

THC MISSION STATEMENT

The mission statement of The Hill Company outlines our goals and values. It is designed in line with our ISO Management Systems to provide our clients and customers the best and personalised service in the Records Management Industry.

1. Strive to satisfy the requirements of all our customers, and interested parties whenever possible, meeting and exceeding their expectations.
2. To offer a 'Price & Service Promise' confident our level of service and facilities won't be beaten and to deliver our services to specification, on time, to the price quoted and to supply a clear, transparent, and detailed invoice for services supplied and offer monthly management reporting
3. We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will be open and honest and admit it and endeavour to rectify the situation as quickly as possible.
4. Our customer's satisfaction is an essential part of our objectives and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, H&S, information security and environment issues and their impact on customer service and of the products or service in which we provide
5. We are committed to reporting and investigating all incidents, accidents, near misses, safety observations, security weaknesses, environmental hazards. and ensure that any risk to the confidentiality, integrity and availability of information is minimised or eliminated.
6. We are committed to satisfy all our interested parties by complying with compliance obligations, legal requirements, codes of practice and all other requirements applicable to our activities, including the nature, scale, security both physical and digital, onsite and in transit, and the environmental impacts of our activities, products, and services.
7. We are committed to protecting the environment, including prevention of pollution, using sustainable resources, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
8. To provide a safe and healthy working environment to reduce hazards, OH&S risks, prevention of injury and ill health. as far as reasonably practicable which satisfies the requirements of all our interested parties and is specific to our OH&S risks and opportunities.
9. To provide the resources, equipment, and training to ensure employees are aware of their individual obligations and are competent to carry out the tasks required of them and to offer a platform to encourage consultation and participation of workers, so they are actively involved in our management systems and have an input in the activities they carry out.
10. We will endeavor to protect our reputation with our clients through confidentiality, integrity, and availability by the following the controls set out in our security treatment plan and security risk assessments.

11. To ensure our operational procedures are monitored regularly to ensure continual improvement and effectiveness at all levels across the business and continually review the Records Management Market for new software and solutions and adapt where necessary.
12. To offer Clients our experience and knowledge in coming forward with new ways of working, processes, and procedures. New workflow solutions with other THC services including document scanning and secure destruction.
13. Our management systems provide a framework for setting, monitoring, reviewing, and achieving our objectives, programs, and targets. Equally every employee has a personal responsibility to maintain this integrity.
14. We will ensure that continual improvement and development of our services is in line with the management systems PDCA (plan, do, check, act) process. To ensure we maintain awareness for continuous improvement, the management system is regularly reviewed by management to ensure it remains appropriate and suitable to our business and is subject to both regular internal and external third-party annual audits.