



J. P. Mascaro & Sons

If it's service, it's us!

2650 Audubon Road • Audubon • PA • 19403

www.jpмасcaro.com

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August 30, 2021

Dear Valued Customer:

We want to apologize for our service challenges as a result of COVID-19 and its related impacts. Our company is family owned and operated for almost 60 years and we are committed to remaining family owned. Our infrastructure and equipment are "second to none" in the region and our culture and commitment to our customers are the same. **We know and have never forgotten that the customer is the most important person in our business.**

Our problem is that the serious labor shortage occurring locally and throughout our country continues to impair our daily capabilities. Despite excellent wages, benefits and company-provided legal, medical and financial assistance to our employees, we struggle to reach a full compliment of needed workers. **Never** in our history prior to COVID-19 and its associated impacts was this situation present in our company.

We are committed to endure the present reality until the situation improves, and **we seek and need your cooperation until a degree of normalcy returns to the waste removal industry.**

If you would like a copy of all the steps that we have taken to resolve our issues, as well as relevant information impacting all transportation companies, please contact my assistant, Angie Bridi, at 267-933-6102 and we will send you the information.

Again, I want to apologize for any inconveniences you may be experiencing, and we thank you for your patronage.

Respectfully,

A handwritten signature in blue ink that reads "Pasquale N. Mascaro". The signature is written in a cursive style.

President, Pasquale N. Mascaro, Sr.