



Topps Environmental Solutions
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Good morning,

In light of recent events surrounding the COVID-19 outbreak TES wanted to reach out to our partners to address how we are going to handle the pandemic and any impacts it could have on service.

Like many other employers we anticipate there may be an impact to our staff due to potential exposure and self-isolation or quarantine of the affected parties. In light of this potential we are taking the following steps.

- Hiring more employees as possible to create redundancy within our system
- If a service interruption occurs, the affected route will be completed on the following day, i.e. Monday moved to Tuesday, etc.
- If necessary, running our trucks 7 days a week to ensure no collection is left on the streets due to the pandemic

We will continue to keep the streets clean and free of waste and recycling as we are now; but we are making our contingencies known to you, our partners, as a way to make sure everyone knows that while we may end up affected as many industries are, we will continue to provide you and the residents with the high quality service you have become accustomed to even in the face of shortages and efforts to prevent spread of COVID-19. Regardless of what transpires, we will keep in constant contact on a day-to-day basis. If you have any questions or concerns, please do not hesitate to contact us.

Best Regards,

Howard McRae.