



# Top 5 tips when choosing your waste management provider

## 1. Reliability

Have you ever experienced the inconvenience of not having your waste collected when promised or considered the Health & Safety risk that this could pose to your business? Regular collections in a timely manner are first and foremost what our customers report to us as being their top priority.

## 2. Environmental

Do you know where your waste is going? Working with a highly accredited waste company will ensure you are compliant with TEEP legislative guidelines. Our customers place a great deal of importance on our accreditations (we hold ISO 9001, ISO 14001, OHSAS 18001 and have been carbon neutral since 2011) and segregation at source. With an aim to achieve zero landfill, it is important to work with a waste management company that can help you demonstrate improved recycling rates and support your environmental policies.

## 3. Customer Service

In waste management, issues can occur from time to time but the most important part of this is how they are dealt with. Our customers reported that they will often stay with a waste management company that offer great customer service. Whether it is ensuring that queries are dealt with swiftly, in a professional manner, or operatives leaving the customer site tidy, this is of crucial importance.

## 4. Additional Services

Every business is required to prove that they are disposing of their waste correctly. Looking for a waste management company that offers everything you need is crucial in making your service as hassle-free as possible. Whether it is separate food waste bins, secure shredding or hazardous waste disposal, choosing a service that covers all bases results in you saving time and money.

## 5. Price

Many businesses that we spoke to emphasised the importance of getting the balance right between a fair price and quality of service. Often, services that are priced slightly higher can offer reliability, additional services and improve current processes to make your waste management run as smoothly as possible. For example, environmental reporting is something that you may want included as you can monitor the effectiveness of your service and carbon savings.

**Remember: if the price seems too good to be true, it often is!**

To find out more about our waste management services, contact us today:

**0808 100 2434**

[www.bagnallandmorris.com](http://www.bagnallandmorris.com)

