

Health

What do I do with waste that's come into contact with the virus?

We will be following Government advice around the disposal of waste from individuals with symptoms of Covid-19. We ask that any customer disposing of waste that is known, or suspected, to have come into contact with Coronavirus/ Covid-19 ensures the waste is double-bagged before collection. The waste should also be stored securely for 72 hours before being placed in the General Waste, unless a negative test result is confirmed in the meantime

If waste needs to be removed before the 72 hour period has expired it must be treated as Category B infectious waste and removed by our hazardous waste specialists.

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. The government guidelines can be found [here](#).

Do I need to double bag my waste?

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

Biffa continue to follow all the latest Government guidelines concerning Covid-19 and have completed risk assessments for all sites and activities, in addition to Covid securing our sites and offices. Our strategic risk assessment can be downloaded from the biffa.co.uk/coronavirus page

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 expected volumes and plan to continue to be able to offer a stable service. We have just completed re-routes in the majority of our regions to ensure we can continue to deliver optimal service. If you were affected by these re-routes we will have contacted you to let you know.

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, see answers to our common questions on www.biffa.co.uk/contact-us

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

Skoup is the simple way to get rid of stuff. With Skoup you have three options: skip hire, man and van waste removal service or bagged waste collection. Whatever works for you - works for us. www.skoup.co.uk