



January 2021

Dear Valued CR&R Customer,

As we begin a new year, we want to take this opportunity to share some important information. There are simply no words to describe what the last nine months have brought to all of us. We have heard all the clichés before so we won't try and repeat them here. What we have all been through and what we are currently experiencing has been beyond what many of us could begin to imagine. Suffice it to say that 2020 will go down in our history books as "unique".

As we work through the daily challenges we face, it has become apparent that our company, our employees and our customers are not immune to the impacts of Covid-19. Just like every other business, we have been and are currently impacted by, an on-going shortage of critical personnel. This includes drivers, customer service personnel, office personnel and maintenance personnel. Our people have been nothing short of amazing as they continue to get the job done; day in and day out. Unfortunately, despite our best efforts, you may have experienced temporary delays in service due to these shortages of personnel. Please be assured that we are doing everything we can to minimize any impact to your regular service schedules.

We are hopeful that the upcoming Covid vaccine distribution will assist in resolving these on-going concerns. However, in the meantime, we ask for your continued understanding as we work through any potential service delays that may arise. If you should run into service delays we are requesting that you please wait an additional day before calling our office. This will reduce any potential for longer than normal hold times on the phone. Our commitment is to ensure that any missed collection services are addressed the following service day.

We thank you in advance for your understanding and look forward to getting back to the service you expect and deserve from our company. We also want to wish you and your families a very safe, healthy and prosperous New Year.

Respectfully,

A handwritten signature in black ink, appearing to read "J. Alex Braicovich", with a large, stylized flourish at the end.

J. Alex Braicovich
Senior Regional Vice President
CR&R Incorporated