

Sanitary Bins

Free Business Owners Guide To Arranging Sanitary Waste Services


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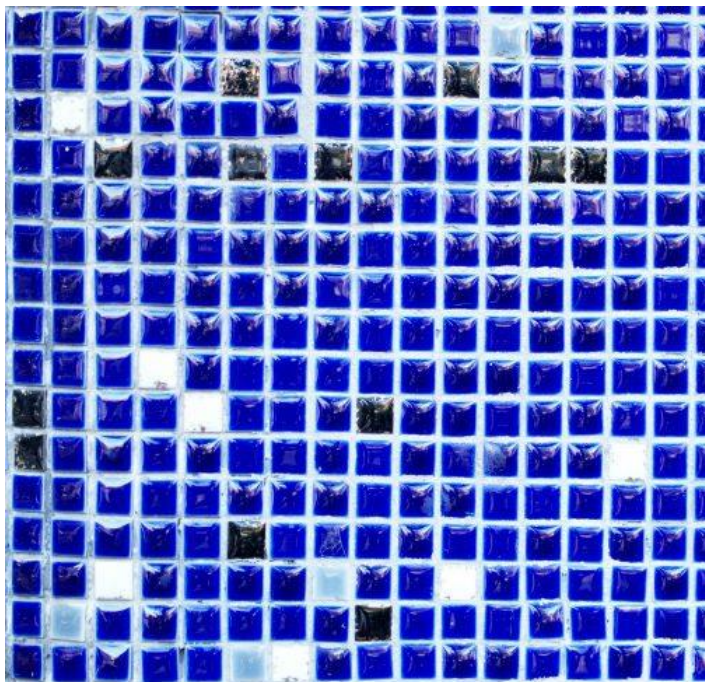


Dear Business Owner

Choosing a sanitary waste bin provider isn't easy because you're bombarded with misleading advertising, confusing claims, and simply bad information.

From super-low prices and high-pressure sales to unlicensed operators and hidden fees, how do you ever find a qualified, competent, and high quality company?

You start by reading this Consumer's Guide. In this fact-filled booklet, you'll discover how to avoid sanitary waste bin rip-offs, six mistakes to avoid when choosing a supplier, and some of the business benefits of having a great bathroom experience.



We wrote this guide to help you better understand sanitary bin services. Now, with this information, you can make an informed, intelligent decision.

If you have any questions about sanitary bins or any other waste or recycling service please reach out to us.

You're invited to call us at 1300 927 837 or at info@waster.com.au. We've dedicated our business to educating consumers, we'll be happy to help you in every way.

Cordially,
Mr Waster



About Waster.com.au

Waster is an Australian waste and recycling company specialised in helping small and medium companies.

We provide all waste and recycling services such as grease trap cleaning, general waste bins and all recycling options.

We are different to other suppliers as we operate on flexible 30 day agreements – so you are never locked in to a contract that does not suit you. We also specialise in reducing your costs by boosting recycling. You can email us at info@waster.com.au.

How to avoid 4 sanitary bin rip-offs!

RIP-OFF #1: BUYING YOUR OWN BIN. Some people choose to buy their own sanitary bins. This can become quite expensive if you have multiple bathrooms. A supplier should provide you with modern bins and take care of maintenance, cleaning etc for you – so you can focus on your business!

RIP-OFF #2: EXTRA CHARGE FOR LINERS. Some companies will charge additional fees for liners etc. You can thus end up paying more than you had bargained for.

RIP-OFF #3: OVER SERVICING. How often do you really need your bin serviced? Most small offices or businesses with limited usage only require services every four weeks – of course larger hotels, businesses etc will require much more frequent service.

RIP-OFF #4: HIDDEN COSTS OR PRICE INCREASES If you sign a multi year contract for sanitary services you may find yourself caught out by increasing prices or gradual increases that soon add up. Be careful with the small print in any long term contract that you consider signing.

6 costly misconceptions about confidential paper shredding

MISCONCEPTION #1: The cost is prohibitive

No. A sanitary bin service costs c.\$20+GST per bin swap-over and for a small office it may only be required once a month.

MISCONCEPTION #2: Leaving a bin out for collection is unpleasant

Your sanitary bin will be swapped over for a new one each time a service is performed. The service team will swap the bin from its location in the bathroom. This ensures that you do not have to empty a bin or leave it outside.

MISCONCEPTION #3: I do not have enough people to warrant a sanitary bin service. No. A sanitary bin service for a small office or business can be set on a monthly frequency. This is sufficient if you only have a few people in the office and still ensure cleanliness.

MISCONCEPTION #4: I need to organise the service with our office cleaners and they will charge a steep mark-up

No. It is cheaper and easier to arrange feminine hygiene bins services through a sanitary company directly. A cleaning company does not need to move the bins or really be involved in the process. A 22 litre bin is easy to move and clean around and should cause no difficulty for your cleaners.



What are sanitary bins?

Sanitary bins or feminine hygiene bins, are a type of bin provided, in toilet or washroom areas for the easy and hygienic disposal of feminine hygiene products.

Sanitary Bins are most often used in female toilet facilities, but should also be present within unisex toilets and within baby change facilities.

They are basically used to store feminine waste products and other waste that is not suitable for flushing down a toilet or disposal in other ways.



MISCONCEPTION #5: I will be locked into a long term contract

No. There is no need to be locked into a long term contract – the capital investment from the sanitary bin company is minimal – i.e. the bin will be removed when the contract ends – so there is really no requirement for a long term service.

MISCONCEPTION #6: General waste bins can be used for disposing of feminine hygiene products.

No. It is important not to dispose of sanitary waste by flushing in the toilet as this will likely cause blockages. Sanitary waste should also not be disposed of in general waste for hygiene reasons – as it will create an untidy bathroom and also be against legislation.

You do not get second chances with customer bathroom experiences – an untidy bathroom can be the deciding factor as to whether they return or recommend your business to friends.



5 questions to ask when choosing sanitary bin services

Value versus price

We are not going to dress it up and make it look like a luxury product – a sanitary bin service is one of those necessary evils in life like paying your taxes. The smart decision is to know some simple facts and choose a reputable provider so you avoid any long term issues.

Minimising any impact to your business operations is vital. Thus regular servicing will ensure:

- Peace of mind
- No risk to business continuity
- Avoid the terrible market repercussions of an unpleasant bathroom
- Happier staff
- No need to purchase equipment or capex

Cheapest in the long run

A good quality service will be the cheapest option in the long run for your business and will save you money.

A good supplier should ensure – no hidden extras, no extra call out fees and prices that stay reasonably stable year after year.

We have covered what to avoid and common misconceptions

but what are the questions you should ask a sanitary bin company before hiring them?

QUESTION #1: Can you provide pricing now?

•A reputable company should be able to provide pretty accurate pricing on the phone or in person – i.e. based on number of bins, access and frequency. They should not really need to do a site inspection or come to visit you to provide a “free quote”. There will be some caveats such as access and height restrictions.

QUESTION #2: Do I need to sign a long term contract?

•Many companies will want you to sign a long term – and sometimes multi year contract for them to start providing bin services. Think – is there any real benefit to you; the customer in this context. As a sanitary company does not have to provide any expensive equipment etc to you – there should really be no need for a long term contract.

QUESTION #3: What sort of bins do you provide?

•Before signing a contract – you should be aware of what size and design of bin you will be receiving and if there is a rental charge. The standard bin size is 22 litres as this fits well inside a washroom.

QUESTION #4: Are you properly licensed?

•It is your responsibility that your waste is correctly categorised and transported. A fully licensed and responsible business will ensure you have nothing to worry about in this regard and that the service staff who visit your location are of a high standard.

QUESTION #5: Can I get a discount if I book other services?

•Yes. Of course you should ask for a better price and also a discount if you book other services such as recycling or general waste bins.

How a clean bathroom can boost or hurt your business

For an insight into the impact on your business of a pleasant bathroom experience, consider that chain restaurants and hotels / motels developed in the USA with the growth of the motor car. Tourists and business travellers would choose a brand they knew that offered standard service when in a new or unfamiliar town. This of course can now be seen with the proliferation of McDonalds, Starbucks and brand name hotels worldwide. ***One of the standards customers demand is a pleasant bathroom experience.***

In the era of social media reviews and websites like TripAdvisor that let customers upload photos of hotels etc – it has never been more important to offer a clean and fresh bathroom experience to customers, and of course sanitary bins can play an important part in achieving this objective.

An article published by USA Today in 2013 really hammers home this point and can really make it clear how important a clean bathroom is. We quote from the article below:

“The most personal — and most telling — moment that a customer experiences in a restaurant isn’t typically at the table - It’s in the restroom.” “Walk into a clean restaurant restroom, and all’s good. Walk into a dirty one, and there’s hell to pay. Some 50% of restaurant patrons who have a negative experience with a bathroom — from dirty toilets to grimy soap dispensers to bad odours — will blab about it to friends and family, according to a recent survey by Harris Interactive for SCA Tissue North America.”

“Even more seriously, it’s gonna cost business. Nearly 3 in 10 consumers surveyed said there are no second chances with dirty restrooms — and they would never return to the restaurant again.”

“That’s why Starbucks, for example, requires that restrooms be cleaned and stocked at least three times daily — and, again, whenever the restaurant’s seating area is cleaned, says spokeswoman Lisa Passe. Restroom cleanings are done even more frequently in high-volume stores, Passe says.”

“One key to McDonald’s turnaround that began way back in 2002 was former CEO Jim Cantalupo’s obsession with clean restaurants that had equally clean restrooms. Cantalupo used to walk into restaurants, unannounced, and hand no-holds-barred scorecards that he had printed on the back of his business cards to the often-shocked store managers. “When I see something wrong, someone’s gonna hear about it,” Cantalupo said in a 2003 interview with USA TODAY.”



When you run a business – being locked into an unsuitable multi year contract is the last thing you need. Waster operates on flexible 30 day agreements – which basically means that if you are not happy with our service, or it just does not suit you anymore – you can cancel by giving us 30 days written notice.

Waster provides low cost waste and recycling services to small and medium Australian businesses.

You can book all your required services such as grease trap cleaning, general waste bins, recycling bins and all niche services such as sanitary bins and confidential document destruction.

Check out all your options at waster.com.au



Waster operates on 30 day agreements – so you are never tied to a long term contract