



## Quality Policy Statement

GWR Waste & Recycling is “The complete business waste management and recycling solutions provider”. We provide waste management services through a range of sub-contractors who carry out collections on our behalf. Based in Bristol, we serve Bath, Gloucester, Swindon and the wider UK, and have over 35 years of combined experience in waste management and recycling services, offering a complete zero waste to landfill and facilities management package for businesses.

We understand that every business is different, and the waste industry is complex, which is why we offer free waste management consultancy to our clients to understand what their requirements are and how we can help.

We are committed to:

- Providing complete waste management packages
- Fair, honest prices with one monthly invoice for all waste streams
- One friendly point of contact
- Our customers being more than satisfied with our services
- Complying with all applicable compliance, contractual and customer requirements
- Setting objectives and KPIs in these areas to monitor and improve our performance
- Continual improvement of our Integrated Management System which meets the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

This Policy Statement is supported by the Integrated Management System, including the IMS Manual which provides an overview of the structure of the management system. We are committed to the continual improvement of the IMS which is reviewed annually (at a minimum) to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective. This policy statement is communicated to all company employees and is available to other interested parties on our website.

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