

COVID-19 Business Continuity Plan



MSW

mountain state waste
www.mountainstatewaste.com

Mountain State Waste is actively monitoring the evolving COVID-19 pandemic and because the waste management industry plays such a vital role in the health and safety of the public, we wanted to share with you what we are doing to limit the potential impact to our clients, partners and employees.

We have initiated a Business Continuity Plan to ensure continuous and uninterrupted collection service to our customers. This includes a number of precautionary measures to ensure the safety of our employees so they can continue to provide the service you are accustomed to.

The most notable change to our operations at this time is the closing all of our offices to the public. Customer service representatives will still be available during normal business hours but only employees and essential vendors will be allowed in our facilities.

This will not affect our routes as they remain on a normal schedule and at this time, we do not anticipate any interruptions of service.

Service Requests or Questions:

Our customer service representatives are still working and will gladly assist you by phone. **(866) 679-2776**. You can also email requests or questions to info@mountainstatewaste.com

Payments normally made at our offices can now be made:

By Phone: (866) 679-2776 (Credit Card, Debit Card or Electronic Check)

By Mail: PO Box 386 Weston, WV 26452

Online: www.mountainstatewaste.com

Other measures include:

- Monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), as well as federal, state and local government instructions

- Monitoring guidance and updates from our regulator, the West Virginia Public Service Commission.
- Testing telecommuting technologies to enhance social distancing measures if required
- Increased frequency of cleaning and sanitization services
- Restricting building access for non-essential visitors
- Virtual/teleconference meetings in lieu of large group meetings
- No non-essential travel
- Staggering start times for our collection routes to decrease the number of employees together at any give time.

Please be assured that we will remain vigilant during this situation. We will provide updates and information on our website as they become available.