



March 16, 2020

Dear Valued Customer:

The spread of the Coronavirus (COVID-19) has all of our attention. Environmental Management Services, Inc. (EMSI) has been monitoring the outbreak of COVID-19 and wanted to let you know that we are doing everything possible to keep you and our employees safe. This is our number one priority. During this time, we are making sure that our employees are using every precaution in maintaining healthy habits; including the use of personal protection equipment (PPE), hand sanitizers between each service and a clean/sanitized vehicle.

In addition to these safe practices we have included special handling procedures to ensure the safety of our customers, employees, and the public. As of now, the waste generated from treating a patient with Coronavirus does not require any regulatory special handling. Only as a precaution, we ask that you follow the below procedures when handling the waste generated from the treatment of these patients. Any deviations from this process could result in a rejection and special handling charge of the waste.

You may contact your Account Representative directly or call our main office at 301-309-0475. For more information, please review the current CDC website for updates: <https://www.cdc.gov/coronavirus/>. Additional information on the handling and treatment of Coronavirus may be forthcoming. We will make every effort to communicate these updates as they become available to us. Thank you for your cooperation. We are here to work with you. Please feel free to reach out with any concerns.

Sincerely,

Shobhana Sharma

Shobhana Sharma
General Manager

COVID-19 PACKAGING GUIDELINES

1. Tie biohazard bags before transferring bag or moving biohazardous waste container. It shall be tied so that it is leak proof. Tie and then transfer biohazard bag to biohazardous waste container(s). Do not overfill biohazard bag. Secure the lid of (cover with the lid) the biohazardous waste container(s).
2. Spray the container(s) with a disinfectant.
3. If possible, mark the container(s) with tape or note with the words "Special Handling".
4. While container(s) may, at this time, be stored with your normal BIO waste. We ask that you notify us, EMSI, of the container(s) prior to pick up so that we may ensure proper handling of the container(s) for the protection of our employees.

