







Procurement & Supply Chain Management

At Countrywide Waste Management we have a strong reputation for providing high levels of service to our customers. This is achieved by a total commitment to customer service from our directors and staff. Quite simply nothing is too much trouble and all attempts are made to satisfy our customer's needs.

Our core principles of customer service and high value service offerings are driven through our supply chain..... *'We never forget – ultimately, it's all about service'.*

The approach to supplier selection and development allows us to clearly understand our Strategic Partner's capabilities, to deliver consistently high levels of service, and the ability to continually improve on performance. We are only as good as the delivery by our supply chain; it is therefore critical to the business model and strategic plan that our supply chain is reviewed and managed on this proactive basis.





All our Strategic Partners are engaged in a 360° active supplier management programme that includes:-

-  Formal SLA documents
-  Commercial terms
-  Price agreements
-  Process management reviews
-  Compliance assessments
-  Performance measures

Our Strategic & Key Suppliers are audited on a regular basis, which includes Environmental and Health & Safety reviews as required.

We are continually developing the supplier management programme and have recently introduced a new pre-qualification process to give regular reviews of new and existing suppliers. Performance monitoring is firmly in place here to ensure that our expectations are constantly being achieved.

There is a real drive on the local community in which we work to:-

-  Engage local resource
-  Source the supply chain within 20 miles of the site we are working on
-  Review recycled and/or recovered products
-  Look at carbon replenishment schemes

At Countrywide Waste Management we work with both our suppliers and customers to maximise efficiencies and eliminate waste from processes, by providing full waste management services. This is through best practice process management, working with businesses to look at alternative service options; remaining aware of the complete impact the waste management process has on the environment.