

We Are In This Together

A letter to our valued customers and partners

Dear Valued Customers & Partners,

At BWS we're committed to the health and safety of our customers, their patients, and our team members. It is our top priority. We understand that the increasing spread of COVID-19 is concerning and want to stress that, as we closely monitor the situation, we're taking necessary precautions and preventive measures with recommendations from local, state, and federal health officials to maintain safe service for our customers and a safe environment for our employees.

With the effects of the Coronavirus outbreak being felt more each day, we wanted to share with you what we have been doing and the steps we're taking to help prevent against the spread of any highly contagious virus. Additionally, here are some steps you can take to help and resources available to you.

What we're doing:

- We are an important link to the healthcare community and other industries we serve. To that end, we will remain open and have begun preparations for the expected increased demand in the services we provide.
- Ensuring our employees have the information and resources they need to stay healthy and stay home if they aren't feeling well. All of our team members - office staff, waste processing technicians, and service technicians/drivers are equipped with all of the proper PPE (personal protective equipment).
- Increased staff training on proper infection control and protocols.
- All waste collection service vehicles, both inside the cab and trailers are being sanitized and cleaned after every shift.
- Increasing the frequency and rigor of cleaning and sanitizing of our processing facility, office space, and service equipment.
- Monitoring state and national authorities for Coronavirus updates, and sharing available information and resources through various means of communication, including email blasts, posted on our [website](#), and on social media.
- Supporting our customers and partners with resources to assist with emergency pick-up needs to the best of our ability. We will continue to be as flexible and accommodating as possible to address critical need situations.

What you can do:

- Ensure you, your staff, and families are taking precautions such as washing your hands frequently. The CDC recommends 20 seconds with soap and water. Avoid contact with your face, mouth, eyes, nose and even your ears.
- Encourage staff to stay home if they're sick. Advise them to call their doctor immediately if they have concerns and/or are experiencing health issues.
- Clean and disinfect frequently touched objects and surfaces.
- Stay up to date and educated on Coronavirus facts and information from trusted sources such as the CDC or World Health Organization.
- Utilize our recommended medical waste handling precautions available on our website. If you have a patient that tests positive or potentially infected, call us immediately about your medical waste, after contacting the proper authorities. Click [here](#) for more information about our interim waste handling guidelines.

While we understand the current situation surrounding COVID-19 is rapidly changing, to best utilize resources and the ability to provide you continued service, in the event your facility has to close unexpectedly for any period of time, please contact us right away. We will coordinate any required pick-up you may need before closing and cancel any scheduled service during that period of time. Our Customer Care team can be reached at 410-437-6590, 8AM - 5PM or customercare@bwaste.com 24 hours a day.

BWS is proudly your medical waste disposal partner. And we're committed to take necessary actions to help support our customers, team members, and the communities in this challenging time. Please do not hesitate to contact us at any time with any questions or concerns.

Sincerely,

Trey Krell, General Manager

A handwritten signature in blue ink, appearing to read "Trey Krell", is displayed within a white rectangular box.

ONLINE RESOURCES

In the event you may need to close your facility unexpectedly, many service resources can be accessed at any time through our website and Client Portal, such as making a payment, requesting a pick-up, or viewing an invoice. We will also provide updates on our dedicated [Coronavirus Resources](#) website page and media outlets as more information becomes available.

Make a Payment 	Access Manifests 	View Invoices 
--	--	---

		
---	---	---