March 24, 2020

Dear IDS Customers,

As we continue to confront the unique challenges and concerns that the corona virus (Covid-19) presents, IDS remains firmly committed to the health and safety of our customers and employees, and to the continued service to our community.

The bond that we all share ‘to keep our environment clean’ has strengthened our focus and our purpose during this dire time.

Here at IDS, we are modifying the following business protocols to ensure protection for all and do our part to contain the spread of Covid-19. First, we are practicing extreme social distancing measures which will result in our salesmen working from home. However, should you need or request our assistance, we will consider and address on a case by case basis how best to support your concerns and/or issues. Secondly, we have intensified our cleaning protocols and instructed our staff to exercise increased vigilance of their and others’ health. We are using our best-practice policies to keep our service and parts departments sanitized and our surfaces, parts counters, bathrooms, electronic equipment, etc.. disinfected.

While the circumstances continue to change, we will modify our processes as necessary in order to maintain an uninterrupted operation. As new developments occur, be assured we are committed to taking care of our customers and employees, and to our mission of keeping our streets clean, trash contained, and recycles bundled.

IDS is committed to supporting you and we hope that we can give you one less worry for your business operations. Please feel free to contact your regional sales manager if you have any questions or concerns.

Thank you,

Carolyn Salcido

CEO, Industrial Disposal Supply Co.