



# ISO 14001 for The Service Industry

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Many people have heard about ISO 14001, the standard for environmental management systems. And many of them mistakenly believe that this standard is only applicable to manufacturing plants. The truth is, ISO 14001 was developed to be applicable to any industry, in any country, worldwide. All types of companies, including companies within the service industry, will see benefits from developing and implementing an environmental management system (EMS). The only requirement is that the company must have at least one physical location from which they perform or coordinate their business operations.

Some factors that may facilitate implementation of an EMS at a service company include the following:

- ❖ Environmental aspects may be very similar from one service company to the next, and from one location to the next within the same company. This will make it easier to identify all potential impacts that the company can have on the environment. *(For a list of common aspects for the general service industry, call CMA.)*
- ❖ Due to the large amount of customer interaction, customer satisfaction with environmental initiatives may improve business relations.
- ❖ Regulatory requirements applicable to service companies are typically fewer than those applicable to manufacturing facilities.
- ❖ Certain elements may be simplified due to the nature of the service provided (for example, emergency preparedness and response).
- ❖ Due to the fact that a company may have several offices performing essentially the same services, a single corporate certification may be possible, which will reduce paperwork and cost.
- ❖ Employees from different offices can audit one another to ensure audit independence.
- ❖ All locations will be able to benefit from nonconformances identified at any one location.
- ❖ If the company consists of a single location, documentation can be largely electronic to facilitate document control.
- ❖ Many registrars are now developing guidelines for audits of service companies, which may require less time and money than a manufacturing plant certification.

If you would like to learn more about the benefits of implementing an EMS for your service company, call CMA today, or check us out online at [www.CHEManagement.com](http://www.CHEManagement.com).

