

J. P. Mascaro & Sons

COMPLETE SOLID WASTE SYSTEMS

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PASQUALE N. MASCARO
President

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Dear Valued Customer:

Our company was built on service. The founding motto of our father, Joseph P. Mascaro, Sr., is *"If It's Service, It's Us!"* We have achieved many positive things in our business over the past 57 years, all the while never forgetting that the most important person in our business is **You, Our Customer**.

COVID-19 and the "new normal" realities of today's world have presented our business with many challenges, some of which are beyond our control. Despite these challenges, you can be assured of our continued commitment to serve you with the best equipment, infrastructure and resources in our industry.

I can assure you that any service issues you may experience are not the result of our lack of effort or commitment, financial or otherwise. One of the more challenging areas we are experiencing is the difficult labor market in which our industry finds itself. CDL drivers, mechanics and technicians are in demand. COVID-19 has caused some of these labor problems, as has the government's COVID-related efforts.

We continue to explore new and innovative ways of dealing with the "new normal" that all of us are facing. Our company and the Mascaro Family appreciate your patience and loyalty in dealing with us during these unprecedented times. We know that you, your family and/or your employment have been affected as well, and we want to thank you for your loyalty.

We look forward to solving these challenges and to continuing to serve you.

Thank you again for your patience and loyalty.

Sincerely,

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

Pasquale (Pat) Mascaro, Sr.