



# COVID-19 A REVIEW

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# ABOUT MODERN DISPOSAL SERVICES

- Fully integrated family owned solid waste company
- Service area is Western NY and Southern Ontario Canada
- Over 700 employees
- Service 13,000 commercial customers and 225,000 residential customers
- Operations include a Landfill, Transfer Station, Material Recovery Facility, Portable Toilet Operations and four Collections locations

# COVID-19 POLICIES & COMMUNICATIONS

- Develop and communicate a Safety Plan
- Develop and communicate Remote Work Guidelines for employees and supervisors
- Understand customer requirements and assure drivers are trained to follow rules
- Weekly communication to all employees and senior leadership team
- Compliance with state mandates
- Adjust how training and morning crew-outs are conducted
- Plan to cover all tasks with a higher absenteeism rate expected



**Plan for COVID-19  
Exposure Prevention, Preparedness, and Response**

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# REMOTE WORKING GUIDELINES & CHALLENGES

- IT Department needed to acquire laptops. Past disaster and inclement weather plans helped
- Rural nature of area offered challenges with cell coverage
- Challenges with broadband coverage as everyone was home
- Trying to figure how Zoom works
- Setting up remote ADP access for non-exempt employees

# CUSTOMER REQUIREMENTS AND TRENDS

- Several customers requested portable toilets and sinks for their facilities and wanted daily service
- Due to screening requirements at some locations the time to service customers increased
- Shortage of masks early on. Reached out to local mattress manufacturer to make us 500
- Increase in residential waste volumes of about 30% resulting in trucks being out on routes later and full trucks parked over night
- Had to assure hospitals had extra pick ups as needed on weekends

# COMMUNICATION

## Weekly Communication

- Used email, Marlin boards, flyers left in trucks, etc for front line
- Weekly conference call with senior leadership team. Updates from VP of HR on state mandates and any employee cases

## State Mandates

- VP of HR participated in calls and trainings conducted by Buffalo
- State required Return to Office Safety Plan was developed per their guidelines

# TRAINING AND CREW-OUTS

- Staggered start times to allow for social distancing in AM crew-outs
- Closed locker rooms and moved crew-outs to outside
- Left route sheets and other paperwork on seat of trucks
- Had all truck cabs wiped down each night
- Did training in smaller groups and virtually





# ABSENTEEISM

- Cross trained and shifted employees to lines of business with higher volumes. e.g. Commercial to Residential
- Developed contingency plan for MRF if multiple employees were positive
- Communicated policies to employees on paid time off for quarantines etc.

# RESULTS

- Only 3 confirmed cases of employees
- No known cases of employees catching virus at work
- Had to re-route much of the Commercial business
- More momentum to move to automated collection vs rear loaders and helpers

**THANKS TO KIRST HUNT, VP OF HR FOR BEING  
OUR COVID CHAMPION**