



Corporate & Social Responsibility Policy

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Issue Date: December 2025

Review Date: December 2026

Approved By: Gary Cronnolley – Sales Director

1. Purpose

Priority Waste Limited recognises that responsible business practices are fundamental to the long-term success of our organisation. We are committed to operating ethically, protecting the environment, supporting our employees, contributing positively to our local communities and maintaining the highest standards of governance.

This policy outlines our commitment to Corporate and Social Responsibility (CSR) throughout all aspects of our business.

2. Scope

This policy applies to:

- All employees
 - Directors
 - Temporary staff
 - Contractors
 - Agency workers
 - Suppliers and subcontractors working on behalf of Priority Waste Limited
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3. Our Commitments

Priority Waste Limited is committed to conducting business responsibly by:

- Operating honestly, ethically and with integrity.
 - Complying with all applicable legislation and regulatory requirements.
 - Protecting the environment through responsible waste management.
 - Promoting sustainability and resource efficiency.
 - Supporting the wellbeing of our employees.
 - Providing a safe and healthy working environment.
 - Respecting human rights and equal opportunities.
 - Working with responsible suppliers.
 - Supporting local communities where practical.
 - Continually improving our environmental and social performance.
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4. Environmental Responsibility

As an environmental services provider, we recognise our responsibility to minimise environmental impacts by:

- Promoting the Waste Hierarchy wherever practical.
 - Maximising recycling and material recovery.
 - Diverting waste from landfill.
 - Reducing energy consumption.
 - Reducing fuel usage where possible through efficient route planning.
 - Preventing pollution.
 - Maintaining full compliance with environmental permits and legislation.
 - Continually improving our environmental management systems.
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5. Employee Welfare

We recognise that our employees are our greatest asset.

Priority Waste Limited is committed to:

- Providing a safe working environment.
- Maintaining high health and safety standards.
- Promoting equality, diversity and inclusion.
- Treating all employees fairly and with respect.
- Providing appropriate training and development.
- Encouraging employee feedback.

- Preventing discrimination, bullying and harassment.
 - Supporting employee wellbeing.
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6. Ethical Business Practices

Priority Waste Limited operates with honesty and integrity.

We are committed to:

- Conducting business ethically.
 - Preventing bribery and corruption.
 - Preventing fraud.
 - Maintaining transparency.
 - Protecting confidential information.
 - Managing conflicts of interest appropriately.
 - Treating customers and suppliers fairly.
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7. Responsible Supply Chain

We expect suppliers and contractors to:

- Comply with applicable legislation.
- Operate ethically.
- Respect human rights.
- Maintain safe working practices.
- Minimise environmental impacts.
- Deliver services professionally and responsibly.

Where appropriate, suppliers may be assessed before appointment.

8. Community Engagement

Where practical, Priority Waste Limited will:

- Support local businesses.
- Support local employment opportunities.
- Promote environmental awareness.
- Encourage responsible recycling.
- Work positively with customers, regulators and local communities.

9. Quality of Service

We are committed to delivering:

- Professional customer service.
- Reliable collections.
- Legal compliance.
- Accurate documentation.
- Continuous improvement.
- High standards of customer satisfaction.

Customer feedback is actively encouraged and used to improve our services.

10. Legal Compliance

Priority Waste Limited will comply with all applicable legislation relating to:

- Environmental Protection
 - Health and Safety
 - Employment Law
 - Equality Legislation
 - Data Protection
 - Waste Regulations
 - Duty of Care Requirements
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11. Continuous Improvement

We continually review our:

- Environmental performance
- Customer satisfaction
- Employee welfare
- Operational efficiency
- Compliance performance
- Corporate responsibility objectives

This policy will be reviewed annually or sooner if legislation or business activities change.

12. Responsibility

Overall responsibility for this policy rests with the Directors of Priority Waste Limited.

Every employee has a responsibility to uphold the principles contained within this policy and contribute towards responsible and ethical business practices.

Approved by:

Gary Cronnolley
Director
Priority Waste Limited

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