

Case Study

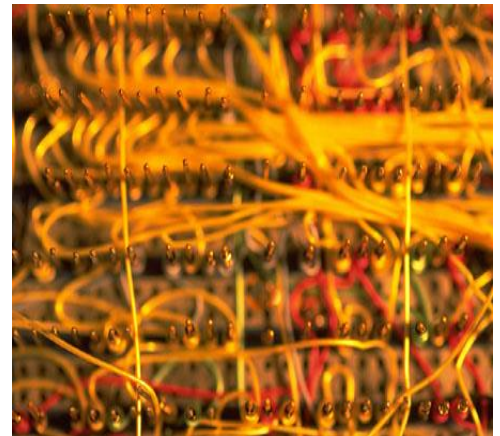
Environmental Auditor Training

"The Dalkia project was challenging but rewarding – the auditor training course was developed to cover the major requirements of the ISO 14001: 1996 environmental management systems standard and was ultimately delivered to over 50 staff in 4 different venues across the country. The big reward for OLC was seeing first-hand how our auditor training solution contributed to Dalkia's ISO14001 accreditation."

Dr. Chris Bamber, Managing Director of OLC (Europe) Ltd

Customer Dalkia PLC

Profile Dalkia PLC is the UK's leading property maintenance and environmental services provider. Within the UK, Dalkia has been operating for over thirty years, employs over 2,800 staff and serves more than 40,000 client sites spanning the commercial, industrial, retail, health and public sectors.



Challenge To improve staff awareness of the requirements of ISO 14001 and to develop the auditor competence throughout the organisation to that needed to support accreditation to this Environmental Management Standard.

Solution OLC trainers developed a one-day training course to introduce delegates to ISO 14001, auditing techniques and environmental auditing best practice. The course was delivered on-site at 4 different venues throughout the UK.

Key Interventions

- A comprehensive analysis of Dalkia's current auditing competencies
- A risk assessment and gap analysis that highlighted potential threats to the organisation's ISO 14001 bid
- The development and delivery of a bespoke training package that specifically addressed Dalkia's skills imbalance
- The development of an audit schedule to support Dalkia's ISO 14001 certification bid
- The creation of a standard, easy to use, audit pro-forma for use on-site by auditors

Benefits Over 50 members of staff were fully trained in auditing best-practice which greatly supported the organisation's ultimately successful ISO 14001 bid. Likewise, the training solution helped to create the knowledge base within Dalkia that will support the on-going training of other members of staff. During the delivery of the course a full auditing schedule was developed (in conjunction with Dalkia's senior site managers) based upon current industry auditing best-practice. Thanks in part to our training solution Dalkia PLC became the first SGS Yarsley (UK) Ltd certified multi-site ISO 14001 organisation.

The Dalkia Service Profile

Dalkia PLC guarantees cost savings, reliability and environmental performance through direct management and service delivery for its clients. By developing full outsourcing and other partnership arrangements Dalkia aligns its service strategy to match its client's business objectives. The company offers tailor-made solutions designed to enhance their client's competitiveness by helping them to focus upon their core business activities. Since the late 1960's the business has advanced through several stages of acquisition and merger into the multi-disciplined, building services and environmental organisation it is today.
