



CASE STUDY

PICH Telecoms Ltd is a specialist provider of fibre network planning, installation, certification and handover services across London and the Southeast. With a strong commitment to quality and customer satisfaction, the company has been providing reliable services to its clients for several years. As part of its ongoing efforts to improve its environmental performance and meet client requirements, PICH Telecoms decided to implement the ISO 14001 international environmental standard in collaboration with Clear Quality.

When asked about the motivation behind implementing ISO 14001, the company stated that it was initially a client requirement to obtain three of the ISO standards. However, as they went through the implementation process, it became evident that ISO 14001 was not just a client requirement, but also a critical need for the company to become more considerate towards the environment. PICH Telecoms realised that implementing ISO 14001 would help them become more proactive in identifying and managing environmental risks and opportunities, ultimately leading to better environmental outcomes.

During the implementation process, PICH Telecoms encountered several challenges, primarily due to the nature of the industry they operate in, where environmental considerations may not always be at the forefront of people's minds. The company had to get staff on board with the importance of the standard and reiterate why they were implementing it. However, the company found that by emphasising the importance of the environment and the positive impact of ISO 14001, they were able to get staff more engaged and committed to the process.

Since implementing the ISO 14001 standard, PICH Telecoms has experienced several benefits. These include an enhanced reputation, demonstrating their commitment to environmental considerations, which is a key priority for clients and stakeholders. The company has also realised that small changes can have a significant impact, such as reducing their carbon footprint and minimising waste. By doing so, they can make a positive difference to the environment, while also reducing costs and enhancing efficiency.

PICH Telecoms has also improved its relationships with stakeholders, including clients and suppliers. The company has found that clients appreciate their commitment to environmental considerations, and it puts them more on the same wavelength. It helps the company stand out from competitors and demonstrates that they are willing to go above and beyond to provide quality services.

When asked about the lessons learned during the implementation of ISO 14001, PICH Telecoms emphasised the importance of small things making a big difference. The company realised that even small actions, such as reducing paper use, energy consumption, and waste, can have a significant impact on the environment. They also emphasised that implementing controls does not require significant investments of time or money, and it is possible to make a difference without breaking the bank.

In summary, PICH Telecoms' experience with implementing ISO 14001 shows that it is not just a client requirement, but a critical need for companies to become more environmentally responsible. By implementing the standard, companies can improve their environmental performance, reduce costs, and enhance their reputation. The company recommends that other organisations considering implementing ISO 14001 start small and focus on making incremental improvements that can have a significant impact.