

Introduction

a) Scope of Business

Russell Richardson & Sons Limited, established in 1978, provides a confidential document and data destruction service for both paper and non-paper items.

b) General

This manual provides an overview of the Quality and Environmental systems deployed by the organisation. The manual defines the quality and environmental policies, and, describes how the requirements of ISO 9001:2008, ISO 14001:2004 and pertinent legislation and regulation are addressed. Where appropriate, the manual includes references to other supporting documentation including procedures/flowcharts (PFs).

This manual is intended to be used as an introduction to the Quality and Environmental systems. It is made available to customers, employees, contractors and suppliers and any other interested parties, including members of the public, who require information related to the systems and their application by Russell Richardson & Sons Limited.

c) Policy Statements

Quality Policy

To demonstrate to our customers and staff the organisation's commitment to quality and to protecting the environment, the Directors have determined to implement, maintain and continually improve the Management System, which complies with the requirements of both ISO 9001:2008 and ISO 14001:2004.

Our overall objectives are to achieve and maintain standards of excellence that ensure that our customers are provided with services and service levels that satisfy their requirements. To maintain these standards of excellence, quality objectives are established against which organisational, functional and individual performances are regularly monitored.

We consider internal communications to be essential to the effectiveness of the organisation. Appropriate channels of communication are established to ensure that all personnel are made aware of the quality policy, objectives, and, the effectiveness of the Quality Management System. We encourage all personnel to actively participate to ensure that communication is a two-way process. Each member of staff is an integral part of the quality chain and is crucial to ensure that we satisfy specified requirements. Personal development is actively promoted with all personnel and, where appropriate, training is provided to ensure that they are able to perform current and future tasks to the best of their abilities. All employed staff are subject to security screening as defined in BS 7858. 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 15713:2009.

As an element of our on-going development, our goal is to enhance our reputation, and, to forge long-term, mutually beneficial partnerships with both our customers and critical suppliers.

Environmental policy

Russell Richardson and Sons Limited are committed to the continual improvement of our processes and services and conducting our activities in a way that results in minimising our impact on the natural and human environments, with the objective of minimising pollution.

We will:

Energy use strive to minimise the usage of energy arising from company activities by using energy efficient technologies and good practice techniques.

Vehicle Management undertake a vehicle management programme to ensure that, wherever possible, any impacts are reduced. Vehicles will be suitably maintained. Drivers will be suitably trained and qualified. Route planning will be used for all journeys. The objective is to reduce the environmental impacts caused by fuel emissions.

Waste Management ensure that the company holds the relevant licences and complies with applicable legal and other voluntary requirements when handling waste. The company will ensure that contractors also possess the relevant waste disposal licences and will maintain copies of their licences on file.

Waste where possible, eliminate the use of paper in our offices. Where paper use cannot be eliminated, all waste paper will be recycled. All waste paper handled by the company will enter the recycling stream. Any other waste resulting from the company's operations will be disposed of in a proper and responsible manner. The company will also strive to find alternative disposal routes to landfill for non-paper items.

Targets establish targets and objectives for reducing our impact on the environment, and, we will routinely measure and report on our performance.

Procurement when purchasing, use environmental responsibilities as a factor in our decisions and therefore help minimise the company's impact on the environment through promoting and adhering to the environmental purchasing policy.

Training train staff to ensure that the workforce understands the actual and potential impacts of individual and company activities, and, commitments arising from our environmental policy.

Communication actively promote the communication of issues concerning the environment to staff, suppliers and customers through appropriate means. We will actively encourage customers to recycle as much as possible and provide information on alternative disposal routes. The policy shall be made available to all employees and contractors. The environmental policy will be prominently displayed in our premises and is included in our website (www.russellrichardson.co.uk).