



Quality Policy

Purpose

Our clients need to trust that every load is weighed correctly, graded fairly and documented completely. This policy sets out how Myscrap delivers that consistency, and what happens when something goes wrong.

Scope

This policy applies to every collection, from site assessment and proposal through weighing, grading, transport, documentation, payment and reporting.

Our commitments

1. **Calibrated weighing.** Loads are weighed on weighbridges that are calibrated and verified as the law requires. Gross, tare and net weights are recorded on a ticket for every load.
2. **Transparent grading.** Material is graded against the categories agreed in the proposal. Deductions for contamination or attached non-metallic material are stated on the record with the reason, never applied silently.
3. **Documentation per load.** Each load carries a weighbridge ticket and delivery order showing date, origin, vehicle, grade and weight. Certificates of disposal are issued on request.
4. **Agreed pricing basis.** Prices per grade are set out in writing before work starts, with their link to market rates stated.
5. **Disputed weights and grades.** If a client questions a weight or grade, the load record is reviewed with the client and, where the material is still available, the load is reweighed or regraded in the presence of a client representative.
6. **Reliable service.** Collections run to the agreed schedule. If a collection cannot be made, the client is told in advance and a new date is agreed.
7. **Statements and records.** We issue periodic tonnage and value statements and keep load records so that any figure can be traced back to its ticket.
8. **Complaints and corrective action.** Every complaint is logged, acknowledged and investigated. We find the cause, correct it, tell the client what was done and check that the fix holds.

Responsibilities

The Managing Director is accountable for this policy and for the handling of complaints. Supervisors are responsible for correct grading and complete documentation on site. Weighbridge operators and drivers are responsible for accurate tickets and transport records.

Review

This policy is reviewed by the Managing Director at least once a year, and sooner after any significant incident, a change in the law or a material change in how we operate. Revisions are issued with a new version number and issue date, and the previous version is withdrawn.

Approved by

Thariq Husni

Managing Director, My Scrap Trading Sdn. Bhd.

Signature and date