

# Food waste collections

# FREQUENTLY ASKED QUESTIONS

## CAN ALL FOOD WASTE TYPES BE ACCEPTED?

We can collect packaged and unpackaged Category 3 food waste. At the moment we aren't able to collect food presented in tins or glass but primary packaged food waste in plastic or cardboard is accepted at all of the AD facilities we work with. We can also accept small bones (fish and chicken). Liquids are accepted within your bin as long as they are mixed with other food waste. If you feel you don't comply with the above, don't panic - we are here to work with your site to help you find a suitable method for removing your food waste.

## WHAT HAPPENS IF THE WRONG MATERIALS GET PUT IN THE RECYCLING BIN?

We would class contamination items to be black bags, tin, glass and general waste. If our driver cannot empty your bin it will be clearly marked and wherever possible, our driver will let a member of your staff know. All contaminated bins are reported back to our dedicated customer service team who will always contact your business to try and remedy the problem.

## CONTAINERS

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### WHAT TYPES OF CONTAINERS WILL BE PROVIDED?

We will provide you with an external wheelie bin for your food waste. The standard container sizes are 120L or 240L (comparative to a domestic wheelie bin). Food waste is very heavy; by keeping the waste in smaller bins we can ensure that it is a safe weight for collection. This also ensures your staff are not moving containers of an unsafe weight.

### WHAT IS THE POLICY FOR FILLING BINS?

We request customers do not fill our bins to the brim. Due to the nature of the waste when they are tilted for tipping this means excess fluid or waste can fall out. A full bin also means a very heavy bin -which causes a health and safety issue. Each of our bins is clearly marked with a fill line to help you know when to stop adding to it.

## COLLECTION TIMES AND FREQUENCY

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### WHAT ARE THE TYPICAL FREQUENCIES THAT BINS CAN BE EMPTIED?

When you advise us of your location we will be able to tell you how frequently we can service your business but we visit most cities and large towns multiple times each week.

### ARE THERE TYPICAL COLLECTION TIMES?

Our rounds are completed throughout the day starting from early morning. All our vehicles operate live tracking throughout the day so we can provide you with a collection ETA on the day of your scheduled visit. If you have a specific requirement, please let us know as our operations team will work with you to facilitate your needs.

## CHARGES

### WILL I BE CHARGED BY WEIGHT OR FOR EACH TIME THE BIN IS EMPTIED?

Your bin price will be based on an agreed maximum weight per collection. All bins are weighed so we can assess your requirements to ensure our service is cost effective for your business every time.

### WHAT ADDITIONAL ITEMS AND SERVICES CAN BE OFFERED FOR AN EXTRA CHARGE?

The set bin lift rate includes:

- Container provided for collection
- Liner after each collection
- Annual Duty of Care compliance
- Container rental costs

In most cases if a bin becomes extremely dirty we can offer a bin cleaning service although this would be at an additional charge. We can also help find methods for transporting your waste to the external bins (caddies/smaller clear bags) although this is not included within the standard collection rates.

### IS THERE A DISCOUNTED RATE FOR ADDITIONAL BINS?

Your pricing will be based on the number of bins at your premises - the more bins, the cheaper the cost. We base our pricing model on your location and the cost of disposal in your region.

### IS THERE A COST INCREASE ANNUALLY/AFTER THE FIRST YEAR?

Unlike landfill which has been incurring tax increases year on year, Anaerobic Digestion (AD) produces energy and is an environmentally friendly and cheaper option for your food waste. Due to this fact, our customers enjoy a much more cost effective and greener solution.

## CONTRACT CHANGES

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### WHAT ARE THE OPTIONS FOR REDUCING RUBBISH BIN CAPACITY OR FREQUENCY FOLLOWING THE 'BEDDING-IN' PERIOD? / WHAT IS THE PROCESS FOR CONTRACT AMENDMENTS?

When implementing a new service we understand your business will not be able to determine your exact requirements when it comes to food waste disposal. We can offer expert advice to find an initial solution and then work with you to ensure we find the right bin quantity and collection frequency for the service to be efficient and simple.

As all bins are weighed we can assess your requirements within the first month of service and fine tune container quantities if they are needed. We would aim to make amendments to your contract within this month. Unlike many other service providers you will not be tied in to keeping the originally agreed service throughout your contract with us. We pride ourselves on flexibility and adapting to meet our customer's genuine needs.

# RESOLVING ISSUES

## HOW WILL YOU COMMUNICATE OVER DAY-TO-DAY ISSUES?

Our dedicated customer service team is available between 8.30am – 5.00pm. We also offer customers a dedicated helpdesk line outside of these hours including weekends so can action your queries no matter what the time of day or night. Communication will be either by phone call or email – whichever method easier for you. Our customer service team works closely with our operations team to ensure we can resolve any issues and actions are fully reported to the appropriate person within your business.

## WHAT IS THE PROCESS FOR REPORTING MISSED BIN COLLECTIONS?

We pride ourselves in taking a proactive approach in communicating any missed bin collections to our customers. We realise how important it is that we always reliably collect your waste food. In the instance we cannot attend, we will always seek to resolve the situation within 24 hours.

# REPUTABLE CONTRACTOR

## DOES THE CONTRACTOR HAVE A WASTE CARRIER'S LICENSE? ARE WE COMPLIANT?

All of our partner AD facilities are fully compliant with Environment Agency regulations. We are compliant with all animal bi-product regulations and have all the appropriate waste carrier licences. All of our certificates are available online and we can also email or post them to you for your records. You will be provided with an annual Duty of Care note in line with current legislation and a Waste Collection Note after each collection.

# ENSURING STAFF UNDERSTAND HOW TO USE THE SCHEME

## IS TRAINING OR ADVICE OFFERED TO STAFF/ARE COMMUNICATIONS MATERIALS PROVIDED?

We can provide literature and information tailored to your sites requirements to help the implementation of our food waste service. For larger contracts we provide a dedicated account manager who will work with your business to ensure the information you need is presented in a way that works for you. As well as literature, we can also provide workshops and on-site training where required. In any case, our dedicated customer service team can answer any queries or questions you may have.

We can provide: posters, bin signage and other useful templates to help you communicate with staff – all free of charge.

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