

## COVID-19 GENERAL CUSTOMER GUIDANCE (16-3-20)

We would like to provide customers with some support regarding your Recycling and Security Shredding collections, in line with Government guidance.

**Stage One** – Review information directly from the Government website - <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public#risk-level> – as other media news sources can be inaccurate.

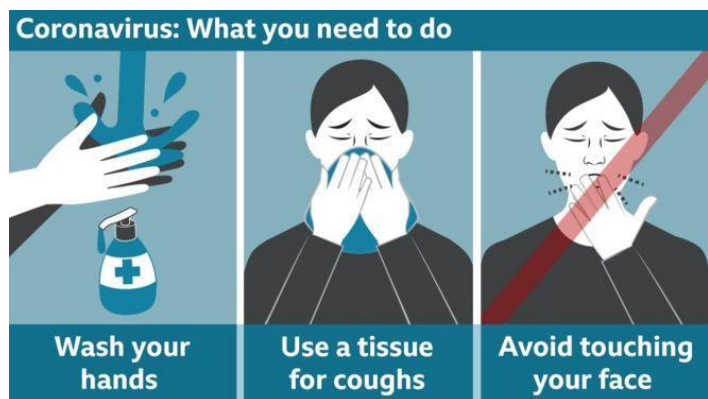
**Stage Two** - Customers carry out Risk Assessment, regarding the procedure for collecting material. For example, office collections - review the internal collections with customer's own staff, then transfer material to a bulking storage container outside the offices. We can provide 240litre container (for loose paper records) or 1100litre wheeled container (segregated & bagged paper records, cans, plastics bottles), or customer reviews own storage. Customers with external container collections (e.g. 1100 wheeled bins, roro bins, compactors, artic trailers etc), provides reduced risk, with minimal social contact.

**Stage Three** - Waste Transfer Notes are a legal requirement, although in the current circumstances our driver can write your staff's name on the WTN. This in conjunction with our vehicle tracking systems, allow us to track time and date of customer's delivery/collection. Providing legal compliance and further minimising personal contact.

**Stage Four** – Educate customer's staff to correctly dispose of Hand towels & Tissue's into General Waste bins and not into the Perrys containers for shredding & recycling.

Perrys Recycling are reviewing our business continuity plans and resources to provide suitable cover for customer collections, and we're supporting staff with best practice hygiene, reviewing symptoms, providing PPE as advised from Public health England (PHE). <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> . Should customers be able to provide suitable welfare washing facilities for collection drivers this would be appreciated.

**LATEST.....** The Government have announced that [Recycling and Waste Sector employees have now been granted 'key worker' status](#), allowing for the continuation of the collection of materials, which are vital in producing packaging for essential medical supplies, food and toilet rolls. Therefore, your continued support in these difficult times is greatly appreciated.



**Should you wish to contact us, please contact your local Transport Coordinator or key account manager. We shall endeavour to provide continued service levels and business as usual, Thank you.**

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