

CASE STUDY

ALARKO-CARRIER, TURKEY

The benefits of attaining SA8000 certification



Summary

Needs

- Harmonize company labour policies with industry best practice
- Formalize company's social responsibility culture into a holistic integrated management system

Benefits

- Improved worker satisfaction of 4% which contributed to an increase in customer satisfaction of 7%
- Sub-contractor and supplier training has led the company to an increased awareness of responsibilities to its staff
- Greater management confidence that reputational risks are being effectively avoided

Background

Alarko-Carrier is one of the leading companies in the heating and cooling sector in Turkey, selling to a world-wide customer base. Alarko-Carrier produces air handling units, fan coils, roof top coils, domestic, domestic gas fired boilers, and panel radiators. The company is co-owned by Alarko Holding and United Technology. Employing more than 600 workers, the company also works with more than 350 sub-contractors and more than 500 authorized technical services professionals.

Customer Needs

Having gained ISO 9001 certification in 1994, ISO 14001 and OHSAS 18001 certification in 2002, Alarko-Carrier has successfully integrated their quality, environmental and health & safety management systems.

The goal was to formalize the company's existing policies on working hours, discrimination, sub-contractor management and remuneration into an overarching social responsibility policy. The plan was to capitalize on the strengths of its existing management systems through a synergistic approach.

"The addition of SA8000 certification to the ISO 9001, ISO 14001 and OHSAS 18001 management systems certifications held by Alarko-Carrier means the company now understands its quality, environmental, health and safety and social responsibilities.

By involving the employees, sub-contractors and technical services professionals, SA8000 has made us a company they want to work for and resulted in better customer service".
Mr. Murat Çopur (Plant Director).

BSI's Role

BSI already assesses the quality, health and safety and environmental management systems at Alarko-Carrier. Prior to the application for certification to SA8000, Alarko-Carrier used the expertise of their health and safety team to ensure the implementation of the social responsibility management system thoroughly over a period of 13 months. The team felt that the value added by BSI assessors in certifying their existing management systems made BSI the natural choice to certify their SA8000 management system.

“BSI helped to identify the weaknesses in our system, which contributed significantly to the continuous improvement of our social responsibility management system.

Alarko-Carrier now has a better reporting system between itself and its employees and other stakeholders particularly in the communities in which it operates.

The contribution of BSI's effective audit system has significantly strengthened the weak points of our organization's social responsibility.

In fact, we're planning on increasing the scope to include our Dudullu factory next year”
Mr. Murat Çopur (Plant Director)

Benefits

Applying the international social responsibility management systems standard SA8000 has encouraged employee and sub-contractor involvement, leading to an increase in worker satisfaction of over 4%. This has contributed to an upturn in customer satisfaction of 7%.

Another main benefit of the implementation came through the organized training programme which has increased supplier and sub-contractor awareness of their responsibilities to their staff.

SA8000 certification has given the company increased confidence from the knowledge that it is more effectively managing risks to its reputation.

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