



Waste Connections of Oklahoma, Inc.

Continuity of Operations in Face of Covid-19

March 30, 2020

Dear Community Partners:

Over the past several days, our organization has planned for continuity of operations in the face of Covid-19.

Currently, we remain fully operational with minimal impact on our personnel and their ability to report to work. All services continue to be online with collections occurring as regularly scheduled.

Given recent events around closures of businesses and schools, and the increased number of cases of Covid-19 infections, we feel it's necessary to preempt an impact on the health of our personnel.

Effective Monday, April 6th, 2020 the temporary suspension of Residential Bulk & Brush services, along with limiting Residential Trash services to collection of only contents within carts. Bags and bundles that are placed outside of carts will be excluded from collection during this time, in order to minimize the risk of exposure through manual collection or "pickup by hand". The change to go "cart only" on our Residential Routes will be in effect for the ensuing weeks, through April, 2020.

All residential services are reduced to collection of "cart contents only" in order to reduce chance of exposure of personnel with solid waste that may occur if handling by hand. Contents placed outside the cart will not be collected.



We understand that limiting collection services to cart contents only warrants some discretion among our residents for what they dispose of and when. Household trash, bags from kitchens and restrooms, should remain a top priority for those waste streams that go into the carts. That's to say, if there is only enough room in the cart remaining for one bag from the kitchen or one bag of yard trimmings, we urge residents to use the space for the bag from the kitchen for health and sanitation purposes.

Now is also a good time to educate our customers to bag and tie their household trash, a commonly overlooked best practice. Household trash that is not properly bagged and tied is susceptible to spills

and further increases the risk of exposure for our personnel to potentially infectious waste. We appreciate any assistance from our partnered communities in furthering this message to residents.

We appreciate your understanding as we take precautions to protect the health and well-being of our employees, our customers, and our communities. Please trust that we recognize our essential role in maintaining health and sanitation in our communities. Supporting our municipal partners remains one of our highest priorities, right after the safety of our people, and we hope that is evident in our phased approach to plans for continuity of our operations.

As our communities recover from the Covid-19 situation, our plan is to scale back to regular service.

Sincerely,

Waste Connections of Oklahoma