

Customer Assistance & Resources

May 1, 2020

Dear Valued BWS Customers & Partners,

We are thinking about you and your families, and hope you all are staying well. We are all in uncharted waters and facing many challenges. But this is temporary and with the support of our communities, things will get back to an appropriate level of normalcy. We are already starting to see positive signs of better days ahead.

The health and safety of our customers, partners, communities, and team members remains our top priority. **We remain fully operational** to support every level of our customers' needs as we all continue to face each day as it comes. We've taken many actions throughout our operation to ensure safe and reliable services are available to you more now than ever. You can count on us being here when you need us during these uncertain times and beyond.

Throughout the COVID-19 pandemic, we've continued to assess the needs of our customers and the community. In response to the rapidly evolving circumstances, we've developed the following resources to assist customers impacted by the crisis:

- **Flexible scheduling** - if your hours of operation have temporarily changed, closed unexpectedly, or experiencing a surge in volume, please contact us right away. We will do our best to adjust your schedule that best fits your current needs.
- **Emergency response** - we have resources available in the event emergency pick-up services are needed. Note: applicable fees may apply for emergency services.
- **Extra supplies** - technicians are keeping extra supplies in the service vehicle to distribute throughout their routes as many customers have seen an influx in their medical waste. We encourage you to contact us right away for any additional supply or service needs.
- **Decontamination services** - precautionary and known contamination services available to help keep you, your staff, and patients safe.
- **Rate freeze** - while economic factors have increased some expenses, we're holding our customer disposal rates for at least 60 days.
- **Payment terms/assistance** - any customer facing financial hardship because of the crisis, please contact us right away for assistance.
- **Online resources** - many services, such as accessing manifests or making a payment are available on our [website](#) at anytime. If you are experiencing any issues logging onto the Client Portal, please email customercare@bwaste.com
- **Precautionary guide** - access our [printable guide](#) to taking extra precautionary measures handling potential or positive coronavirus infected medical waste.
- **Coronavirus Resource Page** - we've created a dedicated page on our website and routinely update it with information and resources from trusted health organizations - www.bwaste.com, click on Coronavirus Resources at the top of the page.

Please do not hesitate to contact us at any time with any questions or concerns.

BWS Hours

7 AM - 5 PM, Monday - Friday
(410) 437-6590 or email anytime - customercare@bwaste.com

We continue to monitor the effects COVID-19 is having on our customers and the community and will evaluate all necessary actions that support those we serve while maintaining safe service and a safe working environment. For the latest updates and information, please continue to visit our [COVID-19 resource page](#).

Thank you for being a BWS customer and partner and I wish you and your family the very best.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Trey Krell', is placed above the printed name.

Trey Krell, General Manager