

March 23, 2020

Municipal and county Partners

Contract holders and customers.

RE: Solid waste Collection and Disposal Services during the current Coronavirus pandemic.

Dear Customer,

With the current world condition surrounding the Coronavirus. We at Waste Pro, know and understand the concerns our customers have in trying to continue a sense of wellbeing. Things we have taken for granted involving our day to day activities, have been affected significantly.

Like the communities we serve, the waste industry is experiencing unprecedented times and has been designated an Essential Critical Service by the Department of Homeland Security.

At Waste Pro, our highest priority is the health and safety of our employees, and the residents and businesses in communities we serve. That said, our crews have been and are on the street in full force every day. According to the National Waste & Recycling Association, the coronavirus does not pose any elevated risk to waste industry workers. Also, Waste Pro is following the CDC guidelines for the health and safety of our employees.

One precaution we will be taking in certain markets, is a no touch policy. All waste containerized in the approved customer supplied or Waste Pro supplied receptacle will continue to be serviced by Waste Pro. Waste placed outside of the receptacle either loose or bagged, will be left curb side to be placed in the receptacle by the customer and serviced the following customers service day

Given the rapidly changing situation, we are preparing and adapting our operational plans and taking precautions similar to devastating weather

events. Our cities, towns, parishes and counties are also planning and preparing for potential interruptions in municipal services.

From a service perspective, we promise constant communications to our communities and media. We will use external communication platforms such as our website, Facebook, Twitter and text messaging regarding any service interruptions or modifications to service schedules.

We are proud to be Americans. This great nation is resilient, and we will get through this difficult time together.

Sean Jennings, President, Waste Pro USA