

d) **Policy Statement**

Russell Richardson has developed an IMS based on the requirements of ISO 9001, ISO 14001, OHSAS 18001, ISO 27001, and the Code of Practice BS EN 15713 Secure Destruction of Confidential Material. The company places high emphasis on continually improving its processes to exceed the requirements of customers.

We will comply with our legal and customer requirements and strive to continuously improve the performance, quality, safety, environmental and information security aspects of our processes and services by enhancing the skills of our staff and constantly seeking ways to diversify and meet new challenges. At all stages of processing, transport and storage we adhere to the code of practice for the secure destruction of confidential material as defined in BS EN 15713. All employed staff are subject to security screening as defined in BS 7858:2012 Security screening of individuals employed in a security environment – Code of practice.

As a company we are committed to ensuring:

- Compliance with all legal, statutory and regulatory requirements relating to our service activities along with their environmental and security aspects.
- The working environment is safe, without significant risks and satisfying the appropriate statutory requirements.
- The setting of objectives based on the results of the process reviews and their significance in relation to quality, health & safety, information security risks and potential impacts on the environment and the continual improvement of the integrated management system.
- Management programmes are implemented to achieve these objectives.
- Investment in a well-trained and motivated staff.
- All forms of wastes that do not bring value to the customer are identified and eliminated.
- A close working relationship with our customers and stakeholders to achieve mutual understanding, commercial advantage and benefit.
- Policies and objectives are regularly reviewed as part of the management review process.
- Effective communication of this policy to all persons working for or on behalf of the organisation.
- Continual prevention of waste and pollution to the environment.
- Information is protected against unauthorised access and disclosure.
- Confidentiality, integrity and availability of information is maintained and protected from unauthorised access in conformance with relevant legal and regulatory requirements.
- Business continuity plans are maintained and tested (as far as practicable).
- All suspected breaches of information security are reported and investigated.
- Adequate prevention and detection of viruses and other malicious software.
- Our assets are protected against potential threats & vulnerabilities throughout the entire business processes.

It is recognised that management and employees all have a vital role in the implementation and maintenance of this policy and the IMS. This Quality, Environmental, Occupational Health & Safety and Information Security Integrated Policy Statement is a live document, and is reviewed at regular Management Review meetings. This integrated policy provides the framework for setting and reviewing objectives and targets relating to Quality, Environmental, Safety and Information Security issues. The Directors confirm their commitment and support, along with that of all employees, to compliance with this policy and the continual improvement of the IMS. The policy is also available to the public on the company's website – www.russellrichardson.co.uk

e) **Basic Business Processes**

We operate through a series of basic business processes, each of which is comprised of a series of sub-processes. The basic business processes are:

- 1 Winning the business
- 2 Provision of services
- 3 Customer support and care
- 4 System Management