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VIAMED LTD
15 STATION ROAD, CROSS HILLS
KEIGHLEY
BD20 7DT

Date: 17/03/2021

Account Number: V15974

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A message from our new COO

Dear Customer,

I wanted to introduce myself to you following my appointment as the Chief Operating Officer of our Collections division. Firstly, I would like to thank you for being a Biffa customer in what has been an extremely challenging 12 months for all businesses, I sincerely hope the next 12 will be more prosperous for you.

As many businesses begin to return to offices and sites around the country I also wanted to remind you of the part we all play in the Recycling process, something I'm extremely passionate about. Making sure the right material goes into the right bins means we, as Biffa, can recycle material much more effectively, helping you reduce your businesses environmental impact while also ensuring you stay ahead of incoming Government legislation. Below, I've included a reminder of what can go in your Recycling bins and I invite you share this with all your employees.

What can go in the Recycling bin?

Please ensure that **only the following clean and dry** items are put in your Recycling bin and that all your employees are aware of this:

- **Cardboard**
- **Paper**
- **Cans**
- **Plastic bottles, pots, tubs and trays**

Please only use clear bags in your Recycling containers as this allows drivers to check if there are any waste items which will contaminate the other recyclables in the truck. As clear bags are produced from LDPE film we can accept any other LDPE film (clean pallet wrap and shrink wrap) into our Recycling containers, but no other film types are accepted. All items not listed in this letter must be placed in the General Waste in the absence of a more appropriate container. We do offer separate food and glass services; please contact our Sales team on 0800 307 307 if this is something Biffa can help with.

How can Biffa help me?

We have a dedicated recycling page on our website, www.biffa.co.uk/recycling, where posters are available for download. This page also includes extra resources and more information about our recycling service. If you would like to discuss any of our services further please do not hesitate to be in touch on 0808 1968 198.

I look forward to developing our relationship and hope we can continue to work together to improve our environmental impact.

Yours faithfully,

David Bird
Chief Operating Officer, Collections & Specialist Services

