



**Waste & Recycling Services**

**3990 Generation Drive, Cincinnati, OH 45251**  
**Phone: 1-800-828-8171 Fax: 513-851-2057**



March 19, 2020

Dear Community Partner,

During these uncertain times, one thing is certain – the team at Rumpke Waste & Recycling is committed to our responsibility of providing environmentally sound collection, hauling and disposal and recycling services. Our greatest priority is keeping our team members and customers safe.

Given the ongoing circumstances surrounding coronavirus, we have implemented several safeguards to minimize disruption to our customers and maximize safety. Please know, as this very fluid situation changes, and possibly impacts our ability to offer service, accept certain materials and/or provide service on the same schedule, we will communicate updates to you and will continue to collaborate with your teams to ensure the best outcomes for all.

#### **COLLECTION SCHEDULES & SERVICE**

As essential service providers, the waste industry is working closely with the federal and state government to ensure exemption from any future mandated emergency shutdowns.

Today, Rumpke's network of 14 municipal solid waste landfills and 11 recycling facilities remain open and staffed. Our drivers are reporting for duty, and routes are running on schedule. Our teams have also developed contingencies to employ as needed. Plus, we are hiring more drivers to best meet demands. Again, as the situation evolves if delays, or service adjustments become unavoidable, we will keep you informed.

#### **CUSTOMER COMMUNICATION**

Rumpke's communications team is working with the media, posting on social media, running ads and sending emails to our customers reminding them to help keep our drivers safe by bagging trash and properly disposing of medical syringes.

We are also placing updates on our phone systems, website and other platforms to notify customers about service changes or potential interruptions.

#### **PUBLIC SAFETY**

Rumpke has suspended public landfill and recycling plant tours. However, interested parties can connect with Rumpke educational resources on Rumpke's YouTube channel or at Rumpke.com.

#### **EMPLOYEE SAFETY**

Rumpke is in contact with health authorities as well as the National Waste & Recycling Association and OSHA for updates and guidance on industry best practices relating to coronavirus.

Rumpke has also communicated guidance to its team based on the latest recommendations from these organizations, as well as the Center for Disease Control and Prevention (CDC).

Field employees are continuing to wear required personal protective equipment. We have advised office personnel to follow the recommended precautions outlined by the CDC and have provided additional safety equipment. Meetings are occurring virtually; some employees are working from home when possible and no outside guests are permitted to visit Rumpke office locations.

We appreciate and acknowledge the severity of this issue. We're all in this together. Right now, our teams are working hard, focused on fulfilling our responsibility to protect public health. As updates become available, we will keep you apprised. Thank you for your time and consideration. Please contact us anytime with questions or concerns.

Sincerely,

A handwritten signature in blue ink that reads "William Rumpke Jr." in a cursive style.

William Rumpke Jr.  
President & CEO  
Rumpke Waste & Recycling