

March 24, 2020

To Our Valued Customers,

We are certainly operating in unprecedented times. First and foremost, I wish you and your families continued good health. I know that the changes we have all had to make in our work and personal lives have been a large adjustment, and we are all figuring out how to deal with what is a new “normal.”

As municipal leaders, you have many challenges to address as you take every step required to protect the residents and employees of your community. I want you to know that we are doing everything in our power to make sure that biosolids management is not on that list of challenges.

You have my commitment, and the commitment of everyone at Synagro, to continue our shared water, wastewater and biosolids management operations without issue.

Biosolids management is an essential, non-discretionary service that cannot be interrupted. We understand this and have activated our Business Continuity Plans to ensure the continuation of services we provide to you. Synagro’s services are directed and managed by our experienced professionals in all key positions. I have given local managers full responsibility and authority to assign, direct and monitor Synagro’s resources for successful execution of our projects.

To ensure the safety of our customers and employees, we are closely following the guidance of the Centers for Disease Control and Prevention and all local, State and Federal agencies. We have eliminated non-essential travel and are abiding by all travel restrictions. We have also severely limited internal and external meetings and are ensuring our essential employees who regularly interact with customers have the appropriate equipment to perform their jobs safely. All employees have been educated on the signs and symptoms of the coronavirus, and any employee who may have symptoms will be evaluated by a medical professional and self-quarantined as a precaution for their health and the health of others. Thus far, no Synagro employees have been identified as having the coronavirus.

We have contingency plans in place to minimize the interaction between our employees and workers at your facilities, as well as emergency crews that can be mobilized from different facilities or geographies should any one of our employees serving your municipality become ill.

Lastly, I also wanted to let you know, as some of our customers have asked, that Synagro is in a strong position financially. We do not anticipate the large business interruptions that are plaguing industries like the airlines, travel, restaurants and retail, and we are backed by the full financial resources of EQT Partners, Europe’s largest private equity firm.

We stand with you in this difficult time and are committed to uninterrupted service to your community.

Sincerely,

Bob

Bob Preston
Chief Executive Officer

