

VIAMED LTD
15 STATION ROAD CROSS HILLS
KEIGHLEY
BD20 7DT

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Date: 15 November 2021

V15974 / L02

Dear Customer,

Thank you for being a Biffa Waste Services customer in 2021. The past year has once again been incredibly challenging for all businesses, and we appreciate you choosing us as your waste management supplier. We wanted to let you know what we have been up to this year, as well as providing you with some information about changes to your pricing.

Investment where it matters to you

We are constantly developing our business to ensure we can provide you with the best experience working with us, alongside investing in a sustainable future for the waste management industry.

Investing for our customers – We've developed a new digital experience for our customers. Launching in early 2022 our easy-to-use portal will mean you have more flexibility and control to manage your service online whenever you choose.

Leading Sustainability - We've already reduced our carbon emissions by 70% since 2002 and we plan to reduce emissions by a further 50% by 2030. Our aim is to reach net zero emissions by no later than 2050, in line with Government targets.

Reduce - At the start of the year we acquired Company Shop Group, investing £96m in waste reduction and redistribution.

Recycle - Biffa is the leader in UK plastic recycling. We've invested £55m in our facilities this year which means we can handle 92,000 tonnes more material and are on target to quadruple capacity by 2030.

Recover - We are investing in our Leicestershire and Cheshire 'Energy from Waste' facilities to create a low carbon alternative to landfill.

Collect – We are building the UK's largest, most efficient, low carbon waste and recycling collections operation. Already, our industry leading 'route density' means we have the lowest emissions. This year we have invested to increase our routes and support more businesses with reliable, sustainable waste collection. And we launched the UK's largest fleet of electric refuse vehicles in conjunction with Manchester City Council.

Customer Services - We're here to help

0800 601501 webenquiries@biffa.co.uk Mon to Fri - 8.00am to 5.30pm excluding public holidays

Biffa Waste Services Limited: Registered Office: Coronation Road, Cressex, High Wycombe, Buckinghamshire HP12 3TZ
Registered in England & Wales Company No: 00946107 VAT No: 537 9116 27

Manage your
account online at
customerzone.biffa.co.uk
Sign up today!

Supporting our communities – We are committed to supporting the communities we serve. We have helped some of the most deprived areas in the UK through our award-winning social enterprise Community Shop, managed by one of our divisions, the Company Shop Group. The Biffa Award fund has also allocated £4.1m this year to community projects near landfill sites helping to transform lives by creating biodiversity habitats, refurbishing community buildings, and creating recreation spaces.

Your service pricing:

In parallel, operational costs have continued to increase significantly over the past 12 months. Until now we have been able to absorb these costs and maintain our prices. However further changes to National Insurance and Taxation, as well as costs incurred as a result of the national HGV driver shortage, mean we can no longer avoid a price increase without impacting the service we provide. We realise all businesses are experiencing similar economic challenges so this price increase will be kept to as low a level as possible to simply cover the additional costs in providing our waste services. Below you can see the new pricing for your services, **this price will be effective from 1st January 2022**. As a valued Biffa customer, we wanted to remind you we did not raise your price last year and would like to reassure you that we will not be increasing your price any further in 2022. I hope that you appreciate why we have needed to apply an increase at this time and understand that we have made every effort to ensure it is as minimal as possible.

Yours faithfully,



David Bird
Chief Operating Officer
Biffa Collections

MD/53218

Ref: V15974 Contract prices will be increased as follows

			Charge			
Mode	Description	EWC	Haulage	Disposal	Rental*	Site Visit
TW	DMR	150101	£2.36 per M3		£0.13 per day	

EWC denotes European Waste Catalogue Code

per M3 denotes per cubic metre

* Increase applied only where rental is currently charged