the Cromwellian

maximum performance - sustainable resource

cromwell polythene

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Putting the customer first

Our relationship with our customers, as with all Cromwell Polythene's stakeholders, is founded both on moral, as well as legal principles.

Expressed simply, we undertake to supply best value products that are fit for purpose across all the main industry sectors that we serve – local authority, recycling and waste management, healthcare services, janitorial and automotive.

In a bid to formalise exactly what level of service and support our customers may expect from us we have recently published the following Customer Charter, also available as a PDF download from the Cromwell Polythene website.

Sustainability

Cromwell Polythene products use the latest production methods and material technology to achieve maximum performance from minimum resource. This containment of our carbon footprint is achieved by working closely with our material suppliers, through the use of recycled plastics and by developing superior product specifications - including high content recycled material - without compromising quality.

We encourage the recovery and recycling of industrial plastic packaging waste through our recycling division, returning used material to the production cycle through the company's closed loop schemes.

Quality Control

Our Enterprise Resource Planning system, Microsoft AX Dynamics, aids a tight QA regime from detailed product and packing specifications, accurate cross referencing of customer order details, incorporating pallet identification and location functionality, which records all pallet movements through the warehouse.

Products are identified by stock codes and each production batch has a unique batch reference number displayed on the outer packaging carton, together with production codes identifying operator, machine number and shift. On presentation of the information detailed on the outer packaging, we are able to track specific items back through production to the raw material used.

Compliance

We comply with a number of widely recognised and respected accreditation and industry bodies on various aspects of our business:

Quality and business standards	ISO9001:2008
ELAS	Health and safety legislation
PAFA	Packaging technology consultation and legislation
CHSA	Plastic refuse sack standard certificate Janitorial sector legislation compliance and quality standard
SMDSA	Healthcare services legislation compliance
CIWM	Waste management legislation and compliance
BPF Recycling Council	Recycling technology, and compliance
VCA Dangerous Goods Office	Product development technology, accreditation and compliance
PIRA	Product development and testing
West Yorkshire Testing House	Product development testing

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Sacks in the City

Cromwell Polythene is one of only two members of the Cleaning and Hygiene Suppliers Association (CHSA) Plastic Refuse Sack Standard Scheme to attend ISSA Interclean, the world's leading trade fair for the cleaning industry, taking place in Amsterdam from the 26th – 29th April.

"CHSA membership is a way of signalling the credentials of any supplier to the cleaning and janitorial equipment market and is an important accreditation, especially among European customers," says Paul Fleetwood, key accounts manager with Cromwell's janitorial division.

"The Association provides a unique relationship between manufacturers engaged in product development and supply and distributors who, in turn, provide product to the away from home cleaning market," he adds. "The CHSA code of practice also provides our customers with an assurance of professional conduct, customer service and quality.

Cromwell will make its Interclean debut with a range of more than 200 different bags, including refuse sacks, box liners and food contact products. "We stock bags in just about every size, shape and colour, using both virgin and high quality recycled blends, depending on the application," says Paul, who looks forward to welcoming visitors to the Cromwell Polythene stand (No 01.227N in the UK Pavilion, Hall 1) where he will be accompanied by senior sales account developer Russell Stabler.

Appearances may be deceptive

The apparent difference in appearance between one batch and another of the same product occasionally gives rise to questions from some customers.

While we understand the concerns that these perceived differences raise, appearances may sometimes be deceptive, especially as our products are made from recycled materials – which are themselves subject to change - as well as being multi-sourced to ensure continuity of supply.

What remains of paramount importance is whether the product in question is fit for purpose - easily verified by inspection of the label on the box in which the plastic sacks are packed. All Cromwell Polythene products conform to the Cleaning and Hygiene Suppliers Association (CHSA) Manufacturing Standard Accreditation Scheme. CHSA sacks are graded using the Association's Plastic Refuse Sack Standard Certification Mark, which displays sack strength in an easy-to-understand fit for purpose scale.

Light duty	5 kg
Medium duty	10 kg
Heavy duty	15 kg
Extra heavy duty	20 kg

The CHSA scheme requires all accredited members properly to label their products so that the end user can make an informed purchasing choice. Labels will accordingly also feature key dimensional information such as length, width, minimum net weight and the number of sacks in the pack.

Further confidence is provided by the way the Scheme is administered. Only suppliers who have been independently assessed to ensure that they can consistently manufacture to the Standard are allowed to use the registered Scheme logo. Furthermore, products are regularly monitored for compliance by an independent inspector. The Scheme is underpinned by regulations, which include a disciplinary process for non compliance.

The "fit for purpose" claim is also closely monitored. Sacks are regularly tested using the procedure set out in British Standard 6642.

Cromwell Polythene customers are thus assured that as the CHSA itself states: "what's on the box is in the box!"

Simon Pickering MCIPS

The Chartered Institute of Purchasing & Supply is the leading body representing the field of purchasing and supply chain management.

Established in 1932, CIPS is the central reference for industry best practice, with a code of conduct that is the standard around the world.

Which is why we are delighted to congratulate buyer Simon Pickering on his recent qualification as a full member.

Simon joined Cromwell Polythene as a purchasing assistant some four and a half years ago and began a home study programme, supplemented by twice-yearly examinations a year or so later. Having progressed from level four CIPS to level 6 graduate status, he was awarded full membership and is now one of a select group, recognised internationally for their professional accomplishment.

"CIPS promotes and develops high standards of professional skill, ability and integrity among all those engaged in purchasing and supply chain management," says Simon. "Full CIPS membership is a very prestigious achievement in the world of purchasing and one that I am very proud of."

Well done Simon from all your Cromwell colleagues.

Janitorial division expands

Cromwell Polythene's cleaning and janitorial division has been boosted with the recruitment of two new staff to help cope with new business growth.

Gavin Moth (left) has been appointed southern area sales manager, while Paul Cawston joins as sales account developer internal sales contact for customers in the Midlands upwards, working alongside Russell Stabler on the sales desk," adds Fleetwood.

Before joining Cromwell's cleaning and janitorial division Paul Cawston had a successful career in catering, holding a number of management positions in venues around the country.

Formerly southern director for wiping cloth manufacturer and convertor Saul D Harrison, Gavin brings extensive industry experience to the company, according to key accounts manager Paul Fleetwood. "Gavin has spent some seven years in the business, both at distributor level and with a leading manufacturer and is well known within the cleaning and janitorial sector," he says.

Known to be passionate about most sports, Gavin has played at non-league level as a striker and continues to report on a freelance basis on teams in the southern counties for newspapers such as the Daily Star and News of the World.

"Though new to the sector Paul also has impressive sales and marketing skills and will be Cromwell's

Staffordshire Moorlands is **top dog** says Defra

Our congratulations to Cromwell customer Staffordshire Moorlands District Council, which secured top spot in the 2009 local authority league table with a record-breaking 61.58 percent recycling and composting rate.

The council increased its rate from 52.8 percent in 2007/08, when it ranked eighth, to first in last year's table, displacing previous chart-topper East Lindsay District Council.

The annual ranking is produced by Defra, based on data submitted by all local authorities to WasteDataFlow. The figures for 2008/09 show a further increase in recycling, a decrease in total municipal waste and a decrease in the amount sent to landfill, according to the Government report.

Photograph courtesy of Staffordshire Moorlands District Council

CIWM Great Waste Survey calls for more **recycled product**

No surprise that respondents to the Chartered Institution of Wastes Management 'Great Waste Survey' called for recycling to be made compulsory.

Nor that the 350 people who answered the question: "Which one piece of waste and resources legislation would you like to see changed in a new parliament?" had suggestions as radical as the introduction of a pay-as-you-throw regime or a limit on packaging.

What was encouraging was a call for legislation requiring the use of recycled, rather than virgin material in the production of goods where possible. Very much in line with Cromwell's own policy of selling more products made from high quality recycled material into the waste management sector where possible and practical.

Chancellor plans collection cuts

The much anticipated general election date had not been announced as the Cromwellian went to press.

Whichever date is finally chosen, the Chancellor of the Exchequer has already signalled the Government's intention that local authorities will be required to reduce their waste collection and disposal costs if the Labour party is returned.

In Alastair Darling's Pre-Budget Report, presented to Parliament in December, he announced that £550m of local government spending would have to be saved by 2012/13 and that "more efficient" ways to collect and dispose of waste was one of the four key drivers for bringing about such savings.

Cromwell Polythene already works closely with a large number of local councils, providing them with products that meet their needs, both practically and economically. We offer a full range of sacks for waste management, including refuse sacks, wheelie bin liners, dog waste bags, recycling collection bags and sandbags. Talk to us about ways to reduce your collection costs.

Battery bag order for nation-wide scheme

Cromwell has supplied the first 10,000 liner bags for the nation-wide BatteryBack battery recycling scheme, operated by Wastecare and Veolia.

The recycled bags will be used as liners in specially designed collection canisters placed in civic amenity sites, schools, supermarkets and other retail outlets.

The BatteryBack compliance scheme, which provides a range of eye-catching containers, in which consumers can safely dispose of their used batteries, has already gained 20,000 collection points throughout the UK, including many leading supermarkets and other retailers.

Because legislation demands that liners are required for all but desk top containers and that they cannot be reused, Cromwell will carry stocks of the LDPE bags, ensuring that BatteryBack's own supplies can be replenished at short notice. "We offer a similar stockholding service to those customers for whom timing of deliveries is critical," says general manager Garth Imison.

Robert Simpson, spokesperson for BatteryBack, says: "Cromwell bags provide a perfect low cost solution for the safe collection of batteries. The bags enable BatteryBack to meet the regulations, while also offering low prices to our customers."

Prize crossword

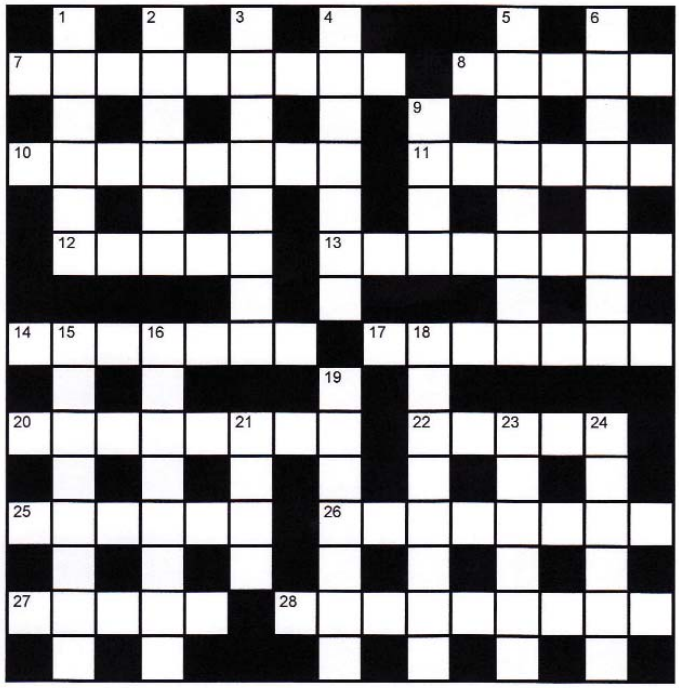
By Eddie Waltham

Here's a crossword challenge that will test your wits, while revealing just how well you know Cromwell Polythene. Many of the answers will be familiar to you from your day-to-day dealings with us. If you find you're stuck, a visit to our website (cromwellpolythene.co.uk) might help.

Fax, post or email your completed crossword to The Cromwellian, Vickers Building, Hurricane Close, Sherburn in Elmet, Leeds LS25 6PB.

The first all-correct entry drawn out of a Cromwell sack will win a highly original and attractive artwork, created by Lorraine Ashley, who has pioneered the use of polythene in art and some of whose work is shown here.

Closing date for entries is Friday, 30 April 2010. Good luck!



ACROSS

7 Berlin's in trouble producing these waste disposal aids (3,6)
8 A stew recipe. Something to dispose of? (5)
10 & 28 Across Home port cell newly organised for this leading recycling company (8,9)
11 Feeling pain in the stomach in general (6)
12 Condescend to be a Scandinavian, we hear (5)
13 Tom cures problems for a client of 10 Across (8)
14 Married cad inside a type of waste disposal bin (7)
17 Give commitment to potential (7)
20 Dill flan recipe is one way to dispose of 8 Across (8)
22 Fires produced by 10 Across (5)
25 Puts one's foot down and makes an impression (6)
26 Mod tends, somehow, to produce bits and pieces (8)
27 Find a further purpose for a little Chartreuse cocktail (5)
28 See 10 Across

DOWN

1 Tire Ed out with a description of a wedding cake (6)
2 Graduates in alum processing? (6)
3 Political prisoner to bury before being born as a woman! (8)
4 Fun and games for slick reorganisation without Kenneth, initially (7)
5 Clean space is one area of activity for 10 Across (8)
6 They knock out beautiful women (8)
9 Schoolboy's claim, or 10 Across's contribution to the BatteryBack scheme (4)
15 The airer turned out to be more lusty (8)
16 Dimes men used – it's the act of being endemic (8)
18 Balance periods with time off work (4,4)
19 Mistakenly call "Oho, this is an inebriating substance!" (7)
21 This month isn't different (4)
23 Part of an acre Cheryl turned into a nursery (6)
24 Posing for an artist without trying initially to be putting something into place (6)

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We are committed to delivering a high quality service to our customers, believing that the cornerstone of a successful business relationship lies in an honest and open interchange between both parties.

Service

Publication of our Customer Charter provides the framework for such a relationship, although we recognise that ultimately, it is the day-to-day fulfilment of the pledges made within the Charter that underpin the company's service ethos.

Our normal office hours are 8:00 am until 5:00 pm. Outside of these times customers should email info@cromwellpolythene.co.uk. We undertake to respond to any concern by the next working day.

We provide a dedicated team for each industry sector that we serve in order to provide a knowledgeable and efficient response to all enquiries.

Our customers can expect close to 100% stock availability and rapid stock response to emergency requirements delivered to any location.

We are committed to the continuous upgrading and development of business systems.

We will maintain a dedicated central distribution facility so that we can be more efficient and effective, loading daily to all parts of the UK and Ireland.

Ethical Trading

Cromwell Polythene's concern for the welfare of those involved in the manufacture and supply of its products extends to its production partners, who are required to sign up to a code of labour practice that address such issues as safe and hygienic working conditions, remuneration, working hours, a ban on the recruitment of child labour, health and safety and the right to join free trade unions.

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