

WASTED JOURNEYS AND HOW TO AVOID THEM

JULY 2024

What is a “wasted journey”?

A “wasted journey” (WJ) is recorded by Biffa when a service is unable to take place due to an issue within site’s control, which could have been avoided. When this happens, a charge will be generated to the site which is equivalent to 50% of the planned service cost.

Why do wasted journeys happen?

When a Biffa driver arrives on site, it is vital that any waste for collection is presented in a suitable manner. Some of the most common reasons for wasted journeys being recorded at Cemex sites in 2023 were:

- SITE CLOSED
- BLOCKED BY VEHICLE
- CONTAMINATED WASTE
- CONTAINER OVERLOADED

How can you avoid wasted journeys at your site?

For Cemex sites to avoid wasted journeys and unnecessary costs, there are a number of steps which can be taken:

KEEP ACCESS CLEAR AT ALL TIMES – Are your waste containers in the most suitable location on site, so that they are (where possible) not going to be impacted by other traffic such as delivery vehicles?

ENSURE WASTE IS CORRECTLY SEGREGATED – Is there adequate signage in place, and do employees on site know which bins to use? It’s important to remember that clear bags only (not black bags etc.) should be used in mixed recycling bins.

DO NOT OVERLOAD CONTAINERS – If a container is full prior to the next scheduled service, you should arrange for an additional service by contacting Biffa Customer Services, or through the myBiffa portal. Do not exceed the level load line on skips and bulk carriers.

REGULARLY REVIEW YOUR SERVICES – Are waste collection frequencies and container types suitable for your site? Reduce service frequency if containers are regularly less than half full when emptied.

NOTIFY BIFFA OF SITE CLOSURES OR CHANGES – If a site is to be closed, either permanently or temporarily, or if there has been a change to anything which may affect collections (e.g. site access times), please ensure that Biffa are notified as soon as possible.

During 2023, Biffa provided more than 12,000 waste services across Cemex sites, with 512 wasted journeys recorded. That’s 4.1% of total services, at a total cost to Cemex of...

£7,776

To rebook a service following a wasted journey, please contact Customer Services:

E: csteam7@biffa.co.uk | T: 0845 608 6093

If you’re set up on myBiffa, Biffa’s online portal, you can receive email notifications of any wasted journey that is recorded at your site. You can arrange access to myBiffa by contacting Customer Services, details as above.

