

Dear Valued Customer,

Advanced Disposal's motto is "Service First, Safety Always". At Advanced Disposal, safety is of utmost importance and should not be ranked as it is our lifeblood: the safety of our employees, our customers and the general public wherever we are operating. As the world is adjusting daily to the challenges that COVID-19 is creating for all of us, rest assured we are prepared to continue providing our essential services to you and your residents. As a company, we are implementing policies and procedures to ensure that our employees are as safe as possible while performing our services, and to keep our customers and the public safe as well.

EFFECTIVE MARCH 24, 2020, ADVANCED DISPOSAL IMPLEMENTED THE FOLLOWING CHANGES TO OUR COLLECTION SERVICE:

- **All trash/refuse and recycling must be placed in the company designated cart.** Loose items outside of the container will not be collected.
- **All bulk item pickup/collection is suspended** until further notice.
- At this time, **yard waste service has been postponed until May 1st.** During the first week of May, any yard waste accumulations will be collected within normal guidelines for the yard waste season.

The COVID-19 pandemic has caused tremendous disruption to our personal and professional lives, and Advanced Disposal is not immune to these events. At this time, we are adjusting our workforce and practicing the protocols and recommendations of the Centers for Disease Control (CDC): cleaning and disinfecting, social spacing, remote workstations, etc.

In terms of our front line services and collection services, we are providing a public health service and will continue to deliver our services as efficiently and effectively as possible. We stand ready to adjust as needed as more waste materials move from the commercial/industrial sector to the residential sector due to school closures, reduced hospitality/leisure activities and reduced commercial/industrial activities.

Lastly, communication will be very important over the next few weeks. We know how much your community relies on our services, and we truly view our relationship as a partnership. As of this time, all disposal facilities are operational and we are operating as close to 100% workforce as possible in providing collection services. In the event of any issues that could affect collections in your community, we will be reaching out immediately to advise of the issue, and determine a response that works for both partners. Each day we are receiving more information which causes adjustments, but we want to make sure our partners know as soon as possible to avoid confusion or add stress to an already challenging time.

Please visit your local facility page to confirm of any service changes and contact us directly if you have any questions or concerns.

Thanks for your partnership,

Advanced Disposal Customer Care