



March 23, 2020

Madison County
County Administrator Shelton Vance
125 W North Street
Canton, MS 39046

**RE: Madison County
Notice of Force Majeure Event Preventing Full Contract Compliance –
Coronavirus/COVID-19 and Resulting Declarations of Emergency**

Dear Mr. Vance:

Waste Management – and especially its hard-working front-line employees – are working around the clock to ensure that we can continue to serve our customers and communities safely and with the least disruption reasonably possible in the face of the many challenges created by the COVID-19 virus, the resulting Declarations of Emergency, and the many health and safety orders and guidelines to which all responsible citizens are attempting to comply. As Waste Management works earnestly to continue to provide collection and processing services to our communities, the health and safety of our employees, customers and communities are our highest priority.

Likewise, Waste Management is striving to comply with the federal and state health and safety directives that have been issued in this time of emergency. One example of the operational changes implemented by Waste Management as a result of this unprecedented emergency occurred on March 18, 2020, when Waste Management temporarily closed residential call centers to promote social distancing among our call center employees to help prevent the spread of COVID-19. We are actively coordinating remote operations to serve our customers during this situation with the goal of resuming residential call handling from work-at-home employees as soon as possible. Although a number of our municipal contracts require Waste Management to provide call centers to provide residential customer support services, the decision to suspend operation of these centers temporarily and to shift to a work-at-home capability was the direct result of the COVID-19 pandemic and the state of emergency that exists.

The COVID-19 situation is very fluid, and Waste Management expects, unfortunately, that other unforeseeable disruptions to our contract performance may occur in the coming days. As a result, we are providing this **Notice of Force Majeure** to advise Madison County that the COVID-19 pandemic is a force majeure event under our contract. We anticipate that disruptions may be inevitable, such as:

- Inter-city, intrastate, interstate, or cross-border travel restrictions;
- Quarantines at, or shut-downs of, Waste Management facilities;
- Shelter-in-place orders that restrict travel and business operations;
- Shut-down of Waste Management and/or third-party recycling and disposal facilities that restrict our ability to operate as normal;
- Worker shortages because of quarantines or sickness; and
- Fuel and other critical equipment and supply shortages.

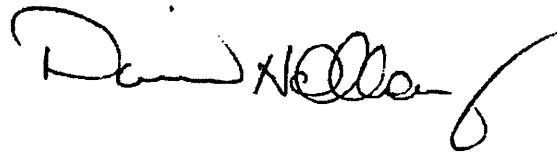
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- Suspend collection of non-essential services, i.e. bulk, yard waste

At this time, no one can reliably predict the length of this event or how long potential service disruptions may last. Waste Management will continue to provide to Madison County with prompt notice of our operational capabilities and changes as they occur. We appreciate your understanding and flexibility in these challenging times. If you have any questions, please contact your Waste Management public sector representative.

Sincerely,

WASTE MANAGEMENT OF MISSISSIPPI, INC.

A handwritten signature in black ink, appearing to read "David Holloway". The signature is fluid and cursive, with a long, sweeping tail on the final letter.

David Holloway