



Customer Service Charter

Ensuring our customers
receive an efficient and
high quality service



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Ensuring our customers receive an efficient and effective high quality 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 through effective waste management.

As a family run company, our ethos is about working in partnership with you to build a strong relationship, whilst improving your environmental and recycling performance

Our commitment to excellence is further reflected in our long list of accreditations including:

- Carbon Neutral PAS 2060 since 2011
- ISO 9001 for Quality
- ISO 14001 for Environment
- OHSAS 18001, ROSPA Gold and SAFEContractor for Health & Safety
- 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
- Tailored service
- Compliant and safe

We are always looking to improve our offering and know that listening to our customers is key to that. So if you have a comment, query or complaint, please let us know so we can resolve things for you.

Call: 0330 1234 100 • Email: info@bagnallandmorris.com

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 time 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
- Increase Recycling Efficiency
- Trade and FEL Waste Collection
- Compactors and Balers
- Free Waste Management Advice
- Recycling and Segregation Centre
- Electrical & Hazardous Waste Collection
- Nationwide Services
- Confidential Information Destruction



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