

Outstanding service delivery is ISS's award-winning difference

GOING the extra mile earned Gisborne business Integrated Safety Solutions recognition at the 2014 East Coast Forestry Awards.

Reece and Anna Needham, owners of ISS, which provides occupational health solutions, prevention, monitoring and testing, were humbled to get the outstanding regional service performance award.

"It is a huge honour for us. We are only a small business but we do try to focus on our customers' needs and supply them with what they require in a flexible way," says Mr Needham.

The business was started in 2005 with occupational health nurse Maggie Hodgkinson and Jarred Moroney to develop the compliance medical/auditing health and safety and drug testing primarily for forestry industry, but including all industries.

Mr Needham says as well as offering occupational health services including health monitoring and vaccinations, the main two services are focused on compliance, and drug and alcohol testing.

Over the years the business has worked on strengthening the services provided, adopting new technology in line with client requirements and Government policy around health monitoring and workplace safety.

This has helped meet their clients' needs.

Services by the company have been set up in Wairoa and Ruatoria so people working in those areas are more easily able to access them.

The citation for the award said ISS had, on several occasions, displayed the ability to go the extra mile in delivering to their customers.

"Working hard to maintain an understanding of the ongoing requirements of the industry and chairing a forum to enable improvements, their business has delivered an exceptional service.

"The results are testament to the validity of the results produced. They have met the highest standards.

"Personal development is a high priority. The company works out of normal hours and they have a 100 percent focus on providing an exceptional service.

"An important factor when dealing with a service supplier is their relationship with the client and this has been outstanding in a competitive market.

"It is hard work to maintain, continually develop and demonstrate innovation — this has been ISS's point of difference."



THE TEAM: Front from left, occupational health nurses Maggie Hodgkinson and Glenda Tollison, Wairoa technician Racheal Traill and occupational health nurse Rose Webb. At back, from left, are occupational health nurse Chris Palfi, East Coast technician Joe McClutchie and company directors Reece and Anna Needham.

Picture supplied