

## Quality Policy

Bristol Waste Company is your local recycling, waste collection and street cleansing company, delivering high quality, safe, reliable and value for money services in a responsible manner. We run the city's Household Waste Recycling Centres and offer a commercial waste service to local businesses providing a tailored, cost effective recycling and waste solution.

All employees and those who act on Bristol Waste Company's behalf are required to adhere to this statement when undertaking their duties or when representing Bristol Waste Company in any way. Bristol Waste Company is committed to employee development and will always provide opportunities for involvement in our environmental performance, the quality of our services and the health and safety of our working practices.

We take care in our work and pride ourselves on delivering excellent customer service to the residents and businesses of Bristol. We carry out over 1.5 million collections per month and we strive to get things right first time. However, we understand this isn't always possible. It is important that we learn from the occasions where things go wrong to help us improve and make our services the best they can be.

Bristol Waste Company is dedicated to supporting a cleaner, greener Bristol, in which residents, communities and businesses feel involved, informed and empowered to create a better place for future generations. Waste is a shared responsibility and Bristol Waste Company is determined to reduce the amount of residual waste generated and improve the recycling rate to meet the European target of 50% by 2020.

We have ambitious plans for the city and our Integrated Management System is designed to support these plans and our business practices. All our services have agreed targets (KPIs) in place and these are monitored by the Directors and Leadership team on a weekly and monthly basis to track progress and highlight any areas which require improvement. Wider team meetings are held regularly to provide the opportunity for team members to raise any quality concerns about our services and discuss any opportunities for continual improvement.

This Quality Policy Statement and the associated Integrated Management System is fully supported by the Senior Management Team who take responsibility for the effectiveness of this system in meeting customer requirements and achieving the intended results of improving service quality and recycling rates. The Senior Management Team are committed to the continual improvement of our Integrated Management System and our service delivery to meet the needs and expectations of Bristol residents and our other customers both now and in the future.

This Quality Policy Statement is available to all employees via noticeboards and Tool Box Talks and is also available to all other interested parties on our website. This Quality Policy Statement will be reviewed on an annual basis.



Tony Lawless  
Managing Director  
May 2018