



Anderson Rentals, Inc., would like to implement a plan that will help our customers and our company during any *hurricanes(or other severe storms)* that may come our way. We have been through many storms in the past few years and have come to realize that we need a policy to communicate the way we handle hurricanes. This plan will help us both to minimize damage and to get service back up and running as soon as possible.

Policy

- 1.) Preparation for the hurricane will begin **72 hrs** out from expected landfall.
- 2.) All normal service will be stopped as soon as we feel it necessary to start to secure our own facilities. Probably at least **48-72** hrs from expected landfall.
- 3.) All hurricane preparation will end by the hurricane **WARNING** when it is given and no more preparation or service will be done until after the storm has passed. (**Hurricane expected within 24 hours.**)
- 4.) **ALL equipment that is on barrier islands and waterways will have priority over land locked areas.**

SECURE YOUR ANDERSON RENTALS EQUIPMENT

This will help us and you to get your service back as soon as the storm has passed.

Securing the portable toilet:

- 1.) If possible, place inside a garage or covered storage area. This will be the best placement if your construction phase is at this level.
- 2.) Secure it to a solid tree with two pieces of rope. One at the top and one at the bottom.
- 3.) Place inside an empty dumpster on its right side if you are facing the unit and tie it off accordingly.

- 4.) Place 4 pieces of rebar in the wooden skids at the base of the unit along with tying it to a tree.
- 5.) Secure it to anything solid that is not moveable and will hold it securely.

Securing the dumpster:

- 1.) Tarp the dumpster and tie it off back and forth with rope.
- 2.) If possible, have the dumpster emptied and left emptied.
- 3.) Place some heavier objects on top to limit flying debris.

Things YOU can do to help!!!

- 1.) Understand that we cannot service all customers within a short period of time before a storm arrives. Plan as though you will not be serviced just before a storm hits and take all precautions necessary for securing all portable toilets and dumpsters.
- 2.) ***Only call if you must.*** Leave a voicemail if you do not get a live person on the phone. All orders and calls will be taken in the order they are received.
- 3.) If you are interested in having your dumpster picked up and time permits, consider just having a ***pull and return*** for an empty one. An empty dumpster is not a hazard and will save you much frustration when the storm has passed and you are trying to get your dumpster back.

Rental & Service Cost – Post Hurricane

- 1.) Monthly toilet rentals will continue on the same billing cycle as before the storm arrived. Instead of charging the customer for extra servicing of the unit we have opted to keep the billing the same. This saves you from an extra service charge and unnecessary paperwork. ***(Remember, by securing your equipment you will get your units serviced faster.)***
- 2.) Dumpsters that are partially full and pulled and returned upon the customer request will remain at the current rate.

Things to understand

- 1.) **Anderson Rentals Inc. is not responsible for flying debris or damage done from items from a dumpster or portable toilet that the customer has rented from Anderson Rentals, Inc. It is the full responsibility of the customer to try and secure their construction sites the best they know how which includes all equipment that has been rented.**
- 2.) Acts of Nature are humanly uncontrollable. **Patience** and **Understanding** in times of crises are important and much appreciated. Service delays must be expected as service times will take longer to get back to normal.
- 3.) Getting service safely back up to full speed is our highest priority and we will try to accomplish this as soon as we can.

Thank you for your support and help in this time of uncertainty. It will help you and Anderson Rentals to continue to provide the quality service you have come to enjoy.

Sincerely,

Jeremy Martin
Office Manager/Junior Partner