

# Press Release

Silver Lining Convergence Ltd.  
Whiteley Lane  
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0845 313 11 11  
<http://www.silver-lining.com>  
@silverliningUK

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## **Silver Lining achieves ISO 9001, 14001, 27001 and OHSAS 18001 certification from the British Assessment Bureau**

Fareham based IT and telecoms provider has achieved certification to the internationally recognised ISO 9001, 14001, 27001 and OHSAS 18001 standards, establishing it as one of the leaders in its field.

This independent assessment was conducted by the British Assessment Bureau, a leading Certification Body, and demonstrates Silver Lining's commitment to customer service and quality in delivery, environmental impact, keeping their data, staff and premises secure and operating in a safe environment.

Silver Lining has now earned the right to display the coveted British Assessment Bureau quality shield and ISO 9001, 14001, 27001 and OHSAS 18001 logos to demonstrate its conformance to the standard.

ISO 9001 was first introduced in 1987 and requires organisations to demonstrate that they do what they say they do, and that they have a Quality Management System in place to ensure consistency and improvement; leading to high levels of performance and customer satisfaction. Certified organisations are committed to continuous improvement and are assessed to ensure progress is being maintained.

ISO 14001 was first introduced in 1996 as a British Standard and requires organisations to have an environmental policy and action plan in place to manage their impact on the environment. Certified organisations are committed to continuous improvement and are assessed annually to ensure progress is being maintained.

ISO 27001 is the internationally recognised Information Security Management Standard that proves an organisation's commitment to the security of their customer, employee and shareholder's information. With ISO 27001 in place, <company name> are able to minimise risks to potential data security breaches and reduce errors and costs, while demonstrating credibility and trust.

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OHSAS 18001 was first introduced in 1999 and requires organisations to assess their risks and implement an effective Occupational Health and Safety Management System to promote a safe and healthy working environment. Certified organisations are committed to continuous improvement and are assessed annually to ensure progress is being maintained.

Silver Lining has shown they have good telecommunications reliability and process controls, which means lower costs for its customers!

Silver Lining's Managing Director Allan Packer said: "We're thrilled to have achieved these certifications as they recognise our focus on customer satisfaction and continuous improvement, commitment to the environment, information security and risk management in the workplace. Achieving all four of these standards has demonstrated our drive to excel at every stage of the solution delivery process."

The benefits of certification to ISO 9001 include:

- Streamlining an organisation's procedures;
- Bringing consistency to an organisation's service delivery;
- Reducing cost and rework;
- Improving an organisation's management practices;
- Enhanced status;
- Competitive advantage;
- Lower insurance premiums.

The benefits of certification to ISO 14001 include:

- Demonstrating environmental credentials;
- Ability to tender for, and win more new business;
- Impress existing clients and meet their requirements;
- Achieve operational excellence;
- Reduce costs, overheads and wastage;
- Focus on proactive management and engage employees;
- Ensure legislative awareness and compliance.

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The benefits of certification to ISO 27001 include:

- Proving to clients an organisation keeps their information secure;
- Achieve operational excellence;
- Minimise risk of potential data security breaches;
- Protects reputation;
- Reduces errors and costs;
- Increases business profitability;
- Engage employees.

The benefits of certification to OHSAS 18001 include:

- Caring and compliant organisation and employer;
- Demonstrate health and safety credentials;
- Impress existing clients and win more new business;
- Customer reassurance;
- Improve corporate image among stakeholders;
- Cost savings from public liability premiums;
- Minimise risks of production delays.

Silver Lining is a professional IT service provider who can offer the very best in business IT, telecommunications, data and mobile solutions. It is our mission to ensure improved efficiency, reduced running costs and the flexibility to easily upgrade as your business grows.

Silver Lining works alongside you to provide a solution which truly meets and exceeds your business needs. Whether it's business broadband, telephone systems, IT infrastructure, business mobiles, or just a memorable phone number – Silver Lining is here to help.

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## THE BRITISH ASSESSMENT BUREAU

The British Assessment Bureau's reputation was established in 1969 as a specialist in certification scheme management. In 1997, the Secretary of State for Trade and Industry approved the use of the word 'British' in their title, in recognition of their pre-eminent status.

Today, they certify organisations to recognised standards, including ISO 9001 (quality management), ISO 14001 (environmental management), ISO 27001 (information security management) and OHSAS 18001 (occupational health and safety management). They also design and manage bespoke assessment schemes. Such schemes are based on the establishment of standards, which can be developed to be recognised company-wide, industry-wide, nationally, or internationally.

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