

## Health

### **What do I do with waste that's come into contact with coronavirus?**

We will be following Government advice around the disposal of waste that may have been infected. We ask, as a temporary measure, that any customer disposing of waste that is known or suspected to have come into contact with Covid-19, ensures the waste is double-bagged before collection. The waste should also be stored securely for 72 hours before you place in the General Waste.

This precautionary measure will help maintain the welfare of our collection teams and the wider public. We have issued this guidance to all Biffa contact centre teams to help inform you. The government guidelines on this can be found [here](#).

### **Do I need to double bag my waste?**

We ask, as a temporary measure, that any customer disposing of waste that is known or suspected to have come into contact with Covid-19, ensures the waste is double-bagged before collection. The waste should also be stored securely for 72 hours before you place in the General Waste.

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### **What is Biffa doing to stop the spread of the virus? (driver/field staff precautions or depot/landfill security)**

Please see the [statement](#) from our CEO, Michael Topham, around the precautions Biffa is taking to continue operating in a safe and responsible way.

## Continuity (Business plans)

**I am worried about my waste piling up, do you have the staff to cope?**

Yes we have sufficient staff to cope with increased volumes as more businesses return to trading. During the Covid lockdown we have had to furlough some of our collection teams, but we are gradually bringing them back into the business as demand grows. We have continued to provide a stable service throughout lockdown and whilst there may be some disruption to normal service days, as we re-schedule routes back to their full capacity, we are confident this will be completed quickly with minimal disruption or delays.

**Will your contact centres be open?**

At the current time, we are aiming to provide customer service support during the usual opening hours. There may, at times, be increased wait times due to high customer demand. We will do everything we can to help you to get any queries addressed. CustomerZone is a great way to get information or you can email us on [services@biffa.co.uk](mailto:services@biffa.co.uk) or see answers to our frequently asked questions on [www.biffa.co.uk/contact-us](http://www.biffa.co.uk/contact-us)

**I am re-opening my business, what should I do to re instate my service?**

Please contact Biffa on 0800 601 601 where a customer service agent will guide you through our reinstatement service.

**I have an urgent need to dispose of waste. How can you help?**

We offer a service called [Skoup](#) which is a simple way to get rid of stuff. With Skoup you have three options: skip hire, van waste removal service or bagged waste collection. Whatever works for you - works for us.

**Why hasn't my service arrived yet?**

Many of our collection depots operate extended collection shifts over 6 days each week, with some even running a 24/7 service to help our customers. We are not currently experiencing delays in scheduling services but we are having to re-adjust routes to manage the huge increase in businesses being able to trade and therefore requiring our services. This means you might experience some later collections than was normal pre- lockdown. We will be sure to adhere to any access times you have advised us of previously.

We are working hard to minimise any disruption and expect things to stabilise further in the coming weeks.