



Confidential Waste Management

This guidance is to be used by departments/divisions/facilities management/space planning teams to organise a confidential waste removal for any confidential waste generated on campus and at the residences.

What counts as confidential?

Paper containing information that should not be accessible to the general public, or that LSE has an obligation to protect, this includes, but is not limited to:

- Personal contact information
- Sensitive reports and data
- Student and staff signature, pictures or private information
- Exam scripts and logistics
- Bank statements, credit card details and invoices

For any specific queries please contact Rachael Maguire at r.e.maguire@lse.ac.uk

This does not include:

Books, journals or paper with no confidential information. This type of paper should be disposed of in mixed recycling bins and books/journals should be donated to Book Rescuers. Please request book donation boxes from the Porters if on campus and email sustainability.team@lse.ac.uk to request boxes if required from the residences.

Confidential Waste Removal

Confidential waste must be placed into branded confidential waste sacks. Bags can be requested from the [porters](#) and must be filled by the requesting team / department / division. If confidential waste sacks are required for the residences, please contact sustainability.team@lse.ac.uk. If you are disposing of CDs, ID Cards, DVDs or USBs. you will need to label the sacks with a marker as "PLASTICS" or "MEDIA". These cannot be mixed with paper. Once the bag is two-thirds full, seal the bag securely. Do not exceed the maximum weight listed on the bag and do not overfill the bag. Complete a [porter request form](#) for the bags to be collected by the porters. Remember, if left overnight, sacks must be locked in a secure cupboard.



On Campus: Sacks are moved by the Porters to the Confidential Waste Room once a porter request form has been completed for collection.

At Residences: Please see [Ordering a Collection of Confidential Waste from Halls](#)

Management of large volumes of Confidential Waste

If you are anticipating a large volume of confidential waste to be generated through a clear-out project, have excess materials from an event (confidential only), there are two avenues for this waste.

Option 1:

If the waste is already boxed i.e., from storage containers, boxes or the boxes it was delivered in, Biffa can be contacted directly to request special arrangements for collections. This option is preferable as it reduces double handling of the waste. See: **Contacting Biffa**

Note: confidential waste in Porter crates will not be accepted as these are property of LSE.

Option 2:

If the waste is yet to be collated i.e. will be produced in a clear-out, Confidential Waste Bins can be requested at a cost to the department/division. The process is as follows;



1. Contact Biffa to arrange delivery of confidential waste bins.
 - a. Follow steps outlined in **Contacting Biffa**
 - b. Specify if the bins are to be delivered unlocked if you are expecting excessive waste. You will need to nominate a custodian of the key and the custodian will be responsible for ensuring the security of the bins / waste. If unlocked bins is not specified at time of arranging delivery, the bins will be delivered locked and confidential waste can be fed through the feeder slot into the locked bin. The department/division ordering in the bin is responsible for filling the bin.
 - c. Email estates.porters@lse.ac.uk to let them know of the incoming bins.
2. Bins are delivered to Old Building Confidential waste room. A porter request needs to be raised by the respective department/ division for the bins to be moved internally to a location specified by the request raiser.
3. Department / Division individuals are to load the bins.
4. Once full, contact Biffa to arrange a service (emptying) or removal of bins.
5. Once confirmed collection date, contact the Porters, via a Porter request form, to move the bins to Old Building for collection by Biffa.

Note: The turnaround of ordering a bin to delivery can typically take 2-3 weeks so prior planning is thoroughly recommended.

Ordering a Collection of Confidential Waste from Halls

If you have confidential waste sacks or bins that need collecting, please follow the below steps to organise a collection with Biffa. This same process can be followed to order confidential waste bins to a Hall.

Email assist@biffa.co.uk providing the following information:

- a. LSE Account Code L37047
- b. The nature of the enquiry – ad-hoc collection/one off for confidential waste sacks or bins
- c. Include **FULL** site address (see below)
- d. Cc Paul Virdee paul.virdee@biffa.co.uk and Chloe Sawyer c.r.sawyer@lse.ac.uk

* Please note, a PO will need to be raised by yourself on One Finance, after obtaining a quote for any ad-hoc/one-off service, and the PO number communicated to assist@biffa.co.uk.

Contacting Biffa

Step 1: Use the below contact details for the range of requests

Nature of request	Department	Phone Number	Email Address
<ul style="list-style-type: none">• Scheduling issue with regular confidential waste collections• One-off collection requests• Individual bin requests,• Additional bag ordering• Service queries	Confidential Waste	0800 601601	assist@biffa.co.uk

Step 2: Email assist@biffa.co.uk with the below information

- a. LSE Account Code L37047
- b. The nature of the enquiry – ad-hoc collection/one off, bin quote, include
- c. Include **FULL** site address (see below)
- d. Cc Paul Virdee paul.virdee@biffa.co.uk and Chloe Sawyer c.r.sawyer@lse.ac.uk

* Please note, a PO will need to be raised by yourself on One Finance, after obtaining a quote for any 240L bin requests, and the PO number communicated to assist@biffa.co.uk

Address

Campus

Old Building, Houghton Street WC2A 2AE

Residences:

Rosebery Hall, 90 Rosebery Avenue EC1R 4TY

Carr-Saunders Hall, 18-24 Fitzroy Street W1T 4BN

Passfield Hall, 1-7 Endsleigh Place WC1H 0PW

Bankside House, 24 Summer Street SE1 9JA

Butler's Wharf, 11 Gainsford Street SE1 2NE

High Holborn, 178 High Holborn WC1V 7AA.

Sportsground:

Sportsground Windsor Avenue, New Malden, Surrey KT3 5HB