

Ms. Laliberte,

Thank you for meeting with us concerning the recycling issue. After meeting with you yesterday I met with Harry and Mr. Jackson and had an in depth discussion of the recycling issue. I have directed that the problem be resolved immediately. We have built our reputation over thirty years without advertising, but, through performance. Therefore our reputation is very important to us.

Currently we pick up one low density trash and recycling route with the same truck. The recycling is to be put in the front of the packing units through the side door. This recycling is removed from the truck at Shaw's facility prior to dumping the garbage. This has given the impression to some of our recycling customers and the public that our policy is to mix recycling with garbage. This is not our policy! All of our regular routes are picked up by separate garbage and recycling trucks. To resolve this issue we will service the low density route with separate garbage and recycling trucks.

On occasion a recycling bin may be missed or put out after the recycling truck has passed. In these instances the garbage truck that services that route may see the recycling at the curb and should put it in the side compartment if there is room. Under no circumstances should the recycling be put in with the garbage. Any employee doing so will be disciplined and if necessary terminated.

Sincerely

Nancy Shaw, President