

## Quality Policy

Bristol Waste Company Limited (BWC) is your recycling, waste collection, facilities management, and street cleansing company.

We provide recycling and refuse collections and provide additional services such as Household Recycling & Reuse Centres, Street Cleansing and Winter Maintenance. BWCs division Bristol Workplace Services provide facilities management including cleaning and security services. Our commercial services offer businesses a tailored, cost-effective facilities management, recycling, and waste solution. We take pride in our Reuse ethos and practices.

All employees and those who act on Bristol Waste Company's behalf are required to adhere to this statement when undertaking duties in line with requirement of the Business Management System.

Bristol Waste Company is committed to employee development and will always provide opportunities for involvement in the quality of our services and working practices.

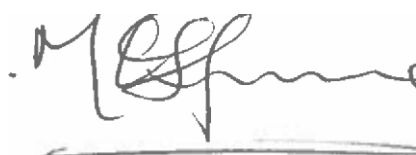
We take care in our work and pride ourselves on delivering excellent customer service to the residents and businesses of Bristol. We carry out over 1.5 million collections per month, provide services and facilities to residents and businesses which we strive to get things right first time. However, we understand this isn't always possible. It is important that we learn from the opportunities 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. Reduce the amount of residual waste generated and improve the recycling rate to help meet the Bristol One City Plan targets.

We have ambitious plans for the city and our Business 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 to track progress and highlight any areas which require improvement. Wider meetings are held regularly to allow team members to raise any quality concerns about our services and discuss any opportunities for continual improvement.

This Quality Policy Statement and the associated Business 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 enhanced service quality and recycling rates. The Senior Management Team are committed to the continual improvement of our Business Management System and our service delivery to meet the needs and expectations of Bristol residents and our customers both now and in the future.

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



Ian Osborne  
Interim Managing Director  
January 2023