

MISSION

“Helping local households and businesses reduce the impact of waste now and for the future”

VISION

“Our vision at Yorwaste is to create a cleaner, greener future. We aim to be at the forefront of the industry. We are committed to reducing the environmental impact of waste, whilst supporting our customers to make more sustainable choices.”

OUR VALUES



SAFE

We treat safety as our number 1 priority at all times.

- We know what it means to be safe, and how to keep each other safe.
- We ask questions, speak up if we have any concerns and celebrate safe behaviours.
- We report any concerns and take action where improvements can be made.



RESOURCEFUL

We seek new ways to make the most of what we have, to achieve our goals and to solve problems.

- We seek out solutions to problems, are open to change and can think on our feet.
- We share ideas and take on board feedback.
- We work together to build a creative culture.



PROFESSIONAL

We are knowledgeable, credible and take pride in what we do.

- We understand our goals and values.
- We communicate clearly and effectively and set clear direction.
- We take ownership of our work.



RESPECTFUL

We treat the environment and one another with dignity and respect.

- We recognise our own impact on others and know how to behave fairly and respectfully.
- We communicate openly and honestly, listening and respecting differences.
- We are kind and work together to support each other.



CUSTOMER-FOCUSED

We put the customer at the centre of everything we do.

- We know who our customers are and what good customer service is.
- We listen to what our customers want and provide the help they need.
- We work as a team to provide excellent service and we do what we say we're going to do.