

B&M Waste Services Customer Service Charter

Ensuring our customers receive an efficient and high quality service.

bandmwaste.com 0330 1234 100



ISO 9001 for QualityISO 14001 for Environment

Neutral Plus

list of accreditations including:

through effective waste management.

Charter

• ISO45001, ROSPA Gold and SAFEContractor for Health & Safety

Carbon Neutral PAS 2060 since 2011 and now Carbon

Customer Service

B&M Waste Services pride ourselves on the quality and reliability of our service. We use our own commitment to

excellence in terms of value and protecting the environment,

to advise on how you can reduce your own carbon footprint

Our commitment to excellence is further reflected in our long

• CIWM and BSIA members to ensure we are at the cutting edge of industry changes in waste and shredding

Our Vision

We will provide the best recycling-led waste management solutions for businesses across the UK, utilising the latest innovations in technology to reduce our own and our customer's environmental impact.

Our Mission

Committed to delivering a customer-tailored reliable service, putting quality, compliance and efficiency at the forefront of all that we do.

Our Values

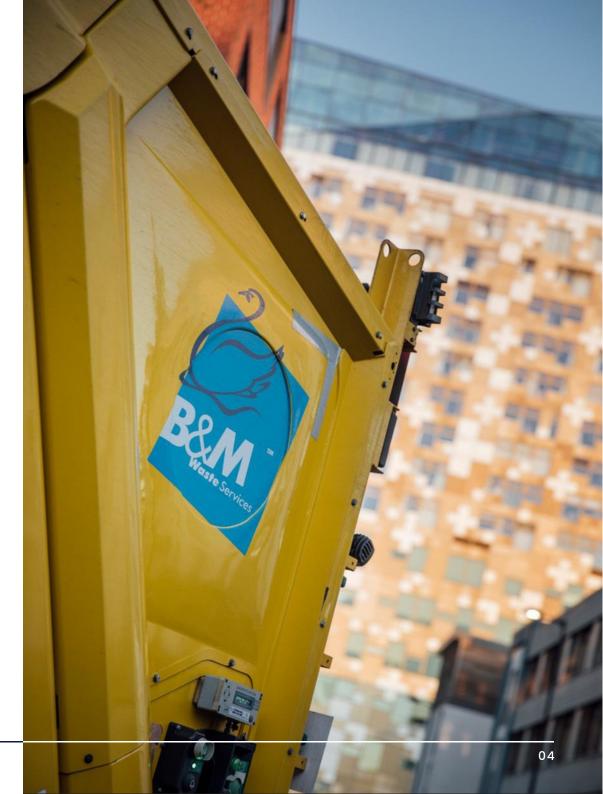
- Recycling-led
- Customer focused
- Teamwork ethic
- Accountable
- Compliant and safe

We are always looking to improve our offering and know that listening to our customers is key to that.

| KPI | Description | Expected Performance by Contractor |
|-----|--|---|
| 1 | Number of complaints due to noise, disturbance or other | Less than 1 in 5000 collections |
| 2 | Number of missed collections | Less than 1 in 500 not rectified within 24 hours of notice |
| 3 | All areas left in clean state after collection | Any spillage cleaned up immediately or rectified within 24 hours of notice |
| 4 | Supervisor or deputy to be available for contact | Available within 30 minutes at all times throughout operational day |
| 5 | Quarterly reports submitted on time | 100% on time or within 12 hours of notice of failure to supply |
| 6 | Programme adjustments requested by customer | 100% initial feedback within 48 hours |
| 7 | Re-use, recycling and recovery targets achieved | 95% (actual targets to be agreed by both parties) |
| 8 | Environmental performance | Zero occurrence of environmental incidents on your premises |
| 9 | Finance | Invoices to be provided with correct purchase order and contract details at all times |
| 10 | Continual improvement | Report on minimum annual basis to highlight areas of improvement/cost benefits, etc. |

What can B&M do for you?

- Reduce waste collection costs
- Improve environmental performance
- Minimise waste and increase recycling
- Collect all types and sizes of waste containers
- Supply and install recycling equipment
- Confidential information destruction
- Electrical and hazardous waste
- Waste management advice and reporting
- Recycling and segregation
- Nationwide services







Get in touch today bandmwaste.com info@bandmwaste.com 0330 1234 100