

Operations Modifications to Minimize Community Spread of Coronavirus

The CDC states on its website that the COVID-19 virus is thought to spread mainly from person to person. Specifically it is thought to spread between people who are in close contact with one another (within about 6 feet). Additionally, it is thought to spread from respiratory droplets produced when an infected person coughs or sneezes. These details can be found on the CDC website at www.cdc.gov/coronavirus/2019-ncov/about/transmission.

This document is not meant to be a directive, rather, it is meant to engage each District to think about how their normal day to day routines may/should change to prepare and deal with the Coronavirus. The intent of this document is to minimize the impact of the virus on our coworkers and customers.

1. Safety/Tailgate Meetings

- a. Safety and Tailgate meetings should be adjusted so that smaller groups of employees are gathered together.
- b. Safety and Tailgate meetings should be held outdoors whenever weather permits.
- c. Consider doing the Safety and Tailgate meeting via radio or a web based conferencing system such as Zoom before the drivers leave the yard.
- d. Be mindful of the six (6) foot separation recommendation from the CDC for employees when gathering.

2. Time Clocks

- a. Each employee should wash their hands and wipe the time clock before and punching in or out.
- b. We are planning to change the WorkDay profile and allow employees to use the App on the tablet and/or Smartphone to clock in and out. When this occurs it will be necessary for the Operations Team to review the punches to ensure employees are punching in and out at the appropriate time.

3. Customer Interactions at our Offices

- a. Consider utilizing call blasts asking customers to pay by mail, phone or online if possible.
- b. Consider putting a secure drop box outside of the office doors with signage asking for the payments to be left in the box.
- c. If the customer requires change and/or wants to pay by credit card please ensure that the front office personnel are wearing nitrile gloves when exchanging cash or handling a customer credit card. If Instruct front office personnel to handle the transaction as quickly as possible, without being rude, so that the customer can depart our property.

4. Customer Interactions at our Scale Houses

- a. Keep windows open only as much is required to hand or receive paperwork.

- b. Review paperwork process and determine if anything can be eliminated while maintaining the audit requirements of the transaction and operation.
 - c. Ensure personnel are handling the transaction as quickly as possible.
 - d. Ensure personnel are wearing nitrile gloves at all times. If gloves are not available hand sanitizer should be used before and after each interaction.
 - e. Do not allow our drivers or third (3rd) party drivers to loiter at the scale house or around the scale.
- 5. Customer Interactions with Laborers and Spotters at our Landfills, Transfer Stations, MRF's and Compost Facilities**
- a. Provide proper PPE to all employees or contract labor working in these positions.
 - b. Review paperwork process and determine if anything can be eliminated.
 - c. Ensure that personnel are keeping interactions with customers to a minimum and as short as possible.
- 6. Vendor Visits and/or Deliveries to our Districts**
- a. Designate a single drop off point for **all** deliveries. This will minimize the interaction with multiple third (3rd) party people and their entering or being in different parts of our facility.
 - b. Ensure that the delivery personnel are completing their drop off and exiting the facility as quickly as possible.
 - c. Limit and/or eliminate Vendor sales calls to our facility.
 - d. If the delivery requires a signature use nitrile gloves when handling a third (3rd) party clip board and/or electronic device. If gloves are not available hand sanitizer should be used before and after the interaction.
- 7. Facility Cleaning**
- a. Request that the cleaning service for the District wipe down all common surfaces (door handles, counter tops, faucet handles, toilet handles) every time they clean each week.
 - b. Designate internal teams to wipe down door knobs/handles, door opener rails and all commonly used flat surfaces with anti-bacterial wipes every two (2) hours during the workday.
 - c. Empty trash cans in between the time the cleaning service is scheduled to clean.
- 8. Prioritizing Service in the Event of a Driver Shortage**
- a. Each District should be communicating with their respective Municipal Customers of their plans to operate through during this outbreak.
 - b. In the event you receive a request from a customer for a continuity of service plan please forward that to Shawn Mandel and he will assist in formulating the response.
 - c. Each District should develop operation priorities of the waste streams to be collected. MSW #1, Recycling #2 and Yard Waste #3. These priorities should remain flexible based on customer needs and available manpower.
 - d. Each District should prioritize customers that will require service no matter what. Examples of these customers are medical facilities, emergency service facilities etc.
 - e. Districts that utilize third (3rd) Party facilities should establish communication processes to ensure that we are notified of any changes to hours of operation and/or unforeseen closures.
- 9. Prioritizing Workload for Office due to Personnel Shortages**

- a. In the event a significant number of office personnel are out due to illness, caring for family members or due to school closures the following should be considered based on the individual circumstances.
 - i. If the employee is able to work from home and the District has a Spectrum phone system the employee can download an App to their smart phone and log in to the office queue. Additionally phone calls from a District that is short staffed can be re-routed to a District that has a full staff.
 - ii. Consider using District personnel that do not typically answer phones to do so. This personnel would include all members of management, operations supervisors, accounting personnel etc.
 - iii. Each employee that is able to work from home will be able to access the corporate IT system through Citrix on their home computer and/or tablet. If the employee does not have a personal computer or tablet we will have a limited number of Chromebooks available.
 - iv. Districts should be thinking outside the box on how and when employees who need to work from home can be available. Due to child care needs the employee may not be able to log in during the 8 AM to 5 PM time frame. However they may be able to log in at different times and we should use those times as much as possible to return emails, check voicemail etc.
 - v. If the District does not have the Spectrum phone system our IT group is working on the ability to forward those calls to the Spectrum Cloud and have this route through the Spectrum App.
 - vi. Most of our A/P, A/R is done electronically and can be done remotely, if needed.
- b. Information on remote access through Citrix and the Spectrum phone systems can be found here: (<https://thecan.wcnx.org/display/informationsystems/IS-P002+Information+Systems+Access+Business+Continuity+Procedure>).
- c. Workday can be accessed remotely for the processing of payroll.

10. Sanitizing and/or Disinfecting an area or Piece of Equipment after a Confirmed Diagnosis or Symptoms

- a. The Districts should anticipate the need for professional sanitizing and/or disinfection at the facility(s). This cleaning, depending on the circumstances could be required in an office, shop, any type of rolling stock, yellow iron, scale house, sort line, out building and break room.
- b. There are several national companies that provide Biohazard Cleaning Services but there are also local companies. It is recommended that each District Manager or Site Manager or his/her designee search the internet for “Biohazard Cleaning Services”. This will bring up a list of service providers in their specific area.
- c. The District should contact 2 to 3 providers in their area to determine their capabilities and response times in the event their services are needed.

11. Dispatch, Driver Check In/Check Out Modifications

- a. Encourage employees to arrive at work no more than 10 minutes before their assigned start time.
- b. Encourage employees to promptly leave the property at the end of their shift.
- c. Review the process used for the Drivers to start and end their day.
 - i. Is the area confined?

- ii. Could Dispatch be relocated to a more open area at the start and end of the day?
- iii. Can the route sheets and VCR books be placed in the cab of the truck before the drivers arrive to start their day and eliminate the need for drivers to come in to the building?
- iv. Where are the VCR's left at the end of the day? If they are not already left in the shop can that be done?
- v. Dispatchers should wear nitrile gloves when handling paperwork after the routes are complete. If gloves are not available Dispatchers should sanitize their hands before and after handling incoming paperwork.
- d. Districts utilizing tablets should establish a procedure to ensure that the tablets are wiped down at the start and end of each shift. The tablets are encase in ruggedized sleeves so cleaning wipes should not affect the operation of the tablet. The District should decide, based on site security if the tablets should be left in the trucks each night.

12. Maintenance/Container Shops

- a. Mechanics and Technicians should wear nitrile gloves or other supplied gloves when handling paperwork (VCR's) and moving trucks in the course of their workday.
- b. Shop Wintertents should be cleaned before and after each use.
- c. Determine availability of alternative sources for the purchase of diesel fuel. Look for suppliers that are between 50 and 75 miles away from your facility. Ensure access to a P-card that is open to purchase fuel in the event we have to buy retail.
- d. Identify the top 50 to 75 fast moving parts for your shop. These types of parts typically include lights, switches, hydraulic components, brake parts and wheel seals. Order a 30 to 60 day supply of these parts.
- e. Order an extra 30 day supply of air, oil, fuel and hydraulic filters for preventative maintenance services.
- f. Order an extra 30 day supply of hard to get electrical components that are manufactured in other countries.
- g. Order an extra 30 day supply of antifreeze, hydraulic oil, engine oil, grease or any other lubricant that is used on a regular basis. If storage is limited order these fluids in 55 gallon drums.
- h. Order an extra supply of diesel exhaust fluid (DEF) for the fleet.
- i. Order a 60 day supply of tires. Focus on the tires most frequently changed out on the fleet.
- j. Order extra windshields for the fleet. Review the exchange of windshields over the past six (6) months to determine the amount.
- k. Order a 30 day stock of cold roll steel and AR plate for container maintenance as well as body repairs.
- l. For any additional questions or assistance with sourcing materials please reach out to your respective Region Maintenance Manager or Greg Thibodeaux.

13. Contract Labor

- a. Ensure smaller Contract Labor providers are taking the proper steps to train and inform the personnel that are being assigned to work at our Districts.

- b. In the event of a confirmed case or symptoms the Contract Labor provider should be informed specifically if the employee that is ill worked with or around any Contract Labor employees.
- c. Have a conversation with the Contract Labor provider utilized by the District to ensure that they are informing you of any symptoms or diagnosis of Contract Labor employees.

14. Safety Boards

- a. We will begin broadcasting information on the Safety Boards.
- b. The information will include but not be limited to:
 - i. Direct Deposit – this will encourage employees that do not currently have Direct Deposit to sign up via WorkDay. This will ensure that if there are issues at the payroll processing facilities or in the transportation routes our employees will not have to worry about receiving their paycheck.
 - ii. Tele Health – BCBS provides a service (888-680-8646) where US employees can access medical professionals to discuss symptoms and concerns. This eliminates the need to go to a medical facility first. In Canada this service is provided by the Provincial Medical Departments.
 - iii. Hygiene Recommendations – Information from the CDC
 - iv. Travel Recommendations – general information on how the company is viewing travel for business and recommendations/requirements for notification of personal travel.
 - v. Waste Industry Recommendations – information on the current prevention and/or best practices from the NWRA, CDC and OSHA

15. Receiving Waste Designated as “Decontamination Waste” at our Transfer Stations and Landfills

- a. As the Coronavirus continues to spread, inevitably we will receive waste from a location where a decontamination and/or disinfection has been performed. Each Transfer Station and/or Landfill should prepare protocols to handle this waste safely and effectively. The protocols should include segregation of the waste and timely movement or burial of the waste. Proper PPE should be worn at all time when this type of waste is being handled at one of our facilities. For assistance with developing or review of your specific protocols please contact Shawn Mandel, Jim Little, Scott Schreiber or Mike Calleja.