CIWM

This is to certify that

Robert Hopkins Environmental

is a CIWM Affiliated Organisation

and have demonstrated their commitment to excellence in sustainable resource management by signing up to the CIWM Affiliated Organisation Code of Conduct.

Renewal date: 31 December 2025

Signed: .....

President, CIWM

CIWM

Affiliated Organisation

Committed to excellence in sustainable resource management

Affiliated Organisation Code of Conduct

CIWM Affiliated Organisations agree to adhere to the following Code of Conduct

- To uphold the good reputation of CIWM, its members, and the resource and waste management sector as a whole by seeking to achieve and maintain the highest standards of professional expertise, operational and business practice.
- To ensure compliance with all relevant sector related legislation and regulation, striving to lead in using and establishing sector best-practice.
- To conduct all activity with honesty, professional integrity and diligence; treating staff with fairness, respect and dignity and complying with the laws of the countries operated in.
- To employ, develop and train staff so that they are fully competent in their role and equipped with the knowledge and skills to work to high professional standards.
- To provide products and services which are within competencies and expertise, and deliver these to the standards described and promised to customers.
- To address customer concerns promptly, with professionalism and courtesy, and seek to negotiate an equitable solution in the case of dispute.
- To share and contribute towards achieving the goals laid out in the 'objects' set out in CIWM's Royal Charter:

  "To advance for the public benefit the art and science of wastes management worldwide and so to promote education, the protection of public health and the preservation of the environment, and for that purpose to further promote and maintain good standards of practice, competence and conduct by all its members".