

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 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 Coronavirus/ 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. The government guidelines 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 Coronavirus/ 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 are Biffa doing to stop the spread of the virus? (driver/field staff precautions or depot/landfill security)

Please see the statement above from our CEO, Michael Topham, around the precautions Biffa are 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?

We will endeavour to continue your schedule as normal. Our response teams have developed contingency plans for all sites, regions and areas to enable us to continue as per your schedule.

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 and reduced staffing. 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 or see answers to our common questions on www.biffa.co.uk/contact-us

Will you prioritise some types of waste collections, e.g. general waste, over others?

This is has formed part of our contingency planning however, we plan to continue collecting as normal and will only start do this if our situation changes. If our ability to collect some waste streams as regularly is affected an update will be posted here.