



March 18, 2020

Dear Valued Customer:

We recognize the importance of continuing to provide our often essential services to our customers in these challenging times. We are writing to let you know of the steps we are taking to ensure the continuity of our services.

County Waste is closely monitoring the impact of the COVID-19 outbreak and evolving government responses on our employees and operations. This includes developing and implementing comprehensive business continuity and contingency plans. We have also established an internal committee of senior management and operational personnel to continuously monitor the impact of the virus on our operations and our employees and to respond as needed.

We have implemented protocols across our business to protect our employees. Most importantly, we are very proud of the strong commitment our team has shown in working together to continue to maintain our services to our customers.

As a result of the measures taken to date, our ability to continue to provide services to our customers has not been significantly impacted. We are committed to providing you with timely updates if this changes. To make this a convenient process, we will be posting updates to our website and social media channels.

We appreciate your partnership and we remain committed to providing you with the highest level of service in a safe and responsible manner.

Should you have any questions or wish to discuss this situation further, please contact your local service representative.

Regards,

A handwritten signature in blue ink, appearing to read "Patrick Dovigi", with a stylized flourish at the end.

Patrick Dovigi
Founder & Chief Executive Officer