

Our Ref: RB / AA

19th March 2020

Dear Customer,

Following Government guidance aimed at preventing the spread of COVID-19 (Coronavirus), we write to inform you of the steps we are taking to protect our employees, customers, suppliers and the general public, and to update you on your waste collection services.

From the outset, it is important to stress that our employees, stakeholders and customer's health, safety and wellbeing is Yorwaste's priority.

Like all organisations, we are closely monitoring this fast-moving situation and have a business continuity plan in place, which we can adapt as and when needed.

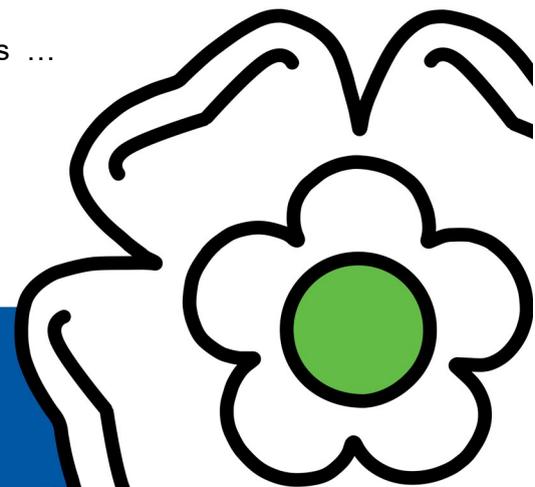
At the time of writing, we are following national guidelines for preventing the spread of infection, including adopting the strongest hygiene procedures for operational staff and introducing rotational home working for office-based staff, ensuring we can continue to provide waste collection services for you, our customers.

To this end, over the course of the next quarter we will be proactively contacting all our customers to understand your specific needs and to ascertain any preventative measures you are taking which we will follow when making collections.

As of today our operations, collections and general business is as normal and as a local business, we are looking to remain in this position as long as we possibly can.

However, should the above change our aim is to provide the best possible continuity of collection and in order to achieve this, we may need to prioritise general waste collections, with recycling being collected with general waste, however, we will inform you if this does happen. This is clearly one of a number of strategies we are considering dependent on the impact of the virus.

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Prior to the COVID-19 issues, Yorwaste had undertaken a large procurement exercise to source a number of local employment agencies who are now primed and ready to supply agency labour, so we do not anticipate any staffing problems at this time.

We will continue to keep you updated of any changes in our business and we believe we are taking every precaution needed and advised by the government to continue to operate in these unprecedented times.

As a local business partner let me assure you that Yorwaste wants to remain the waste service provider of choice to the North Yorkshire & City of York business community.

Should you have any queries, please do not hesitate to contact our customer services department on 01904 395 141

Please Stay Safe.

Regards.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'R Bate', with a stylized flourish at the end.

Richard Bate
Commercial Operations Director