



# TEXAS

## Potential Risks Faced to Essential Services

FCC understands that the service provided by us is an essential service. For this reason, we began Contingency Planning early in the reporting on the COVID-19 virus.

- The largest risk to Essential Services at this point appears to be work force attrition.
- A secondary problem that may exacerbate work force attrition is equipment downtime due to contamination in the event that an employee is diagnosed with COVID-19 after having used that equipment.
- Equipment downtime due to supply chain issues as local and federal governments begin to tighten restrictions on transportation and as the existing infrastructure is burdened with resupply to retail outlets due to current levels of panic buying. There is some risk that parts for repair and preventative maintenance may be delayed in their delivery.

### Mitigation Plans

Mitigation plans are fluid but the basics are as follows

#### General Operational Plans to Mitigate the Impact of COVID-19

- If an employee (FCC; contract or seasonal) feels ill; they will be instructed to remain at home and report their condition to their immediate supervisor in order to avoid infecting other employees.
- Reduce group gatherings and limit meetings. This would include crew outs; tailgates and safety meetings will be conducted on an individual basis or aggregately over company communication equipment.
- Immediate cessation of all MRF tours until further notice.
- Raising inside temperatures to 75 or above as the COVID-19 virus seems to be sensitive to warm weather.
- Confirm that Temp Labor companies are onboard with current protocols, that our messaging to employees is aligned and seek out additional staffing to fill potential losses due to quarantine or illness.

Work force attrition risk is broken down into two categories for us.

Driver Helpers.

We are working with our staffing agency to maintain a larger roster than usual in order to have more trained helpers in the event that we begin to lose some to illness.

Drivers.

- 1) We have fostered relationships with several staffing agencies that specialize in qualified CMV drivers to assist with staffing issues due to illness or quarantine.
- 2) We are working on decontamination protocols for all trucks and our entire facility in an effort to prevent illness from coming up.
- 3) FCC is exploring the possibility of sharing staff resources with the City of Rowlett for qualified CDL employees. The upside to researching this possibility is that if we find we need to exercise it, the drivers in question will already be familiar with the City's alleys, streets and citizens.

## Equipment Contamination

FCC is employing several tactics to mitigate issues related to contaminated facilities or equipment.

- 1) All trucks and equipment operated by FCC employees and partners will be decontaminated on a regular basis.
- 2) FCC is laboring to source hand sanitizer to distribute to employees in order to assist them with maintaining personal hygiene, as the product comes in, we are distributing it.
- 3) In the event that we have an employee diagnosed with COVID-19, we have contracted with a hazmat cleanup company for national service that will respond within 2 hours of notification and conduct a complete professional cleanup and sanitization of any tools or equipment that may have been used by that employee.

## Equipment down time due to supply chain issues

We have begun increasing our existing inventory of commonly used parts in order to mitigate these potential issues and have increased use of local accounts where the possibility of will-call pick up is an option.

In the event that we still see a significant loss of personnel, significant downtime issues or other as yet unforeseen issue related to the current crisis, FCC proposes to prioritize collections by the level of risk the waste stream poses to the population. Our priorities are open to discussion and we look forward to having those discussions in either meetings or in the form of conference calls.

List of priorities:

- 1) Residential Trash
- 2) Commercial Trash
- 3) Residential Recycle
- 4) Industrial Roll Off Trash
- 5) Residential Bulk Collection

In short, we believe that in a worst case scenario, collection should be prioritized to most effectively maintain sanitary conditions for all citizens. So if a worst case scenario should develop, we would want to get those things that will decay, smell noxious and pose health hazards in and of itself first, followed by the items that are merely unsightly but by their nature are not necessarily hazardous such as lawn debris or brush.

## Addendum 1:

### Manner of service

- Because maintaining the health and welfare of our crews is vital to maintaining service levels and sanitary conditions throughout the City of Rowlett, we must request that residents bag their trash prior to placing the items in the poly carts for collection to prevent the crewmember from inadvertently coming into contact with contaminated refuse. While we recognize that this has been official policy and city ordinance from the start, it has not been widely enforced.
  - After the City has had the opportunity to notify residents and citizens, FCC Environmental Services will begin notifying residents that fail to bag their waste with an orange sticker on their poly carts.

## Addendum 2:

### Risks to Essential Services (Route Completion)/Prioritization

- While FCC is currently fortunate enough to maintain a full roster and is in the process of hiring more personnel in order to have more spare drivers than are called for in the contract, we have identified an additional risk to timely and thorough route completion.
  - At this time, FCC is experiencing much higher participation rates in both trash collection and recycle collection. Additionally, each point of collection is much heavier than usual. Up till now, each route could be completed in 50 hours per week with 2 trips to the landfill per day maximum. We have already seen several routes on different days require 2 trips to the landfill and a return to route for a partial 3<sup>rd</sup> load and a corresponding increase in hours for collection.
  - While it is not necessary at this time, should it become necessary to prioritize waste streams for collection, FCC is considering placing “Additional Set Out” on the list of collections that will have to be lowered in priority.
    - Should it become necessary, FCC will reach out to The City of Rowlett for guidance and collaboration in advising residents that they should not set out additional items for collection and instead confine their disposal to merely what will fit inside their poly carts.
    - This request would likely be made only after a disruption to bulk collection has been requested.

## Addendum 3:

### Manner of Service

- In keeping with the sense of urgency displayed on Monday by The City of Rowlett’s emergency declaration in light of the revelation of two confirmed positive COVID-19 Cases, FCC will begin enforcing bagged items in the trash on Thursday March 26, 2020.
  - As stated before, FCC personnel will be required to communicate the reason why their cart is being left down with a high visibility sticker placed on the exterior of the cart.