



Providing the Optimal Cleaning Services' Solution for Biffa's national portfolio



Background

Waste management giant, Biffa, has been at the forefront of the UK's waste management industry for over 100 years. Biffa is leading the campaign to change the way people think about waste, helping others to be more sustainable and inspiring businesses to change and supporting the communities in which we operate.

Our Involvement

Our partnership with Biffa began in August 2023 as an exciting business development opportunity, which saw us delivering daily, periodical and reactive cleaning, washroom consumables and landscaping, at a small number of locations. We also provided an innovative solution to Biffa's 'Women In Waste' campaign, with provision across 150 sites.

The service scope has evolved rapidly and will eventually see AEFM delivering services for their national estate, covering some 400 locations - with numerous locations in and around Bristol.

This is an incredibly exciting opportunity for AEFM as it opens up a new business sector for us and expands our geographic reach, further expanding our national contract portfolio.

Daily Cleaning Services

We provide comprehensive daily and periodical cleaning services to Biffa's offices and staff rooms including kitchen areas, corridors, foyer, reception and outside areas.

Contract Statistics

Award Date: August 2023

Term: 3 years

Soft FM Services

- Cleaning of all office accommodation (floors, carpets, walls, windows, ceilings, doors, furniture and fittings, etc.) at 400 locations
- Washroom Consumables
- Landscaping

This includes medical rooms, toilets, showers and changing rooms, stairs. Office cleaning includes all floors, carpets, walls, windows, ceilings, doors, furniture and fittings etc.), feminine hygiene and clinical waste disposal and the provision of cleaning and washroom consumables.

Our flexible, adaptable service model allows us to deliver cleaning services at a time best suited to Biffa's local operations which not only ensures minimal disturbance at all times, but enables our team to carry out a more intensive level of deep cleaning.



Case Study

BIFFA

Cleaning is delivered in line with BICSc cleaning methodology which includes:

- Wiping down all surfaces and removing all dust and debris from all surfaces, windowsills and other flat surfaces.
- Removing all waste from the building and ensuring that waste receptacles are fully sanitised on a daily basis.
- Vacuuming all walkways, corridors and other pathways within the building
- Cleaning and sanitising all toilets and bathrooms, ensuring that all dispensers are fully stocked and replenished as necessary.

As well as daily cleaning tasks, we will deliver a periodical and deep cleaning programme in accordance with the specification, ensuring that we advise Biffa well in advance of any scheduled activities (and changes thereof), discuss any specialist equipment required to ensure minimal disturbance.

Regional Area Management Structure

Our national network of highly experienced Area Managers and Supervisors ensure the delivery of a best-in-class cleaning service by our highly trained site-based teams.

Using our Cleaning Auditor software, service standards are audited in accordance with BICSc methodology

as a minimum baseline standard upon which to improve upon. This ensures consistency throughout Biffa's office portfolio.

Washroom services, landscaping and feminine hygiene services are delivered through our pre-approved specialist supply chain partners, whose service standards are regularly monitored and audited to ensure consistently high standards are maintained.

Reactive Services

To ensure a single point of contact and traceability of all reactive service requests generated by Biffa colleagues throughout its national network of operations, we provide a 24/7/365 Helpline for Biffa.

Service requests are managed by our Customer Service team based in Fleet, carefully logged and effectively allocated to the appropriate Area Manager for completion by the relevant site-based cleaning team within the agreed response timescale.

Progress on all tasks is tracked through to completion on our CAFM system, and the client is automatically notified when the task has been completed & closed on our system.

Innovative 'Women in Waste' Campaign



As part of this, we have been working collaboratively with the procurement team at Biffa to design and create an innovative solution to support their internal campaign to support 'Women in Waste'.

This has seen our team design which We have provided Biffa with a bespoke, cleverly designed box of feminine hygiene products for each of their operational sites, replenishing these as required.

