



Sector: Retail



Location: Newcastle



Service: Biohazard  
Cleaning and Waste  
Removal

## Sainsbury's Newcastle – Biohazard Response

**Rapid response to a waste overflow incident in a live, customer-facing retail environment**

### THE CHALLENGE

BD365 was called to site following a significant waste overflow within a customer-accessible toilet located alongside the store's main washroom facilities. The area was heavily contaminated, with approximately two inches of faecal waste and water covering the floor.

The store remained open to the public, meaning the situation needed to be handled quickly and discreetly, without disrupting access to surrounding facilities or impacting the wider customer environment.

This presented a number of immediate risks, including exposure to bodily fluids, contaminated waste, strong odours and potential reputational impact for the client, alongside environmental health concerns.

In addition, the area needed to be cleared and made safe within a tight timeframe to allow plumbers access to carry out further works.

### PROJECT SNAPSHOT



**Client / Site:** Sainsbury's Store



**Location:** Newcastle



**Project Type:** Emergency biohazard response



**Services:** Waste extraction, deep clean, disinfection, deodorisation, licensed waste disposal



**Environment:** Live retail, customer-facing washrooms



**Delivery Style:** Discreet, compliant, rapid response

### Key Risks included:

Exposure to bodily fluids and contaminated waste. Strong odour impacting the wider store environment. Health and safety risks to staff and customers. Reputational risk

**BD365 delivered a controlled, compliant response within a live environment, protecting both safety and customer experience.**

[www.bd365biohazardcleaning.co.uk](http://www.bd365biohazardcleaning.co.uk)

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## WHY IT MATTERED

This was not just a cleaning job. It was a live biohazard situation within a public retail environment, where speed, discretion and compliance were critical.

BD365's ability to operate within an open store, manage contamination safely and control the wider impact of the incident ensured that both staff and customers were protected, while allowing the store to continue trading.

The situation required more than cleaning. It required experience, control and the ability to deliver under pressure without escalating the issue.

### WHY BD365

Fully biohazard trained

Licensed waste carrier

Ability to operate in live environments

Rapid response with practical, on-site problem solving

## RESULTS

- ◆ Area fully cleared and restored within required timeframe
- ◆ Safe access provided for follow-on plumbing works
- ◆ No disruption to overall store operations
- ◆ Odour effectively controlled during live trading hours
- ◆ Positive feedback from store management and on-site teams

*Situations like this need to be handled quickly, properly and without making things worse. Our focus is always on keeping people safe, controlling the environment and getting the site back to a usable standard as efficiently as possible.*

*Krissi Foskett, Managing Director, BD365*



## OUTCOME

The affected area was returned to a safe, clean and usable condition within the required timeframe, allowing further works to proceed without delay.

Store management signed off the work on completion, with additional positive feedback from on-site cleaning teams who recognised the quality and efficiency of the response.

BD365 delivered a fast, controlled solution that resolved the issue without disruption and reinforced confidence in handling high-risk situations.

**Need a rapid, compliant response to a biohazard situation?**

**BD365 provides specialist cleaning and decontamination services for commercial, retail and public environments.**

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