels
- ✓ Continual business improvement
- ✓ Improved perception of the organisations image, culture and performance
- ✓ Improved communication, morale and job satisfaction

Confidence between business partners

- ✓ Be a selected supplier in local, national and global supply chains
- ✓ Satisfy the conditions to tender for procurement contracts
- ✓ Be internationally recognised as a quality assured business



ISO 9001 was the very first universally recognised management system standard. Adopted by over one million organisations in 170 countries around the world it continues to grow as customers need demonstrated confidence in their suppliers.

ISO 9001 has been successfully implemented organisations large and small, in manufacturing and services in business and public sectors and industrialised, developing and transitional economies.

ISO 9001 certification can easily be achieved by any committed, customer focused, ethical business. Our specialists make the process hassle free, relatively straight forward and with minimum documentation and cost.

Find out more at: www.isosystems.org.uk/9001



ISO 14001:2015 (EMS)

Environmental Management System

The Benefits of ISO 14001

- ✓ Green credentials and image
- ✓ Cost reduction
- ✓ No barriers to tendering purchaser confidence
- ✓ Reduced business risk and insurance premiums
- ✓ Opening of trade barriers
- ✓ Competitive edge
- ✓ Improved bottom line through greater efficiency
- ✓ Sustainability
- ✓ Compliance to legislation
- ✓ Continual improvement

ISO 14001 is relevant to every organisation, including:

- ✓ Single site to large multi-national companies
- ✓ High risk companies to low risk service organisations
- ✓ Manufacturing, process & the service industries; including local governments
- ✓ All industry sectors including public and private sectors
- ✓ Original equipment manufacturers and their suppliers



ISO 14001 is an internationally accepted standard that sets out how you can go about putting in place an effective Environmental Management System (EMS).

The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact; with the commitment of your entire organisation, it can enable you to achieve both objectives.

Find out more at: www.isosystems.org.uk/14001



ISO 45001:2018 (OHSMS)

Occupational Health & Safety Management System

The Benefits of ISO 45001

An effective health and safety management system can provide benefits to your customers and give you a competitive advantage, increased efficiency, ability to meet legal requirements and help to improve staff moral by making the workplace a safer environment to work in.

Benefits to the organisation include:

- ✓ Improving your reputation and increasing new business opportunities
- ✓ Minimising risks of downtime
- ✓ Demonstrating & maintaining your commitment to meet legal obligations
- ✓ Possible cost savings from public liability insurance premiums
- ✓ Providing a robust system to maintain & continually improve Health & safety

By having a clearly defined management system in place to identify and control health and safety risks, organisations are able to minimise risks to their workforce and visitors or external contractors on their premises.



ISO 45001 is the internationally accepted & recognised management standard for occupational health and safety.

Developed by leading trade and international standards bodies, it provides a framework for organisations to instigate proper and effective management of health & safety in the workplace.

Achieving a structured health and safety management system throughout the organisation will demonstrate your commitment to the welfare of your staff and external parties.

It will provide a framework to implement ISO 45001 requirements and a process for continual improvement. The development of a robust and manageable system will provide benefits to the organisation and its workforce. Cost savings and a reduction in accidents are just two of the many benefits.

Find out more at: www.isosystems.org.uk/45001



ISO 27001:2013 (ISMS)

Information Security Management System

The Benefits of ISO 27001

- ✓ Avoid penalties and financial losses due to data breaches.
- ✓ Meet increasing client demands for greater data security.
- ✓ Protect and enhance your reputation.
- ✓ Get an independently audited proof that your data is secure.
- ✓ Meet local and global security laws, such as the NIS Directive and the GDPR.

What is an ISMS?

An ISMS is a system of processes, documents, technology and people that helps to manage, monitor, audit and improve your organisation's information security. It helps you manage all your security practices in one place, consistently and cost-effectively.

At the heart of an ISO 27001-compliant ISMS is business-driven risk assessments, which means you will be able to identify and treat security threats according to your organisation's risk appetite and tolerance.

ISO 27001 is the international standard that describes best practice for an ISMS (information security management system).

Achieving accredited certification to ISO 27001 demonstrates that your company is following information security best practice, and provides an independent, expert verification that information security is managed in line with international best practice and business objectives.

ISO 27001 is supported by its code of practice for information security management, ISO/IEC 27002:2013.

Find out more at: www.isosystems.org.uk/27001



BS 10012:2017 (PIMS)

Personal Information Management System

The Benefits of **BS 10012**

- ✓ Inspires customer trust in your organisation
- ✓ Demonstrates your commitment to identifying and mitigating risks to personal information
- ✓ Safeguards your organisation's reputation
- ✓ Customers and potential customers will know you comply with the GDPR and the UK Data Protection Act (this is great for tenders)

Benefits to your Customers

- ✓ Reassurance that risks to their information will be quickly identified and issues addressed
- ✓ They can quickly assess your compliance with the GDPR and UK Data Protection Act
- ✓ Provides a framework for appropriate communication methods

Benefits to your Staff

- ✓ Visibility that you are committed to keeping their personal information safe
- ✓ Promotes an open and supportive culture, employees fully understand their rights and responsibilities
- ✓ Increased job security through enhanced business performance



BS10012 is the British Standard that describes best practice for a PIMS (personal information management system). It outlines the core requirements businesses need to consider when collecting, storing, processing, retaining or disposing of personal records related to individuals.

BS 10012 was revised in 2017 to incorporate the requirements of the European Union General Data Protection Regulation (GDPR). It enables businesses to identify and manage risks aligned to personal data, driving the implementation of appropriate policies, procedures and controls.

For those who are familiar with other standards such as ISO 9001, ISO 27001, ISO 14001 etc., then BS 10012 follows a similar structure. In addition to the familiar Plan-Do-Check-Act cycle, BS 10012 has adopted Annex SL and will therefore have a similar look and feel. For organisations who have adopted other main ISO standards, the use of Annex SL allows BS 10012 to be integrated into your established management system.



Find out more at: www.isosystems.org.uk/10012

ISO 50001:2018 (ENMS)

Energy Management System

The Benefits of ISO 50001

1. A significant improvement of the energy performance level from an initial energy baseline.
2. A systematic approach (plan-do-check and act) that leads to continuous energy efficiency improvement. ISO 50001 enables organisations to:
 - ✓ Develop a policy for more efficient use of energy
 - ✓ Fix energy efficiency targets and objectives to meet the policy
 - ✓ Use data to better understand and make decisions concerning energy use and consumption
 - ✓ Measure the results of energy efficiency improvements
 - ✓ Review the effectiveness of the energy policy
 - ✓ Continually improve energy management
 - ✓ ISO 50001 supports the development of an energy policy and contributes to the structure of an energy plan to achieve targets.
 - ✓ ISO 50001 facilitates engagement (commitment and agreement) of management and has a positive contribution towards the energy targets.
 - ✓ An ISO 50001-based EnMS creates awareness and a commitment about energy (i.e. consumption, use, efficiency, renewable sources) within the organization.
 - ✓ ISO 50001 improves the ability of organisations to manage energy risks concerning possible impacts in an efficient and effective way.
 - ✓ ISO 50001 strengthens the competitiveness of organisations and reduces their vulnerability with respect to energy price fluctuation and availability of energy.
 - ✓ ISO 50001 allows the establishment of a benchmarking process.
 - ✓ An ISO 50001-based EnMS allows organisations to gain credible external visibility of energy saving actions.
 - ✓ An ISO 50001-based EnMS provides a better understanding between predictable energy demand and supply.
 - ✓ An ISO50001-based EnMS reduces energy costs and improves profitability.



Find out more at: www.isosystems.org.uk/50001



ISO 22301:2018 (BCMS)

Business Continuity Management System

The Benefits of ISO 22301

Whilst your organisation may already have business continuity plans (BCPs) in place, often these go untested and can quickly become outdated.

A BCMS aligned with the international standard, ISO 22301, will ensure your BCPs remain up to date and become part of your organisation's culture. It will help you to effectively and continually mitigate BCM risks and adopt an integrated approach to managing business continuity.

Benefits to the organization include:

- ✓ Implement comprehensive and tailored BCPs
- ✓ Develop robust response and recovery procedures
- ✓ Protect assets, turnover and profits
- ✓ Meet legal and regulatory requirements
- ✓ Monitor and test your BCP to ensure you are prepared
- ✓ Improve processes and organizational focus
- ✓ Increase competitive advantage and corporate reputation
- ✓ Reduce the cost of business interruption insurance



ISO 22301:2019, *Security and resilience – Business continuity management systems – Requirements*,

is a management system standard published by International Organization for Standardization that specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise. It is intended to be applicable to all organisations, or parts thereof, regardless of type, size and nature of the organization

Find out more at: www.isosystems.org.uk/22301



INTEGRATED MANAGEMENT SYSTEM (IMS)



What Can Be Integrated?

Many businesses begin with integrating say Quality (ISO 9001) & Environmental (ISO 14001), then move onto Occupational Health & Safety (ISO 45001) & Information Security (ISO 27001) etc., but there are no rules and it's entirely up to the business which combination of standards and specifications they wish to integrate.

If a business wishes to, they can then move onto any activities which have an effect on business results to be part of the management system. Therefore, all currently formalised systems focusing on quality, health and safety, environment, information security, business continuity, personnel, finance, site security etc. can be integrated. All the processes & the documents that describe them should be integrated.

A specification may be used to provide the framework for integration, such as:

PAS 99 (Publicly Available Specification) is the world's first integrated management system requirements specification based on the six common requirements of ISO guide 72 (a standard for writing management system standards).

This excellent specification may be used to align your processes and procedures into one holistic structure that enables you to run your operations more effectively.

Alternatively, we can use the Annex SL framework built into all standards to assist with effective integration.

Benefits of Integration

- ✓ Reduces duplication and therefore costs
- ✓ Increases profitability
- ✓ Balances conflicting objectives
- ✓ Eliminates conflicting responsibilities & relationships
- ✓ Diffuses the power system
- ✓ Turns the focus onto business goals
- ✓ Formalises informal systems
- ✓ Harmonises and optimise practices
- ✓ Creates consistency
- ✓ Improves communication
- ✓ Facilitates training and development



Find out more at: www.isosystems.org.uk/ims





SERVICES

WHAT WE DO

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EXTENSIONS & SECTOR SCHEMES



ISO 27701

Privacy Management Extension




Cyber Essentials




PAS 2060

Carbon Neutrality



ISO 26000

Social Responsibility



BRC

British Retail Consortium



FORS

Fleet Operator Recognition Scheme

Find out more at: www.isosystems.org.uk/isoconsultancy

COMPETENT PERSON SERVICE

Our ethos is to assist all business, irrelevant of type, size and profit margin, to have an equal opportunity when entering into competitive tendering and trading alongside larger organisations who have the financial resource to employ specialist departments with quality, environmental, health, safety and Information Security managers and teams.

That's why we offer a **Competent Person Service**, so you can have peace of mind that you have the dedicated highly trained and friendly specialist your business needs to keep moving forward and at a fraction of the price with our inclusive pricing that is tailored to your business's needs!

See the following page for areas of service.



Find out more at: www.isosystems.org.uk/competentperson



COMPETENT PERSON SERVICE

QUALITY MANAGER

Your Quality Manager will be responsible for overseeing, maintaining, and improving the ISO 9001 quality management system, enhancing performance, and managing certification body external audits for you.

Their role will involve maintaining your management system for you, updating all relevant documentation, and taking the headache of quality management away from you and allowing you to do what you do best, running your business.

ENVIRONMENTAL MANAGER

Your Environmental Manager will be responsible for overseeing, maintaining, and improving the ISO 14001 environmental management system, enhancing performance, and managing certification body external audits for you.

Their role will involve examining both operational and corporate activities to determine where improvements can be made and helping support compliance with environmental legislation across your organisation.

Your Environmental Manager will also create, implement and monitor environmental strategies to promote ongoing sustainable development within your organisation.

ENERGY MANAGER

Your EnMS Manager will be responsible for overseeing, maintaining, and improving the ISO 50001 Energy Management System, improving performance, and managing certification body external audits.

They will be responsible for monitoring the energy use in your organisation or facility. Their aim will be to support you with improving efficiency by evaluating energy use and developing new policies and changes where needed.

They will coordinate all aspects of energy management, from reduction of carbon dioxide emissions to waste management and sustainable development.

Your Energy Manager will also provide technical and practical advice and offer training on energy efficiency, keep accurate records and regularly collect energy monitoring data, benchmark energy consumptions against best practice guidelines and support your organisation to keep up-to-date with applicable legislation.

INFORMATION SECURITY OFFICER

Your Information Security Officer will be responsible for overseeing, maintaining, and improving the ISO 27001 Information Security Management System, improving performance, and managing certification body external audits.

Your Information Security Officer will plan and help implement policies to protect your company's computer network and data from various forms of security breaches.

They will also be responsible for documenting any security breaches, assessing their damage, collaborating with management and your IT department to improve security, and coaching your colleagues in areas of best practices for information security.

COMPETENT PERSON SERVICE

BUSINESS CONTINUITY MANAGER

Your BCM Manager will be responsible for overseeing, maintaining, and improving the ISO 27001 Information Security Management System, improving performance, and managing certification body external audits.

They will support you in the development, implementation and maintenance of new plans, policies and procedures to be used for effective disaster recovery and business continuity in line with industry best practices and ISO 23001.

Your BCM will also maintain Recovery Point Objectives and Recovery time Objectives for business- critical processes and services while helping you to drive improvements where expectations and business objectives are not being met.

HEALTH AND SAFETY MANAGER

Your H&S Manager will be responsible for overseeing, maintaining, and improving the ISO 45001 Health and Safety Management System, improving performance, and managing certification body external audits.

They will support you in the development, implementation and maintenance of new plans, policies and procedures to be used for effective health and safety management in line with industry best practices and ISO 45001.

Your H&S Manager will also help you to drive improvements where expectations and business objectives are not being met.

HEALTH AND SAFETY OFFICER

Health & Safety is vital for the well-being of your workforce and customers, but as a business owner or manager, it can feel like a minefield.

We'll take the confusion out of Health & Safety compliance; provide the tools to create your risk assessments; boost your business credentials; keep you up-to-date on the latest legislation. Also you can call us for advice at any time. And, if the worst happens, we're here for you.

INTERNAL AUDITOR

We will work with your management team to create and complete an effective annual internal audit programme. Our internal audit programmes ensure your team gets the insight on process performance and compliance on the issues that affect your business.

We tailor our support to your needs, from a fully managed service to periodic single audits. We will ensure that resulting corrective action plans are completed and will provide regular board level reporting on management system performance.

Find out more at: www.isosystems.org.uk/competentperson



THE LEARNING HUB (TAILORED ELEARNING PORTALS)

Why use ISO Systems UK for your eLearning?



Our Tailored eLearning Solution has been developed with business in mind.

We have created a catalogue of **Fully Customisable** industry-leading employee training courses to enable full compatibility and integration with your business processes and include your logo and branding to look and feel like you, making them genuinely yours!



A CATALOGUE OF OVER 45 OF THE MOST REQUESTED ELEARNING COURSES



UPLOAD YOUR OWN TRAINING



ELIMINATE INCONSISTENT CLASSROOM TRAINING



TIMED TRAINING - FOR EFFICIENT DELIVERY



COMPATIBLE ON ALL SMART DEVICES FOR REMOTE DELIVERY



24/7 ACCESSIBILITY



SPECIFIC TRAINING DEVELOPED FOR YOU



CONVERT YOUR OWN TRAINING INTO VIDEO TRAINING



REAL-TIME TRAINING RECORDS



GREENER & COST-EFFECTIVE



MEET THE TEAM ✓



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Get in Touch

It is the policy of ISO Systems UK to provide our clients with the most competitive, flexible, responsive and qualified service possible.

But we know that no person can be an expert in all elements of every available standard, tool, technique and methodology.

If we don't specialise, we won't advertise, but if our client wants it, we will use a close team of specialist professionals to assist where it is not our standard project type to fulfil the exact requirements and the needs of our clients.

Please feel free to contact us with any questions that you may have, we will be pleased to assist - professional, friendly advice does not have to cost!



iso systems

Concept to Certification

