



CASE STUDY TITLE

Recover Nordic: Triple ISO Certification in Three Years

SUMMARY

In three years, damage control company Recover Nordic has been certified to three standards. The company's systematic use of standards is opening new markets and resulting in more environmentally friendly and efficient operations. They are now on their way to their fourth ISO certification. In autumn 2019, Recover Nordic was certified to ISO 45001, Occupational health and safety. The company is already certified to ISO 9001, Quality management systems and ISO 14001, Environmental management systems.

BACKGROUND

Time for Renewal

Recover Nordic is the Nordic region's leading company within restoration and reconstruction after the fire, water and environmental damage. The company has more than 40 years of experience and almost 1,000 employees in Norway.

'Efficiently organizing so many employees requires a systematic approach. In late 2016, we, therefore, decided to raise quality throughout the organization, and of procedures, working methods, instructions and management. This was the start of our journey towards ISO certification,' explains Marianne Mikkelsen, Quality and HSE Manager at Recover Nordic.

STRATEGY

Innovative Measures

The company had to innovate to ensure that all employees participate in the certification work. Sales and Marketing Director Espen Karsrud explains that new solutions have been

AT A GLANCE

COUNTRY

- Norway

LEVEL

- National

SDG ADDRESSED

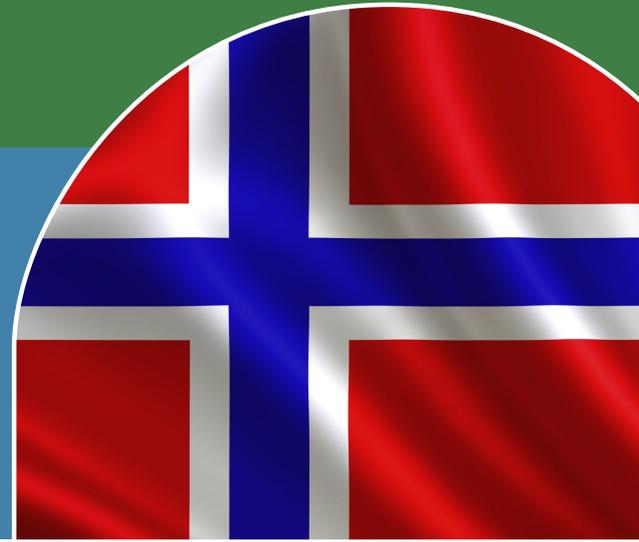
- SDG 13 - Climate Action

critical to the success of the certification process.

'We are a company of skilled workers including joiners, builders and other trades. 70-80 per cent of our employees do not sit in an office in front of a screen. They are always on site. To ensure that everyone gains access to the same information, we started to use a mobile app internally. This has allowed us to involve everyone and been a major success factor. An efficient working day is more profitable than an inefficient working day,' comments Karsrud.

In addition to digital innovation, the certifications force the company to innovate, including around their environmental footprint.

'Waste management is a major





STRATEGY

environmental issue in our industry, partly because we use a lot of packaging. The certifications have made us more aware of how we can improve our waste management,' explains Mikkelsen.

'We have set ourselves an internal goal of achieving a source-sorting rate of 100 per cent. The first subgoal is 60 per cent, and we are making concerted efforts to achieve this. We also have a number of goals linked to the UN's Sustainable Development Goals. Goal 12, 'Responsible consumption and production', is particularly important in this context,' comments Karsrud.

RESULTS & IMPACT

Good Things Come in Fours

Karsrud explains that the systematic work on standards has generated major gains for the company. 'The certifications are opening up markets for us. Now we can deliver to local and national authorities whose procurement schemes have certification requirements. In addition, many certified industrial companies also make such requirements along their value chain,' adds Karsrud. Now the company is on its way to a fourth certification: ISO 27001, Information security management.

Marianne Mikkelsen explains that it makes perfect sense to move on to this standard. 'Good internal and external digital security systems are only becoming more important. ISO 27001 is a good fit with our other standards and is a natural fourth standard on to base our operations on. We aim to be ISO 27001 certified by the end of 2020. Together, the four certifications will equip Recover Nordic for the future,' comments Mikkelsen.

CHALLENGES & LESSONS LEARNED

- Creating an inclusive process in order to ensure that all employees participate in the certification work; and
- Developing platforms (i.e., the mobile app) accessible to all employees to ensure that all gained access to the same information

The process further underscored that an efficient working day is more profitable than an inefficient working day.





POTENTIAL FOR REPLICATION

ISO 9001 on quality, ISO 14001 on environment, ISO 27001 on information technology, and ISO 45001 on occupational health and safety, are all available through the national standards body. Organizations are free to adopt and implement standards, with a small fee to access the standard.

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