



ST. TAMMANY PARISH

CHANGE OF SERVICE DUE TO THE CORONAVIRUS/COVID-19

As your locally owned and operated waste and debris partner, we pride ourselves on providing premier service to our customers while at the same time making sure we keep our Team Members safe and healthy. Since early last week, we have been watching the daily updates concerning the Coronavirus (Covid-19). We have been monitoring how the virus may be spreading across the areas that we service in St. Tammany Parish. We have also been following the guidance of the CDC, WHO, and our State and local public health officials. The health and safety of our employees and the communities we serve is top priority.

We have been holding daily meetings in small groups to keep our staff updated about the virus. We have also utilized this time to discuss all the precautions we are taking in order to avoid any of our team members from catching the virus. Earlier last week we made the decision to allow some of our employees to work from home. This was done as a precaution in order to minimize the number of employees here at the office. Our plan for this week is to allow more employees to work from home.

Our plan from the beginning of this virus, was to provide all services that we have to offer our customers for as long as we could. This would be based on being able to maintain a full staff as well as other factors. This past week we have been able to provide residential and commercial garbage collection and residential recycling collection as well. We were able to provide bulky waste and debris pick up for most of the week as well.

We recognize that the Coronavirus (Covid-19) outbreak has caused great concern for all citizens. That is totally understandable as there are many unknowns about this virus. There have been many things that have been brought to our attention over the past week that have raised our level of concern even greater. These concerns are now having an impact on the services that we will be able to provide next week and possibly for the next few months.

- 1) Schools are closed and more people are working from home. Last Tuesday, restaurants across the area were closed and only allowed to offer take out food. This has caused a significant increase in the volume of residential garbage being collected. We normally collect about 1,700 tons of garbage per week. Last week alone we saw an increase of almost 200 tons of residential garbage. This is a 12% increase in just one week. This number will continue to rise.
- 2) While we have taken many precautions to keep our employees safe (including social distancing) there are additional concerns that were brought to our attention about how this virus may spread. While the consensus remains that the highest and most common risk to catch the virus is via respiratory transmission, there are ongoing concerns about the virus being transmitted from different surfaces including cardboard and plastic. These concerns remain high even with the drivers and helpers wearing gloves.
- 3) Absence rates could increase if any of our workers are affected by the disease or if any of our workers need to remain home to take care of a family member that has been affected. If this would happen this could possibly cause an interruption in having enough manpower to service all customers.

Therefore, out of an abundance of caution as well as for the health and safety of our Team, we have made the decision to make the following temporary operational changes effective Monday March 30th.

- 1) We will utilize all our resources that are available to make sure garbage is collected. This will be our primary focus. With the increased volume, we understand the potential risk if garbage is not collected.
- 2) We are suspending Recycling Collection across St. Tammany Parish. This includes the City of Slidell, City of Mandeville, City of Covington, Town of Abita Springs, St. Tammany Parish Garbage District #1 (Tammany Utilities) and all HOA's that we service. All recyclables that are placed at the curb will be dumped with garbage. Residents can still collect and store recyclables at their residence until recycling services are resumed. However- if these items are stored in plastic bags, the items will need to be taken out of plastic bags once the recycling service resumes.
- 3) We will be picking up Bulky items and Green Waste as manpower permits. Again – our primary focus will be to get all household garbage picked up. To assist in getting green waste picked up in a timely manner we ask that all residents place as much of their green waste in garbage bags as possible.
- 4) We ask that all garbage that residents place inside of their cart(s) and outside of their cart(s) be put in plastic bags. This would greatly assist us in getting the garbage picked up quicker and safer.

Again, we are suspending some of our services for the health and safety of our Team Members as well as for operational purposes. We fully anticipate the volume of garbage to continue to increase across our entire area. We are hoping that we can keep our Drivers and Helpers healthy so that we can maintain a full work force. We will resume recycling and regular Bulky Waste/Green Waste services once things get back to normal in our area.

We will be posting updates to our website and to our Facebook page as often as necessary. Customers can also reach us at 985-781-3171 or via email at info@ces-la.com.

It is in times like these that communities and businesses come together to support and help one another. While we are facing a lot of uncertainties in our area, our commitment is to be there for the communities that we serve. We also must recognize that we have a duty to look out for the best interests of our employees as well. We thank you for your understanding and for your support. We know that by working together that we will overcome this crisis and that we will all be much stronger for going through it together.