

Contract Overview Arun

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We are the leader in UK sustainable waste management



~8,000
Employees



2,800
Vehicles



> 190
Locations



11.1m
Tonnes waste
handled

With a diverse range of capabilities, supporting sustainable waste management.

Collections



Industrial & Commercial



Municipal



Specialist Services

Resources & Energy



Recycling



Organics



Inerts



Landfill Gas

- ▶ Contract originated 1st Feb 2005.
- ▶ Currently in a 3 year extension due to end February 2023.
- ▶ 131 staff with seasonal variation.
 - ▶ 12 Support / Management
 - ▶ 74 Collections Staff
 - ▶ 41 Street Cleansing (+11 seasonal)
 - ▶ 4 Workshop Technicians



- ▶ Biffa responded quickly to the pandemic, implementing new ways of working, supporting our employees and supporting the wider community.
- ▶ Locally we have fared well with few positive cases and no evidence of workplace transmission.
- ▶ Working with ADC, a contingency plan was devised and issued in March 2020
- ▶ Our working practices are in line Waste Industry Safety & Health (WISH) forum guidelines. (Coordinating body for waste industry Health & Safety).



- ▶ Impact on services due to the pandemic was minimal.
 - ▶ Residual – No impact
 - ▶ Recycling – Paused for 2 days.
 - ▶ Garden – Paused for 2 weeks.
 - ▶ Bulky Collections – Stopped for 4 weeks.
 - ▶ Street Cleansing – Minor disruption to mechanical street sweeping.



Biffa Pandemic Response

- ▶ Biffa Arun has performed well compared to other local authorities:
 - ▶ 17% Reported disruption to residual waste collection.
 - ▶ 33% Stopped garden waste collections
 - ▶ 38% Reported moderate or severe disruption to street cleansing.
- ▶ This was despite significant challenges presented by levels of staff self isolation / absence.
 - ▶ Absence levels peaked 03/04/20 at 28%.

	Residual	Recycling	Garden	Food	Bulky	Clinical	Street Sweeping/Litter
Operating Normally	83%	73%	41%	63%	19%	88%	20%
Minor Disruption	15%	20%	12%	18%	12%	9%	42%
Moderate Disruption	2%	4%	8%	8%	3%	3%	30%
Severely Disrupted	0%	2%	1%	1%	2%	0%	7%
Withdrawn	0%	1%	38%	9%	65%	0%	1%



Survey of 200 local Authorities
(Service level data, survey 3 April 2020 (source: ADEPT))

- ▶ Demand on our service has been record breaking.
- ▶ Summer footfall placed toilet cleansing & litter collections under significant strain.
- ▶ In 2020 we absorbed a 3264 ton increase in volume - equivalent to an additional crew & vehicle.

Material	Percentage increase	Tonnage increase
Comingled Recycling	8.3%	922.51
Black bag waste	10%	2342
Green waste	6%	503.99
Litter	14%	38.45

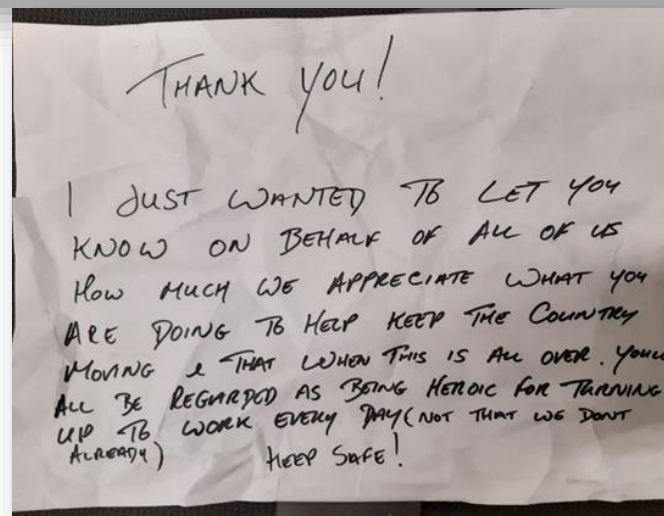
Tonnage Data 2019 vs 2020. (Source: Waste Trend Report March 2021)



Littlehampton Beach 24th June 2020. (Source: Alamy.com)

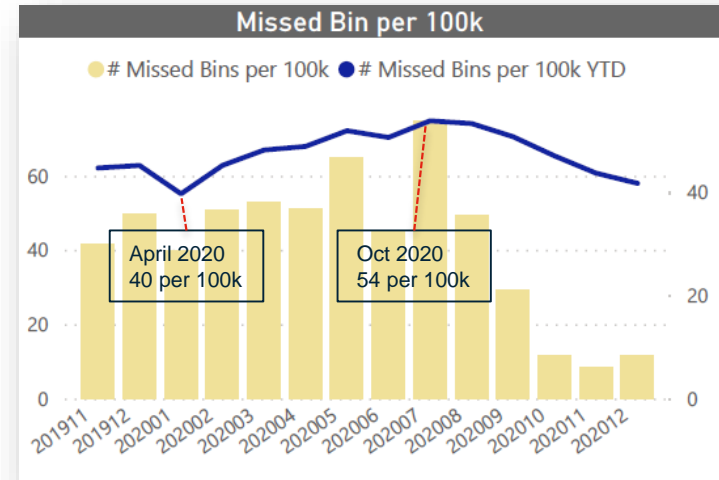
Recognition.

- ▶ It has been wonderful to see the level of recognition we have received during the pandemic.
- ▶ The crews have really appreciated the support of residents – notes on bins, a wave as we pass by or the drinks & snacks.
- ▶ We are particularly proud to have received an Arundel Town Council 2020 Community Award.



Contract Performance – Missed Bins

- ▶ Missed Bins Per 100k collections climbed from April 2020 (40), peaking in Oct 2020 (54).
- ▶ This is primarily caused by staff churn and unfamiliarity with rounds.
- ▶ This trend has been reversing since October and is now sitting at 42.
- ▶ Industry standard (pre-covid) is 50 missed bins per 100k collection – indicating a high standard of performance despite the pandemic.



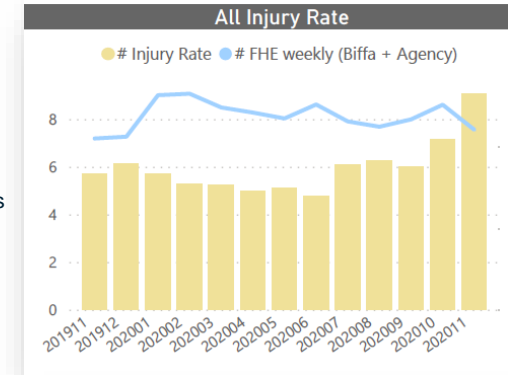
Contract Performance – Safety Performance

- ▶ Lagging indicators (Injuries and Lost time injuries) are above where we would want them.
- ▶ Leading indicators – Near Miss & Hazard reports and CCTV monitoring are all showing positive trends.
- ▶ We are seeing an overall increase in Staff sickness due to fatigue and mental health related conditions.

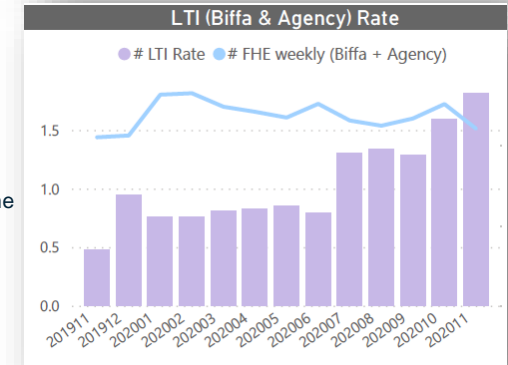
Near Miss & Hazard Reporting.

Fiscal Period ID	# NM+H
201911	80
201912	65
202001	16
202002	80
202003	102
202004	25
202005	28
202006	47
202007	39
202008	96
202009	96
202010	66
202011	97

No of Injuries



No of Lost time Injuries



Contract Performance - Safety Improvements

▶ CCTV safety monitoring

- ▶ April 2020 saw the Arun contract as one of the first in the country to implement remote crew monitoring.
- ▶ A Biffa control centre located in Manchester undertakes regular safety observations on our crews.
- ▶ This is an industry first safety initiative, unique to Biffa.
- ▶ Over the last 12 months we have seen a 32% reduction in the number of hazards identified per observation.



- ▶ 123 – Food Waste Trial
 - ▶ Working in Partnership with ADC & WSCC for delivery of the 123 Trial in 2021.
 - ▶ Biffa have supported with service design, vehicle selection, training and knowledge sharing visit to Biffa Portsmouth.
 - ▶ This is a key project for Biffa in 2021, helping to shape future service design.



► Rapid Improvement Events

- A number of events have been held across the district, jointly organised and managed with the ADC cleansing team.
- The aim is to demonstrate an ADC/Biffa presence, engage with residents and provide a visible impact to these areas – going above and beyond & adding value.
- These have been very successful with great resident involvement and recognition.



- ▶ Support for Stonepillow
 - ▶ Biffa have provided a Green Waste Club subscription for 11 Stonepillow housing locations within the district for 2020/21.
- ▶ Sponsorship of Rustington Otters
 - ▶ The GWC has also sponsored the Rustington Otters football club with Kits and Trophies – Hopefully these will get more use during 2021!



- ▶ Trussell Trust Foodbank
 - ▶ Biffa have supported the Foodbank with over 100Kg of food donated by our staff.
- ▶ Littlehampton Community Fridge
 - ▶ We have helped the community fridge through advice on waste management and increasing their recycling rates.



- ▶ Biffa Arun are working with the New Futures Network to support offender rehabilitation through work.
- ▶ Earning allows prisoners to save money to support them on release – predominately housing costs.
- ▶ We currently have 2 individuals working with us.
- ▶ Our long term aim would see the transfer of ex-offenders to other Biffa locations when they return home.



- ▶ During the 6th-8th April Biffa will be trialling an electric 26t RCV in Arun.
- ▶ The e-One is the result of a joint initiative with Dutch electric conversion experts EMOSS to convert diesel vehicles into electric vehicles.
- ▶ Data from the trial will be used to help shape the design of services and the fleet for the future.



2021 Initiatives

- ▶ Biffa have committed to supporting ADC Initiatives during 2021.
- ▶ Tree-Planting & Community litter picks will both be supported with equipment and manpower from the Biffa team.



Thank you.