

### **JWS POLICY OBJECTIVES** **2021-2022**



JWS Waste and Recycling Services, Quality, Environmental, Health and Safety Management System Policy Objectives for the period 2021-2022 are set to ensure JWS commitment to continual improvement is a measurable fluid process and can deliver beneficial improvements to core parts of the business which in turn will satisfy our customers, stakeholders, employees and our ISO accreditations. Objectives shall be specific, measurable, achievable, realistic and time bound (SMART) facilitating towards company growth and improved performance.

Company Objectives have been implemented where a significant target must continually be met to achieve compliance or a gap in performance has been identified. Objectives are created, reviewed and actioned by the Senior Management Board and Managers and have been identified as the following:

1. Maintain an average of 98% landfill diversion over the course of the year for waste collected by JWS or received on site at JWS and improve the quality of our sent to offtake partners. This will be monitored through daily review of waste streams collected and removed from site.
2. Achieve an average score of four or greater for all areas of customer satisfaction throughout the course of the year. Achieved through excellent customer service and monitored through online satisfaction surveys completed by our customers.
3. Maintain our Operator Compliance Risk Score (OCRS) as green, achieved through a high standard of vehicle maintenance and driver compliance.
4. Monitor environmental aspects on site daily, developing an action plan for improvement where it falls below the company's high standards. Recorded and monitored through in our site diary, completed daily by a member of the Management Team.
5. Reduce the environmental impact associated with the transport fleet through ongoing staff training, high standards of maintenance and an ongoing vehicle replacement plan to ensure continued improvements in the fleet. Monitored through an increase in miles per gallon throughout the course of the year.
6. Become Carbon Neutral and PAS2060 Accredited by 2021.
7. Improve near miss reporting and investigate fully all reported incidents, by improving staff training and encouraging a positive health and safety culture throughout the organisation.
8. Ensure that systems and culture are in place to further reduce the number and severity of work-related accidents. Monitored through a reduction in the accident frequency ratio.
9. Ensure safe establishment and set up of new plant and procedures, through prior planning, risk assessments and safe working procedures.

**TIM ANDREW**  
**MANAGING DIRECTOR**