Thank You!

On behalf of the nearly 2,000 Waste Management employees serving customers in Northern California and Nevada (NCN), thank you for your patience and understanding during the unprecedented COVID-19 pandemic. We are pleased to announce the resumption of services at our hauling districts, processing facilities and landfills with social distancing measures in place. Please note, our offices remain closed to the public as we work through necessary protocols. Your WM public sector manager will provide an update when offices reopen in your area.

Over the past 12 weeks, the safety of our employees, customers and communities has been our primary objective. With your support, we were able to institute safety protocols that kept our employees healthy and our customers safe now and for the foreseeable future.

This is likely our last NCN COVID-19 Update. Below are a few statistics regarding our initial COVID-19 response. As we go forward together rest assured you have our commitment to apply the resources and know-how to get the job done. We are proud of our role as an essential service provider and grateful to serve your community.

Sincerely,

Barry Skolnick, Vice President
Northern California-Nevada

Retrospective – NCN By the Numbers

Since the first statewide Shelter in Place Order, issued on March 19, 2020 by the Governor of California to today, we have worked to maintain transparency and open communications. Given the uncharted territory, there were some bumps in the road, but the results speak for themselves:

**CUSTOMER SERVICE**

650 daily routes collecting trash, recyclables and organics/green waste from nearly 1.5 million locations in Northern California and Nevada were serviced without interruption.
Over 140,000 customer service calls in April and May were managed by 96 representatives working from home, where they continue to work today.

10,000 new Virtual Desktops (VDI) were deployed across the company to enable essential office workers, including customer service representatives, dispatch, accounting, and more, to work from home. Waste Management digital staff worked around the clock, spending hundreds of thousands of unbudgeted dollars to acquire VDI equipment, expand the digital infrastructure and provide employee training so service to customers was uninterrupted while employees sheltered in place.

3,200 commercial customers suspended or reduced service starting in late March. Since mid-May, customers have slowly begun to resume service.

Countless personal containers of trash were collected without charge when bulky pickup and bagged excess waste collection were suspended to help drivers focus on essential services. These services resumed on June 1.

Issued 14 COVID-19 Communications Task Force Updates were sent along with more than 200 individual responses to jurisdiction staff.

Temporarily closed 2 residential and 1 commercial single stream sorting lines at 3 MRFs to protect workers while we modified operations to comply with social distancing requirements. Two MRFs with dedicated commercial lines remained open.

EMPLOYEE SAFETY

90 MRF employees were placed on temporary leave with 40-hour guaranteed pay and full benefits. Following extensive workspace reconfiguration, MRF sorting lines reopened on May 11 and 18 with social distancing protocols to protect workers, their families and communities.

Secured and delivered 610,200 pieces of personal protective equipment (PPE) (masks, gloves, Tyvek suits, personal hand sanitizers, disposable arm guards and apron) to our frontline employees.

Spent more than $200,000 on PPE, cleaning supplies and professional cleaning services to ensure our facilities remain sanitized and employees safe.

OUTCOME
4 confirmed COVID-19 cases out of nearly 2,000 employees (.002%), none at a MRF and each in a separate region and line of business within our Northern California-Nevada service area. Each case was a community-based infection and did not spread in the workplace.

0 fatalities and all four employees have returned to work.

This last statistic is ultimately the most important. When more than 100,000 Americans have died from COVID-19, and the future is uncertain, we are proud that our collective actions prevented the spread of the virus among our employees and communities.

As we resume all operations, our goal is to remain vigilant protecting our employees, customers and communities. While we hope this horrible scourge is behind us, we have measures in place to ensure continued operations and the well-being of our employees, thanks in large part to your support and understanding. Thank you.

Customer Appreciation
We are grateful for our customers’ understanding and support during these difficult times and are touched by the thank you signs, social media posts and supportive comments in our customer survey.
“Your employees work hard to keep Oakland clean and I especially appreciate them during this COVID19 epidemic we are all being forced to cope with. They are our heroes too!”

- Residential Customer, Oakland, CA

“I am so appreciative of the guys who pickup my garbage, recycling and yard waste. They are unsung heroes. It is a valuable service and one in which I don’t have to think about because the consistency and reliability allows me to trust that they will be on the job as scheduled. Thanks!”

- Residential Customer, Chico, CA

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NCN COVID-19 Update