



Customer Charter

Our business is providing specialist waste disposal services to industrial and commercial clients in an operating environment that is regulated by complex legal compliance issues. Recognising that recycling and recovery (optimised waste footprint) are mutual priorities, we are looking to deliver elite levels of service supported by commitments that translate into high levels of technical support and a competitive commercial model.

Our promises to you:-

Service

- Enquiries should be directed to enquiries@boxcleverwaste.co.uk or by telephone to our Manchester Head office on 0161 850 0501
- We promise to respond to your enquiry promptly
- We will assist with all aspects of waste characterisation including the technical coding of waste types
- We will attend site as needed for any physical identification, preparation or packaging required
- We will provide a quotation within 48 hours or engage with you in detail to advise and discuss any technical issues that require resolution before a quotation can be given
- Orders will be acknowledged promptly on receipt
- Collections are guaranteed within 13 working days of order with 48 hour advance notice

Pricing

- We will provide simple, structured quotations that make clear what your costs will be
- We will highlight where technical assumptions have been made and the implications of any variance in waste type
- We are committed to eliminating post collection non-conformance issues and promise to minimise any surcharges
- 99% of post collection non-conformance issues are sorted without commercial implications

After-care

- We will provide all statutory reports needed under the legislation (specifically the *Consignor Report* stipulated by HWR 2005)
- Annual analysis by waste stream type will be available to all clients upon request

Quality, environment, Health & Safety

- Boxclever is accredited to ISO9001, ISO14001, and HSAS18001
- We undertake to maintain and continually improve our quality management systems
- We are committed to delivering the best environmental performance to our own business activities and the waste related aspects of our clients
- Our Health and Safety record will seek to be the best in the sector through proactive management and training programmes
- Any complaints will be dealt with personally by the C.E.O (pboardman@boxcleverwaste.co.uk) and responded to within 48 hours
- This Charter will be reviewed every six months and updated to ensure it continues to underpin our aspirations to be an elite service provider

