



By now we are all aware of the Coronavirus (COVID-19) and how important it is to take steps to help contain the virus in the UK and beyond.

We want to let you know about some of the ways that we are playing our part and reassure you that we're taking every measure to ensure our usual high standards of service are maintained.

We take the safety and well-being of our staff very seriously. We are working to continuously provide employees with hand gels, wipes, and surface sprays to help keep our office surfaces and trucks clean.

Our drivers have been provided with gloves and masks to wear when carrying out food waste collections. All drivers are working alone, and are provided with bin liners to dispose of any wipes. Additionally, all employees have been asked to keep a distance of 2 metres with anyone they come into contact with and not shake hands with anyone. Thus, collections will be done with no contact, and if a signature is required, it will be signed off with the phrase "COVID-19".

We have taken the decision to minimise all unnecessary travel and contact with external organisations and meetings being facilitated via Skype or conference calling.

To minimise unnecessary travel, all office employees have the ability to work from home, as our operational platforms are cloud based and network linked. All employees will be fully contactable via email and office telephones shall be re-directed to mobiles, so there will be no noticeable change in service levels.

In the event of a driver being diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority, we have additional drivers to cover their routes. If we have a number of drivers off at the same time in the same area, we can utilise agency drivers and adjust routes to accommodate uplifts. The worst case scenario being a slight adjustment to uplift schedule times. We will keep in regular communication to work through this difficult period and endeavour to maintain the highest level of service.