

Pacific Resource Recovery
CLIENT AND ENVIRONMENTAL PROTECTION

January 3, 2024

Dear Valued PRR Customer,

As we start the New Year, we'd like to take this opportunity to thank you for your continued business.

We are also writing to inform you about an important change in our business focus and product offerings in 2024. After careful consideration and in alignment with our commitment to excellence in waste management services, **we are discontinuing the sale of 2085b Compliant Cleaning Solvent and 1720b Waterborne Cleaning Solution.** In order to give you adequate time to secure a new supplier, **this change will be effective February 29, 2024.**

Our dedication to providing top-tier waste management services remains unwavering. Team PRR will continue to work diligently to provide you with exceptional customer service. We are confident that this strategic shift will allow us to focus on our expertise and serve you better.

On the back of this letter is more detailed information about this change. Our Customer Service Team is here to assist you as we implement this transition. They will be available to take your final orders of 2085b and 1720b placed between now and February 29, 2024 and will continue to take your waste pick up orders. To schedule service, please call (888) 213-1348 or email orders@pacificresourcerecovery.com.

Our Sales Reps and tech team is always available to help you with your waste compliance needs. **Please reach out to your Sales Rep or our Customer Service Department to schedule a complimentary site visit and waste audit.** It's a great way to start the New Year off right.

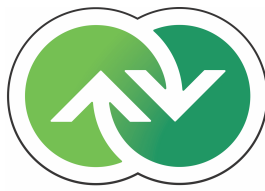
Once again, thank you for your business and we look forward to our continued partnership and mutual success in the years to come.

All the Best,

Jennifer Lahoda, CEO

Veeken Tashjian, President & COO

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PRR Solvent Transition Information

When is the last day that I can place my order for 2085b and 1720b with PRR?

PRR customer service will be taking solvent orders until February 29, 2024. Orders placed the last week in February will be delivered the week of March 4, 2024.

If my business is currently on a solvent delivery cycle, will I still automatically get my service?

All customers who are on an automatic solvent delivery cycle will receive their usual solvent delivery for orders scheduled until February 29, 2024. Automatic solvent delivery orders that are dated for the last week of February will be delivered the week of March 4, 2024.

How will this change impact my waste services after February 29, 2024?

PRR will continue to provide you with reliable and efficient waste management services. **Starting March 1, 2024, all waste services will be scheduled on a will-call basis.** To place an order for waste services you will need to call our customer service department at (888) 213-1348 or send an email to orders@pacificresourcerecovery.com and request your waste pickup and empty drum delivery services.

If your business is considered a large quantity generator and requires waste to be picked up on a regular schedule, please contact your Sales Rep to set up a waste service cycle. You can reach your sales reps through the following contact info:

Karen Hollinhurst: (323) 691-7837 and khollinhurst@pacificresourcerecovery.com
Schanique Barrett: (323) 680-0223 and sbarrett@pacificresourcerecovery.com

Any customer can schedule a site visit and waste needs assessment with one of our Sales Reps or a member of our technical team. Reach out to us by calling the PRR Customer Service Team or your Sales Rep or send an email and we will be happy to set up a site visit for you.