

Agenda 121
Biffa

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28/11/22

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TORPOINT TOWN COUNCIL
1/3 BULLER ROAD
TORPOINT
PL11 2EH


Date: 11th November 2022

T28926 / L01

Dear Customer,

Thank you for being a Biffa customer in 2022, and for making us your waste management supplier of choice. It has been another very challenging year for everyone and these challenges look set to continue into 2023. We wanted to tell you what we have been up to this year and provide information regarding a change to your pricing from December 2022.

At Biffa we are continuing to develop innovative new ways of operating, make improvements to the customer experience and drive a more sustainable future for the waste management industry.



Digital account management - In 2022 we launched myBiffa. This new digital portal gives you more flexibility and control to manage your service online whenever you choose, including viewing your invoices and booking additional services. Please visit biffa.co.uk now and select 'Customer login' to get started. When you've registered to use myBiffa, you have 24/7 access to your account where you can track services, create reports and view and pay invoices, keep an eye out for new developments and features being released over the coming months.

Leading Sustainability – We continue to make progress on our ambitious sustainability targets, with a 28% reduction in our CO2 emissions and a 140% increase in our plastic recycling capacity since 2019. Working across our organisation, and closely with our customers and supply chains, Biffa has been able to certify the rPET produced at our Seaham recycling facility as suitable for food grade. This fantastic achievement enables a comprehensive closed recycling process where the PET bottles recovered through our Dry Mixed Recycling collections, and sorted at our Recycling Facilities, can be returned back into food grade rPET by our Polymers teams for remanufacturing into PET bottles. For more information on our Closed Loop Plastics visit biffa.co.uk/waste-processing/plastic-recycling/plastic-sorting-facilities. We will continue to innovate to reach net zero emissions by no later than 2050, in line with Government targets. If you want to recycle more or look at the different ways Biffa can help you to recycle, head to biffa.co.uk/business-waste/our-services to learn more and request a quote.

Customer Services – We're here to help
T: 0800 601 601 E: webenquiries@biffa.co.uk
Mon to Fri, 8:30am 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

UK's first Deposit Return Scheme (DRS) – Biffa has been awarded the logistics contract for the first DRS, which is starting in Scotland before coming to the broader UK. Deposit return schemes are used across the world as a way of encouraging more people to recycle drinks containers. A small deposit is charged for the bottle or can, that the consumer can then get back when they return it to a collection point to be recycled. This aligns with our sustainability strategy, around building a circular economy and tackling climate change. Through this scheme we will increase recycling and help to reduce carbon emissions, which will have a positive impact on the environment.

Supporting communities – A 10th Community Shop was opened this year in Bradford, providing members with vital access to deeply discounted food. Managed by one of our divisions - the Company Shop Group - the award-winning Community Shop not only helps to reduce waste, it also provides life-changing learning and development programmes for local communities. You can find out more, get involved and see where your nearest store is by going to companyshopgroup.co.uk

The continuing difficult economic conditions and increasing inflation mean that our prices will be increasing **effective from 24th December 2022**. Details of these changes are overleaf/below. We know all UK businesses are continuing to face economic challenges and have sought to keep these changes to a minimum.

Thank you once again for choosing Biffa. We look forward to continuing to support you and your business with sustainable waste management into 2023.

Yours faithfully,



Maxine Mayhew
Chief Operating Officer
Biffa Collections

Ref: T28926 Contract prices will be increased as follows

			Charge			
Mode	Description	CC	Haulage	Disposal	Rental*	Site Visit
TW	DMR	150106	£6.21 per M3			
TW	General Waste	200301	17% per lift			

CC denotes Container Code

per M3 denotes per cubic metre

* Increase applied only where rental is currently charged



