

## WHO WE ARE

Established in November 2002 as a limited liability company, WasteServ is responsible for organising, managing and operating integrated systems for waste management. Since its creation, WasteServ has been committed to promoting waste reduction and recycling, and to establishing and maintaining innovative waste management infrastructure to protect the environment and society.

WasteServ recognises that the linear economy approach, which involves taking resources to make products which are then used and discarded when no longer wanted, is no longer working for businesses, people and the environment. So, we want to be at the forefront of this transformative change towards a circular economy approach. This means that we are continually evaluating our operations to create value from previously wasted energy and materials. WasteServ will soon be home to Malta's largest-ever investment in the waste management sector, ECOHIVE, that will drive Malta towards a circular economy. WasteServ is determined to act in the most sustainable and resource-efficient way possible, by turning waste into good quality recyclable materials. In the meantime, we will continue working to make sure that recyclable items are separated into different waste streams to be recycled and returned into the economic cycle.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link [Welcome to Wasteserv / Wasteserv Malta](#)

## WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 5 - 10 minutes under normal circumstances.

## CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [info@wsm.com.mt](mailto:info@wsm.com.mt)
- o Through servizz.gov by calling on 153, online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within same day to 10 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5-10 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

## HOW TO CONTACT US

- o Head Office, WasteServ Malta Ltd, ECOHIVE Complex, Tul il-Kosta, Naxxar NXR 9030, Malta
- o Monday to Friday: 07:00-17:30 Weekends, & Public Holidays: Closed
- o <https://wsm.com.mt>
- o Contact us: [info@wsm.com.mt](mailto:info@wsm.com.mt) +356 8007 2200
- o Through Social Media:

