



## **Hills Waste Solutions and Hills Municipal Collections**

### **Coronavirus Business Continuity Statement**

**24 July 2020**

Hills Waste Solutions' and Hills Municipal Collections' priority is to keep our employees, customers and community safe by complying with the latest Government advice on the Coronavirus (COVID-19) pandemic and how to limit its spread. We are continuously monitoring the impact that this is having on our business, and have been working hard to mitigate any potential service disruption caused, enabling Hills to continue to deliver essential services to both our commercial customers and the public.

Over the last few months, there has been a huge change in demand for the services we provide, which has mirrored the changes seen across the UK. Demand for commercial waste has fallen in line with the lockdown measures imposed and as a consequence as people complied with Government instruction. In recent weeks we are seeing business cautiously re-open. We are in dialogue with those customers to ensure that we meet the needs of their businesses. It is heartening that we have been able to welcome back our commercial customers and we are now nearing 80% of our pre-Coronavirus volumes.

Volumes collected from residents across Wiltshire have increased considerably and remain at high levels. This has been a challenge that we continue to successfully overcome and we have been able to use resources flexibly to maintain service delivery as and when required.

In line with Government guidance, our employees who are unable to work from home have remained or returned to their usual place of work; and we have made arrangements for employees to work from home where their role permits. Social distancing and Coronavirus transmission mitigation measures have been implemented and will continue to be kept under review to maintain our work places as Covid-19 secure.

We will continually monitor information, advice and protocols from the Government to ensure that our business activities remain in line with guidance issued so our working environments are as secure from the virus as possible, and we will continue to keep our employees, customers and the public updated with any changes to our services.

If you have any queries please contact us via email at [info@hills-group.co.uk](mailto:info@hills-group.co.uk) and in the meantime, continue to take care and keep safe.

**Ed Dodd**  
**Group director - Waste and Resource Management**