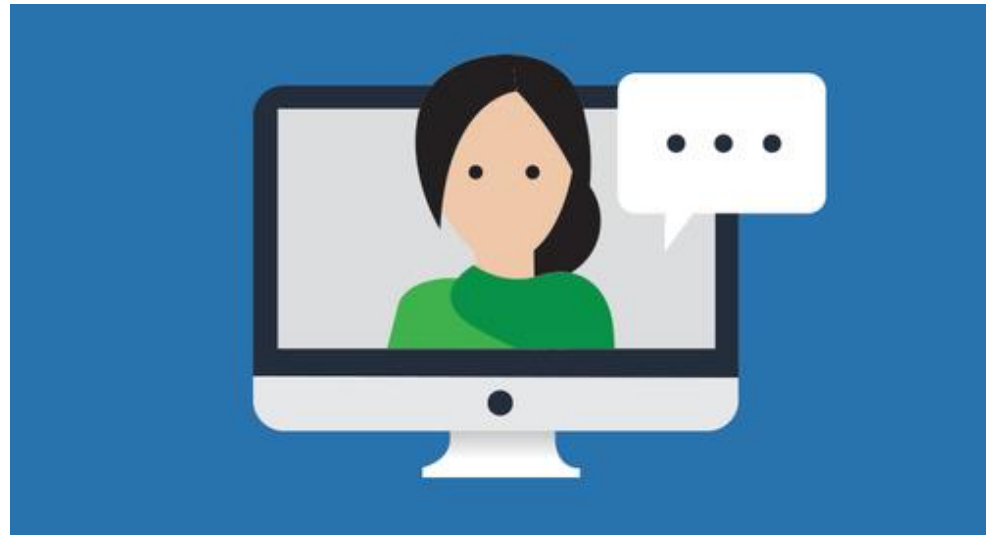


COVID-19 – Waste Facilities

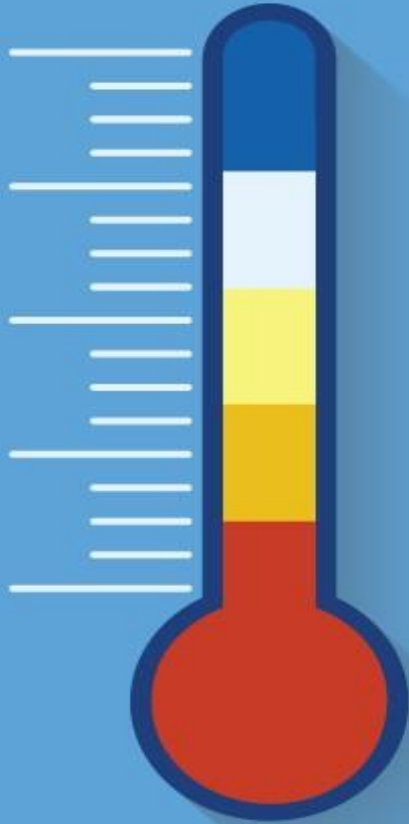
Webinar covering the issues surrounding
Waste facilities preparedness

Webinar Communication

- All attendees will be muted, with questions to be typed
- Webinar will include a brief Q&A



COVID-19 Preparedness TODAY



Agenda

- Context
- Disaster Status **** note ****
- Our preparedness
- Issues by area we are seeing
- Where we are heading
- Support for your facility
- Q&A



Context for today

1. Issue (and its impact) that's moving quickly – and it's quickly moving back and forth from health impact to the economic
2. Today is not prescriptive but conceptual – and we have found the need for client specific review
3. In the seed of every problem is an opportunity – what is your context?



Our Preparedness

- Implemented isolation/WFH approach – as of Monday the 23rd March
- All of support technology is cloud based and we have already been telephony solutions to support routing calls to people remotely

Customer Service and Support

- Mandalay's primary focus for customers will be to maintain our product service and support
- What about in the event that Mandalay's workforce becomes affected?
 - Product development capacity can be “cannibalised” in order to maintain product service and support.

Our Office

- Significantly reduced travel from 20th March
 - Focus on delivering consulting, training and projects remotely using video conference technology



Issues by area: Waste Generation

Waste Volumes

1. Higher generation in the home
2. MSW already going up – and will go up as volumes move from commercial back to MSW – so will impact all types of collection services
3. C&I, C&D, Public Place – all down – and all come with higher health risks
4. Consideration as to what is essential service vs non-essential services will dramatically affect data, costs and performance



Issues by area: Business Continuity

1. Facility Operation

- What services – existing that close, new services required?
- What facilities – same/scaled back/temporary closure
- What hours/staff/staffing redundancy planning
- Limit customers onsite at one time
- Increased hygiene – PPE and sanitisation

2. Support/Service Request

- How do you intend to handle internal waste service requests with WFH?



Issues by area: Gatehouse Operation

Facility Operations – three points of 'human interaction' - product selection/payment/ticket

1. Data setup to reduce interaction – increase automation and reduce human contact
2. Intercom/CCTV to remove face to face contact
3. Contactless Ticket Provision
 - Printer – all weather unit to provide ticket post the bridge (immediate)
 - Digital direct to Customer ticket sharing (resident, carrier, commercial, other facility) (medium term – based on customer support)
4. Payment
 - Credit Risk
 - Move to EFTPOS for cash payments
 - Removing Payment all together
 1. Account – Driver Control Stations (allowing full automation)
 2. Commercial Self Haul (moving to prepaid account – prepayment to allow automation and deduction against credit)
 3. Resident Self Haul (provision of entitlement, on demand, prepaid account)
5. Backup Hardware (hardware supply is being affected and will be for some time)



Issues by area: Economic Development

Business/Resident Support (in a waste context)

1. Economic Support for businesses
 1. Issuing waste entitlement (\$/KG/unit) – what to consider
 2. How do you manage that? (on demand, full service)
2. Economic Support for Residents
 1. Additional entitlements to address waste
 2. What if you have upcoming kerbside services? How do you move them to 'self haul'



Where To From Here?



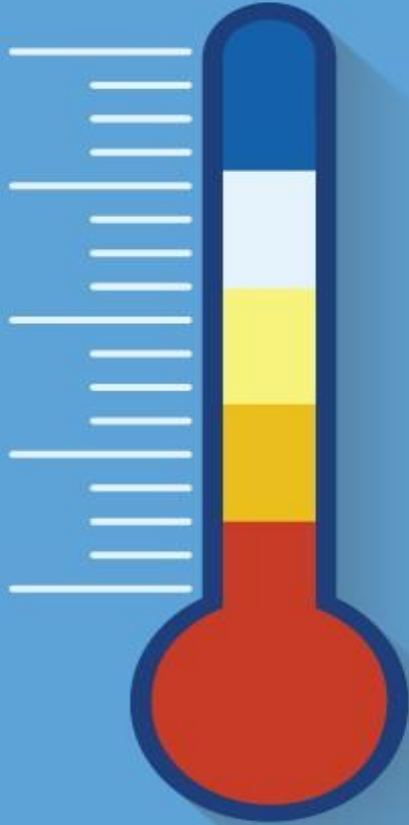
Our Current Focus

What we are working on

- 1:1 consult with clients (contact Rosemary)
- Business Continuity support for clients
- Reviewing roadmap to full digital ticket world (contact me if you want 'in' on that discussion)



Has this prompted your thinking?



Any Questions



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