COVID-19 UPDATE

WASTE MANAGEMENT

April 8, 2020

Good Afternoon,

WM's Operational Update:

We are thankful to report that Waste Management's operations are going well. We are pleased to share that the health of our crews has been sustained and the number of drivers and helpers reporting to work remain strong. We stand prepared for any reported Covid 19 cases among our teammates and will be ready to implement revised procedures and protocols in support of continuity of service.

As was the case last week, Waste Management is seeing a continued trend for increased pounds of trash served at the curb. The reported increase in volume from last week is 24%. Our operations team is adapting to the increase and meeting the needs of our communities.

Our call center service department remains fully functional with agents assisting customers from their homes. Our call volumes have increased exponentially during this time from 1,500 calls per day to now 3,500 calls per day for our Texas and Oklahoma service areas. Our wait times are longer than usual this past week, but we are confident those hold times will decrease as we work to improve these metrics. As with our service crews, our call center agents are adapting and making every effort to meet the growing needs of our communities.

I also want to take a moment to thank the many families that have left encouraging words and messages for our crews at the curb. These kind acts are treasured!

Thank you for entrusting our WM team to serve your community.

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Sincerely,

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