



March 16, 2020

Dear Valued Customer,

We appreciate the trust you place in us and our people servicing your business. Like us, in the last several days, I am sure you have been focused on the health of your employees, families, friends and community. At Waste Management, safety is a core company value and the health and well-being of our employees, customers, and community remains our highest priority. We are taking every precaution to ensure that our company is safely servicing you.

Based on available information to date, Waste Management of Illinois, Inc. (Waste Management) is maintaining our standard operations, and we are not experiencing service interruptions at this time. However, the COVID-19 situation is evolving daily, and if circumstances change that may impact our ability to provide services as scheduled, we will provide prompt updates to our customers and communities.

We have always taken great pride in our ability to rapidly respond in times of catastrophe and crisis, and the current coronavirus (COVID-19) is no exception. Our internal teams are working diligently to stay informed of this evolving situation. As reports regarding the global outbreak of the novel coronavirus (COVID-19) continue, Waste Management is closely monitoring the situation and following the best practices of both the Center for Disease Control (CDC) and the World Health Organization (WHO).

Health and Safety

Waste Management is committed to taking care of our nearly 45,000 team members throughout North America. Our employees have been provided formal guidance and information in accordance with recommendations from the CDC, WHO, and other government agencies and health experts, to keep them along with their families safe. For the time being, we have implemented a no travel policy, eliminated tradeshow/conference participation, shifted meetings to a digital or virtual format, and are taking steps to enhance the ability of employees to work from home where possible. We've always taken seriously the cleanliness of our locations and vehicles. We know this is more important than ever. Aligned with guidance from health authorities, we are implementing additional measures to clean and disinfect our locations and vehicles. In addition to our everyday use of personal protective equipment, we are encouraging team members to follow health authority best practices like frequent hand washing, social distancing, and staying home if they are feeling ill.

Business Continuity Plan

In times of catastrophe and crisis, our teams have the ability to respond rapidly and the current coronavirus (COVID-19) is no exception. Waste Management has established strategies and support systems to minimize service interruptions if COVID 19 impacts service levels. To minimize the impact of a service disruption:

<p>General Operating Plan</p>	<ul style="list-style-type: none"> • At present, Waste Management is maintaining standard operations, and we are not experiencing service interruptions at this time. If circumstances change that may impact our ability to provide services as scheduled, we will provide prompt updates to our customers and communities. • Proper PPE and safe work habits will continue to be a focus for all WM employees and our customers using our disposal facilities. • Based on information from federal health officials, residential waste from the household of a patient infected by COVID-19 can be managed under normal operating procedures. Likewise, if the waste comes from a retail or office space where a COVID-19 patient is employed, no special precautions are necessary. Waste Management is monitoring guidance from health officials, and any future changes to this policy will be communicated promptly to our customers.
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Collection Schedule

Similar to weather impacts or natural disasters, Waste Management may implement temporary collection schedules for service disruption:

<p style="text-align: center;">Collection Schedule</p>	
<p>First days of a collection interruption</p>	<ul style="list-style-type: none"> • Residential trash, recycling and yard waste may be delayed similar, utilizing a holiday collection schedule, with 1-day delayed service or temporary suspension of recycling or yard waste collection. • Automated out dial phone calls, where applicable, will be placed to all affected customers explaining the recovery plan or reduced collection schedule, similar to a weather event. • We encourage you to visit Weather and Service Updates and sign up for email and text alerts here for most the up to date information. We may also be contacted by email: ilmovalcustomerexperience@wm.com
<p>Subsequent Weeks of Service Interruption</p>	<ul style="list-style-type: none"> • Residential customer communication will be coordinated with our municipal partners regarding any changes in residential and multifamily collection (trash, recycling or yard waste). • If service interruption is sustained for more than two weeks, we may suspend recycling or yard waste services. • Where applicable, automated out dial phone calls will be placed to all affected customers explaining the recovery plan or reduced collection schedule (similar to a weather event). • We encourage you to visit Weather and Service Updates and sign up for email and text alerts here for most the up to date information. We may also be contacted by email: ilmovalcustomerexperience@wm.com

Waste Management has the experience, infrastructure, and services — all backed by our incredible people — to work effectively in a crisis situation and see our customers and communities through uncertain, challenging times. While we are not there yet, we want you to know we have plans in place, should the need arise.

Thank you for trusting Waste Management as your environmental solutions partner. We truly appreciate your business.

Sincerely,

Harry Lamberton

Area Vice President
Waste Management