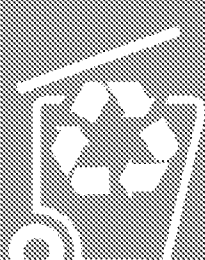


Welcome to CheaperWaste

YOUR WELCOME PACK



Thank you for choosing CheaperWaste

You have joined one of the UK's
fastest growing independent waste
management providers.

Part of the larger CheaperGroup, CheaperWaste is
designed for small to medium size businesses who
want to benefit from the service level and prices
enjoyed by large corporate PLC's, with the care and
attention delivered by a small business.

As a growing business ourselves we understand the
needs of small business and the value of time. We
work with over 200 UK waste service partners to
ensure you receive the right service for you.

We aim to deliver a waste management service which
is designed around the needs of growing businesses.

We keep our services simple, flexible and cost
effective.



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Let's get started...

We want to make sure your journey with us is as simple and efficient as possible.

To do that there are a few things we need from you to get the ball rolling:

We have just sent you your Contract containing our Terms and Conditions, and your Duty of Care Certificate. You need both documents in order to get your service set and going forward you will need them to demonstrate that you are disposing of your waste legally.

Please sign both documents and get them back to us asap so that we can arrange the delivery of your bins.

If you haven't already set up a Direct Debit with us, we have sent you a mandate form. Please fill this in and return it to us. Direct Debit is the easiest way to pay and keep your costs low. Customers paying by Direct Debit save money and help us to reduce the administration costs of running their services.

*We use a service called CongaSign to sign contracts and Duty of Care documents quickly and easily. We do this because CheaperWaste is a paperless company, we are committed to reducing the amount of waste and encouraging recycling. To sign simply click the blue box and complete your details.

What happens next?

Now that you have entered into a new contract and returned your signed documents to us, we will arrange to have your bins delivered.

This usually takes up to 10 working days and will be sent directly from our waste service partner.

Be sure to keep your Terms and Conditions, and your Duty of Care documents in a safe place. These will be needed to prove that you are dealing with your waste in a responsible way.

This document is required by law, and must be signed by you.

For more information about Duty of Care documents please see our [website](#).



How to get the most from your service...

We want you to get the best service possible, and to do this we've created a list of top tips for dealing with your waste and getting the most out of your service.

- **Make sure your bin is accessible for collection.** Our waste collection partners cannot enter your property to locate your waste or move obstacles blocking the access.
- **Don't overfill your bin.** Your bin can only hold so much and remember your bin has a weight allowance (noted on your Duty of Care document). If you find that you are disposing of more waste than your bin can hold, or if the waste is heavy (for example Food, Glass, or industrial material), contact us to discuss a review of your service so that we can make sure that you're getting the best value for your money.
- **Don't block your bin in.** For health and safety reasons, our waste collection partners need clear access to your bins.
- **Review your waste regularly** to make sure your getting the best service for your needs. If you only have a general waste service and are putting everything in a single bin, you're probably going to end up paying more than you need to. Contact us to discuss your account and we'll see where we can make improvements.
- If you've worked hard to attain **ISO 14001 accreditation**, and waste management is 'your thing', we can work with you to maintain environmental standards at an affordable rate.
- **Keep your yearly Duty of Care documents somewhere safe and accessible**, you'll need to be able to produce them quickly when asked to prove your waste compliance.
- **Check your schedule of service regularly**, especially around bank holidays. Waste collection routes can change from time to time.
- If you're experiencing **missed collections** please let us know asap. If there are concerns over the reliability of your collection service, we will speak to our partner or even change them if needed.
- **Direct Debit.** Please ensure your Direct Debit remains active. Without an active Direct Debit, your services may be paused and your waste will not be collected.

**Add us to your
"Safe Sender" list
so you won't miss
any important
email updates**

Understanding your invoice

Thanks to our business model, we can negotiate low rates with our partners that are usually reserved for large companies.

Depending on your service, your invoice may have any of the following product types:

- **Lift Rates**, this is your traditional waste collection rate.
- **Per collection rate**: this is your less frequent or additional collections.
- **One off rate**: this is your single use services or single items, such as your yearly Duty of Care (DOC) or regulatory charges. One off rates, such as your Duty of Care (DOC) charge, or any ad-hoc services you may require will be billed on a single invoice, so you only pay it once per year (or if necessary we can spread this cost, just get in touch to arrange).
- **Usage rates**, we detail these on the invoice as the quantity used and the rate per item, this means you know exactly what you are using at any one time. If you receive weight-based billing, get in touch, we can usually save you some money by changing your service.

Things we do to make your life easier

Lift rates, we spread these over the course of a year equally to ensure your invoice doesn't fluctuate. For example, if you receive weekly collections, we divide the 52 weekly collections by 12 for the months per year, and this is your monthly charge.

For example:

You have **Fortnightly Collections**

Quantity x 12 is $2.1667 \times 12 = 26$

You have 26 collections per year

You have **2 of the same bins collected Weekly**

Quantity x 12 is $8.666 \times 12 = 104$

You have 104 collections per year (52 collections for each bin)

You have **Quarterly Collections**

Quantity x 12 is $0.3333 \times 12 = 4$

You have 4 collections per year

Container Rental

Quantity x 12 is $4.3333 \times 12 = 52$

You rent your bin for 52 weeks of the year

Our bins

We offer a number of different, high-quality wheelie bins and wheel-based waste containers suitable for general waste and recyclable materials.

Our highly trained staff will have advised you during your initial consultation of the very best solution to meet your business waste needs.

Our bins are available from 120 Litre wheelie bins to 1100L containers.



Useful contacts and FAQ's

We know it's important to be able to speak to someone when you need a little help.

You can contact us through any of the methods below,

Facebook, Twitter, Email, Phone, or LiveChat on our website.

Office opening hours

Monday to Friday

09:00 – 17:30

FAQ's

Here are some of our most frequently asked questions that may help you.

HOW OFTEN WILL MY BIN BE COLLECTED?

We offer anything from daily, weekly, fortnightly, and monthly (available on selected waste streams) collections, dependent on your needs. Our average customer has one collection per week.

WHAT TIME WILL MY BIN BE COLLECTED?

Most collections take place very early in the morning. However, collections can take place at any time of the day.

DO I NEED TO LEAVE MY BIN OUT THE NIGHT BEFORE?

Yes, it's best to leave your bin out the night before as your collection may occur before your business opens. Also, if your bin is normally stored inside or within a locked area, you will need to make it accessible. Our waste collection partners are not permitted to enter your premises for Health and Safety reasons.

WHAT IF MY BIN GETS STOLEN?

Report it to us straight away so we can arrange for a new bin to be delivered. Eurobins are expensive to replace, and we always advise our customers to take out our Container protection -- for a small monthly charge you will have peace of mind that your bin will be replaced without additional cost in the event of theft or vandalism.

More about CheaperWaste

We've been providing waste management solutions since 2011, and in that time, we've learnt that our customers benefit from and save more money by having combined services through us as a single service provider.

We save our customers money because we:

- Use multiple services to reduce reliance on one single high cost service
- Negotiate a range of collection schedules with our partners to help keep excess weight to a minimum.
- Use our panel of service providers to get the best combination of lift prices so that we can beat any provider supplying a single waste stream.

Here are just a few examples of the service we offer customers in different industries.

Food Retailer

- General Waste
- Food Waste Service
- Recycling Service
- Bathroom & Hygiene Services

Offices

- General Waste
- Recycling Service
- Bathroom & Hygiene Services
- Confidential Waste Services

Shop/General Retail

- General Waste
- Recycling Service
- Bathroom & Hygiene Services

Industry & Heavy Plant

- Skips, RoRo's & FEL Services
- One off heavy plant collection
- One off site clearance
- Hygiene & offensive waste services



More from the CheaperGroup

Founded in 2011, the CheaperGroup was the brainchild of Newcastle entrepreneur, James Jukes.

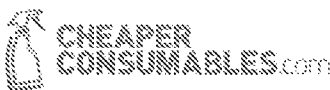
As a small business owner himself James noticed that the waste industry did not cater to the changing needs of small and medium-sized businesses and was frustrated by high prices.

So he had a vision to take 'the worry out of waste' and help small and medium-sized businesses grow by giving them access to essential B2B services available at cost-effective prices.

As a customer of CheaperWaste, we have the pleasure of welcoming you to our group of companies.



CheaperPay offer card payment solutions for all sizes of UK businesses. Our unique partnership agreements mean we are up to 40% cheaper than other providers.



CheaperConsumables provides a low-cost, quick and efficient delivery service of all your consumable items from cleaning products to crockery.

Pay less for the items your business needs and give your staff members discount on their household necessities by purchasing them through your membership.

Once again thank
you for joining
CheaperWaste!



Part of the CHEAPERGroup.com