



At Waste Management, our team members are family, and at a time like this, customers are family too. We are committed to putting you at the center of everything we do, partnering to find solutions to the challenges you face.

First and foremost, we remain focused on providing outstanding collection and disposal services. We are an **essential service** to the community. We have been servicing impacted areas, and we will continue to operate during state of emergency and shelter-in-place orders.

The WM employees that provide your service every day already operate under policies designed to protect our communities' health and safety, and we enhanced these policies by implementing additional measures, where possible.

Please help us further protect safety by reminding residents to bag all trash and tie the bags securely. This will eliminate the risk of loose materials, such as tissues, escaping from carts during service.

We know your needs are changing by the day, so we will continue to provide the **solutions** you need. There is no one-size-fits-all approach, so we are laser focused on meeting your evolving and unique needs.

We have mobilized all customer and operational **support** roles to work from home to protect the health and safety of our teammates while ensuring we preserve a channel to provide you much-needed support. This is an unprecedented situation, so we appreciate your flexibility and understanding during this transition. **If you need support, our Customer Service team is available by phone or email.**

Arizona and New Mexico: swccsr@wm.com

Colorado and Utah: cscolorado@wm.com

(800) 482-6406

Please be aware that response time may be impacted by high volume.

Service... Solutions... Support. That's what we'll bring you every step of the way. Please visit wm.com for more information on our response to COVID-19.

There is no such thing as "business as usual" right now—every day presents new hurdles to overcome. You can always count on us to work for a sustainable tomorrow, and the WM family will partner with you to figure it out—together.

PLEASE REMEMBER TO BAG YOUR TRASH

With so many people working and sheltering at home, our residential collection crews are seeing a significant increase in the amount of trash we are collecting. Please help us further protect safety by **bagging all trash and tying securely**.

REMINDER: Latex gloves go in the trash, not in recycling.