

Quality Policy Statement

Bristol Waste Company (BWC) is dedicated to supporting a cleaner, greener, and safer Bristol (and beyond), in which residents, communities and businesses feel involved, informed, and empowered to create a better place for future generations. We do this by providing a wide range of services including recycling, waste collection, waste processing, street cleansing and facilities management including cleaning and security services such as guarding, keyholding, alarm response, cash & valuables in transit (CVIT), transportation and distribution services, and secure storage and vaulting.

What we do matters – we are improving the quality of people’s lives. Therefore:

- We aim to reduce the amount of residual waste generated and improve the recycling rate to help meet the Bristol One City Plan targets.
- We take pride in our Reuse ethos and practices, increasing the impact of our Reuse shops.
- We take care in our work and pride ourselves on delivering excellent customer service to the residents and businesses of Bristol and beyond, both now and in the future.
- We aim to learn from when things go wrong to help us improve and make our services the best they can be.
- We are committed to colleague development and will always provide opportunities for engagement in improving the quality of our services and working practices.
- We adhere to all relevant legal requirements and the requirements of the standards we have subscribed to, including applicable International and British Standards, as specified in the Facilities Management Policy.

We have ambitious plans, 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 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 Executive and Leadership 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, within a continuous improvement environment.

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 the requirements of the Business Management System.

The Statement is 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.



Kevin Hayter
Interim Managing Director/Finance Director
May 2026