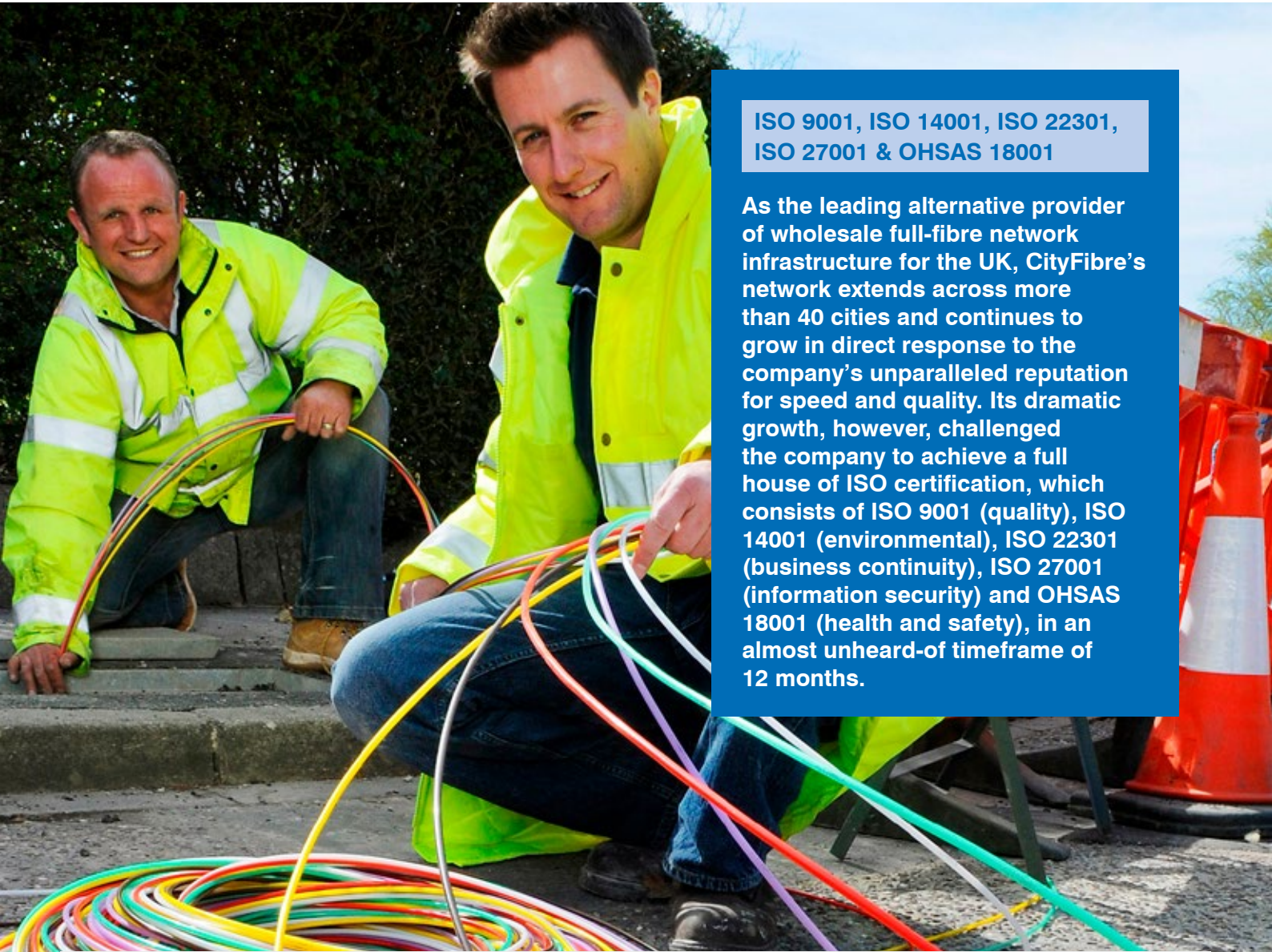




## CLIENT SUCCESS STORY

# CITYFIBRE

The go-to choice for full-fibre networks



ISO 9001, ISO 14001, ISO 22301,  
ISO 27001 & OHSAS 18001

As the leading alternative provider of wholesale full-fibre network infrastructure for the UK, CityFibre's network extends across more than 40 cities and continues to grow in direct response to the company's unparalleled reputation for speed and quality. Its dramatic growth, however, challenged the company to achieve a full house of ISO certification, which consists of ISO 9001 (quality), ISO 14001 (environmental), ISO 22301 (business continuity), ISO 27001 (information security) and OHSAS 18001 (health and safety), in an almost unheard-of timeframe of 12 months.

## Discovering the advantages of ISO certification

In an 18 month period, CityFibre had undergone significant growth. It was emerging as the national alternative to BT Openreach, providing public sector bodies, mobile operators, as well as business and consumer internet service providers, with access to ultra-fast, future proof digital infrastructure.

Continuing on its path to build a 'Gigabit Britain', while also ensuring it continued to deliver industry-leading service with minimal impact on the environment, CityFibre invested in a suite of third party accredited ISO certification in 2016. In addition to capturing the mission of CityFibre, the certifications also give the thriving provider a competitive edge that makes it an ideal partner for active and dark fibre services.

“ We carefully plan our networks to accommodate a city's current and future demands for bandwidth. Each new site connected helps to grow the network's reach, extending its benefits to new areas and new uses as the digital world continues to evolve at pace. ”

## Finding The Perfect Partner

For many certification bodies, CityFibre's requirements would have been considered too ambitious. The implementation plan was aggressive, with an aim to receive five certificates in 12 months, half of the time it usually takes organizations to complete one. Also, the implementation team at CityFibre wanted to work with one reputable, competent certification body. After intensive research and candidate vetting, CityFibre chose NQA Certification Ltd.

“NQA was selected after detailed research and evaluation of a number of certification suppliers. NQA stood out as a partner that would support our ambition to drive change quickly through our organization. We were delighted with the service we received from every member of the team.”

In response, our team was ready to apply our more than 30 years of expertise to helping CityFibre achieve its goals, and with the confidence that we could do it with success.



## Achieving a full house with NQA

“We are proud to have been certified for these critical management systems and for the speed with which we have been able to establish them within our business operations. While this is only the start of our journey, this achievement provides reassurance that we not only comply with recognized standards, but that this is built into the core of our business.”

John Franklin, Operations Director at CityFibre



## A Full House Of ISO Standards

With the clock ticking, CityFibre began the process of obtaining certification for the following standards:

### ISO 9001:

The world's recognized standard for quality management systems (QMS) that focuses on satisfying customers and stakeholders on a consistent basis.

### ISO 14001:

The respected standard for environmental management that targets environmental impact assessment and control, as well as performance.

### ISO 22301:

The international standard for business continuity management (BCM) systems that aim to safeguard organizations from threats and disruptions.

### ISO 27001:

The trusted standard for information security management systems (ISMS) that emphasizes data protection, legal compliance and cybersecurity.

### OHSAS 18001:

The observed standard for health and safety management systems that addresses risk management, safety culture and legal compliance.

To ensure the comprehension of each standard, CityFibre utilized a variety of learning platforms, from online courses to classrooms and in-house classes. With years of experience behind them, the NQA team was also able to break down each standard into plain English, making them easier to understand and put into context.

Following 12 months of committed work, CityFibre attained its goal, demonstrating its tenacity and drive to succeed, as well as the dedication of the NQA team, to ensure their audits were scheduled accordingly and the resources planned efficiently.

For NQA, it was also a proud moment, with Matt Gantley, managing director at NQA, sharing:

“We are delighted to have supported CityFibre in this tremendous achievement. Certification in all of these management systems requires strong leadership and a clear commitment to linking strategy with business processes, as well as continuous improvement in quality, safety, environmental performance, and risk prevention and control. To achieve this within 12 months shows very clear focus and dedication from CityFibre and their people.”

The collaborative efforts of NQA and CityFibre demonstrate the possibilities available to companies that select a certification body with a robust reputation for developing partnerships that focus on comprehensive, superior service that's tailored to your team's learning preferences. Our experience with CityFibre also shows what a company can accomplish when driven to succeed.

TO DISCUSS YOUR CERTIFICATION & TRAINING NEEDS GET IN TOUCH:

0800 052 2424 | [www.nqa.com](http://www.nqa.com)

\*Net Promoter Score accurate at time of print and may have changed since. For latest figure contact NQA directly.

