



VENDOR FREQUENTLY ASKED QUESTIONS

Clean Earth, a Harsco company, acquired Stericycle Environmental Solutions, Inc. which operates Stericycle's domestic Environmental Solutions (ESOL) business and officially changed its name to Clean Earth Environmental Solutions, Inc. To help with the transition, we've provided answers to our most Frequently Asked Questions to help you navigate through this change.

ACQUISITION OF ESOL BUSINESS, COMPANY NAME, AND BRANDING CHANGES

Q: What part of Stericycle did Clean Earth acquire?

A: Clean Earth acquired the domestic environmental solutions (ESOL) business which includes Clean Earth Environmental Solutions, Inc. (f/k/a Stericycle Environmental Solutions, Inc. and PSC Holdings, Inc.) and Clean Earth Specialty Waste Solutions, Inc. (f/k/a Stericycle Specialty Waste Solutions, Inc.). Clean Earth did not acquire other Stericycle businesses or its environmental solutions business outside of the United States. Stericycle will continue to operate these other businesses.

- If you still have on-going business with any of the businesses Stericycle continues to operation, a new customer profile will need to be created within your systems specifically for Clean Earth Environmental Solutions, Inc.

If you are still unsure about who you will be doing business with moving forward, please contact CE-vendors@harsco.com and we can assist you.

Q: Which entity names have changed?

- Stericycle Environmental Solutions, Inc. is now called Clean Earth Environmental Solutions, Inc.
- Stericycle Specialty Waste Solutions, Inc. is now called Clean Earth Environmental Solutions, Inc.
- All other entity names remain unchanged.
- Please see question below regarding federal employer indemnification numbers (FEIN).
- Evidence of these name changes can be found at [Supplier Documents](#).

Q: Does my company need to have Clean Earth sign a new contract?

A: If your company currently has a contract in place with Stericycle, Inc., please contact us at CE-vendors@harsco.com and we will assist in determining what additional steps might be needed.

Q. Who should I contact if I need additional information to set-up Clean Earth as a new customer within my company's system?

A. Please send a detailed email to CE-vendors@harsco.com explaining exactly what information you need to complete the customer set-up process. Please include any forms that you need completed.

Q: Why are my P.O. and other invoicing documentation still branded as Stericycle?

A: We are working on updating branding for all invoicing and payment systems and documentation. All updates will be completed within the next 30 days.

BILLING

Q: Has the federal employer identification number (FEIN) changed?

- If your current relationship is with Stericycle, Inc. only, you will need to change the FEIN in your files. (see next question).
- If your relationship is with Stericycle Environmental Solutions, Inc., Stericycle Specialty Waste Solutions, Inc. or another entity we acquired as part of the acquisition, the FEINs have not changed.

Q: How do I obtain a new W-9 that includes the entity's new name?

A: A W-9 for Clean Earth Environmental Solutions, Inc. can be found at [Supplier Documents](#).

Q: Where should I send invoices?

A: Unless you have received specific instructions that state otherwise, you should send all invoices to:

Clean Earth Environmental Solutions, Inc.
2670 Executive Drive, Suite A
Indianapolis, IN 46241

Electronic invoices should be sent to: invoices@ESOL.coupahost.com

(Please note: The email address indicated above is the inbox currently being used for ESOL invoices, so no change to this email should be needed unless you did not previously make this update in your system.)

The required method of invoice submission is through Coupa (using the Coupa portal or using the email address above) and any invoices submitted by mail or any other method may result in delayed processing times.

Q: Can I receive payment via ACH?

A: As part of our sustainability efforts, we are also working to change the payment method for all our vendors from payment by check to ACH payments. To facilitate this change, please complete the Vendor Payment Options and Information Update Form which can be found at [Supplier Documents](#) and return it to: CE-vendors@harsco.com

Q: How does changing to ACH payments affect me?

A: ACH payments are very safe and there is no risk of items being lost in the mail. This method also reduces risk of fraud. Overall, this will mean a more efficient and timely payment process to your benefit.

Q: When will I start to receive my payments via ACH?

A: Once you have returned your completed Vendor Payment Options & Information Update Form, our team will be reaching out to confirm the ACH instructions. Once our team has confirmed those instructions, ACH payments will become effective within 5 business days.

Q: Will any of these changes impact payment terms?

A: No, your payment terms will remain the same.

Q: Will payments be delayed?

A: If the process we have outlined is adhered to, you will continue to receive your payments on time. Any invoices submitted prior to our Clean Earth Vendor Invoicing Instructions email will continue to be processed as it had in the past.

Q: Who should I contact to resolve past due or disputed amounts?

A: Please reach out to your contact within Clean Earth. Alternatively, you may email: ESOL-CE-AP@harsco.com.

Q: Why am I still being contacted by Stericycle AP?

A: We are working on transitioning the accounts payable activities but for the next few weeks you may continue to receive communications from Stericycle as they continue to provide support through the transition period.

Q: Who should I contact if I have questions about payment matters?

A: Please reach out to your contact within Clean Earth. Alternatively, you may email: ESOL-CE-AP@harsco.com.

COMMUNICATIONS

Q: Why am I getting emails from people with Stericycle email addresses?

A: Most of our team has received Harsco.com email address, but you may continue to receive emails from Stericycle.com emails for the next few weeks while we complete the transition. (See also see "*Why am I still be contacted by Stericycle AP?*" above)

Q: Can I still contact the individuals I've communicated with in the past and can I use the same telephone number and email address?

A: Yes, if that individual is a part of the Clean Earth business, they will be happy to assist you. While the team has been provided Harsco.com email addresses, if you email a Stericycle.com email address you used in the past, those emails will still be received by our team. Their phone numbers have not changed. If the individual that you communicated with in the past remains a part of Stericycle, they can direct you to a member of the Clean Earth team.

Q: Who should I contact if I have a question that is not addressed here?

A: Please reach out to your Account Manager or Customer Service Representative. Alternatively, you may email CE-vendors@harsco.com.