

Acceptable Food Waste & Service Usage

Contamination from non-food items or unacceptable types of waste are the number one reason for a bin or bag not being collected. To help maintain a reliable and regular service, Management should ensure that all staff are made aware of the correct usage of the food waste service and what can, and cannot, be recycled in it.

ACCEPTABLE

Fruit & Veg	Bread & Pastry
Raw & Cooked Meat	Tea & Coffee
Dairy Products	Egg Shells
Packaged Foods	Small Bones

UNACCEPTABLE

Black Bin Bags	Glass
Used Cooking Oil (see below)	Chemicals
Liquid Food Waste (see below)	Garden/Green Waste
Metal	Large Bones

If crew note any unacceptable waste in a container, it will not be possible to collect the waste until the contamination has been removed by site staff. All waste remains the responsibility of the respective site until collected.

GET THE MOST FROM YOUR SERVICE

- Ensure your containers or bags are out and available in the designated area from the evening before a collection is due, where possible.
- Access to the food waste must be clear and free of obstacles.
- **DO NOT OVERFILL BINS** – Doing so can result in crews being unable to move or collect your container safely until the excess is removed. We recommend that you do not fill containers over $\frac{3}{4}$ full and ensure the lid can be fully closed during transport.
- **Liquid Waste** – Our bins are not designed for collection of large quantities of liquid waste and should not be used for this purpose. If your business is producing predominately liquid waste, please contact us to discuss alternative disposal options.
- **Used Cooking Oil** – This cannot be disposed of in our services and needs to be collected separately by a specialist recycler. Excessive oil in our containers will result in them being refused service until removed.
- **Biodegradable liners** will increase hygiene and reduce container maintenance. They can be purchased separately from many retailers or through us directly. Please contact the office for more information.
- **POD Delivery** – Ensure we have a valid email address for delivery of your waste transfer note once service has been completed. These are sent as soon as crew have completed a collection and will also detail any issues or contaminations that may be disrupting your service.

If you are unsure whether a particular product is suitable for recycling or if you require any assistance with your service, please call the office directly on 0333 9009 333 or email ORDERS@BIOCOLLECTORS.COM