



## *Hamilton Waste & Recycling Ltd Quality Policy*

Hamilton Waste & Recycling Ltd are committed to continuously improve all areas of the company's performance at all times. This includes the following areas:

- Service
- Recycling
- Health & Safety
- Environmental
- Administration & Reporting
- Staff Training
- Customer Care
- Maintenance
- Efficiencies

### **Commitment To Quality**

The above commitment and our commitment to ISO14001 and ISO9001 accreditation will not only benefit the company, but also our customers and the environment. We are always trying to improve all areas of our company. We have been ISO 14001 accredited since 2007 and we have been ISO 9001 accredited since 2012.

### **Our Mission States The Following Goals**

- To continue to provide a first class service and value for money to all our customers at all times.
- We will continue to increase our recycling rates, and seek new technologies to help us achieve this.
- For Health & Safety to be of paramount importance and to look at areas of improving our Health & Safety of our employees, our customers and the general public.
- To always strive to improve our environmental performance.
- To have an efficient administration and reporting department which our customers can rely on at all times.
- To periodically train staff and monitor their improvements.
- To have a friendly, efficient customer care department that enhances the relationship with our customers.
- To have an efficient maintenance programme that is continuously being improved upon which will enable less downtime and ensure continuity of service.
- To improve efficiencies across the board in all operations.

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Registered Company No. SC233908, VAT No. 796 9780 39

Registered Transfer Station No: WML/L/1109747 Registered Carrier No. SEA/07236813

Directors: J Haig Hamilton (Snr), Lorna Anne Hamilton, J. Haig Hamilton (Jnr), David B. Hamilton, Keir M. Hamilton

## Quality Statements

Hamilton Waste & Recycling Ltd's commitment to quality is represented by three quality statements:

1. Use effective quality assurance methods to establish, review, evaluate and continuously improve the services provided to meet our customer needs.
2. Plan and manage resources of the company using appropriate performance indicators to achieve efficient utilisation in the provision; of a cost effective waste management service, achieving excellent recycling rates, superior service and first class administration and reporting while at the same time having strict Health & Safety and Environmental policies.
3. Provide systematic staff development to support employees in meeting agreed standards and improving the services to our customers.

We at Hamilton Waste & Recycling Ltd are continuously improving the company's performance and our commitment to this can only be a positive benefit to the; company, customers, the general public and the environment.

### Policy Review

This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended as necessary.

Signed: David Hamilton David Hamilton Date: 10.11.15

Position: Director