

City of Norcross

*65 Lawrenceville Street
Norcross, GA 30071*



Meeting Agenda

Wednesday, May 3, 2023

6:30 PM

2nd Floor Conference Room

Special Called Meeting

Mayor Craig Newton

Mayor Pro Tem Bruce Gaynor

Councilmember Andrew Hixson

Councilmember Josh Bare

Councilmember Matt Myers

Councilmember Dr. Arlene Beckles

A. Call to Order by Mayor Craig Newton
PLEASE TURN OFF ALL CELL PHONES AND ELECTRONIC DEVICES

B. Roll Call (recorded)

C. Comments by Citizens

PH. Public Hearings

E. Items for Discussion

1. [23-6734](#) Residential and Commercial Solid Waste, Recycling, Yard Waste, and Bulk Items

Approve the award of a contract for residential and commercial solid waste, recycling, yard waste, and bulk items collection and disposal services to Waste Management, the highest scoring respondent, for a five-year period commencing September 1, 2023.

[Agenda Report - Solid Waste Award - 05-03-23 SCM](#)

[A1\) Solid Waste, Recycling, Yard Waste and Bulk items Collection and Disposal Services RFP](#)

[A2\) Waste Management proposal](#)

[A3\) Waste Pro proposal](#)

[A4\) Russell Landscape Proposal](#)

[A5\) Republic Services - No Bid Letter](#)

F. Adjourn to Executive Session for Legal, Personnel, or Real Estate

G. Signed by _____ Mayor Craig Newton

H. Attest _____ Monique Philip, City Clerk



City of Norcross

Legislation Details (With Details)

65 Lawrenceville Street
Norcross, GA 30071

770-448-2122

770-242-0824

File#:	23-6734	Version:	
Type:	Agenda Item	Status:	Agenda Ready
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On Agenda:	5/3/2023 6:30 PM	Status:	Submitted
Title:	Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services Award		

Sponsors:

Code Sections:

Attachments:

1. [Agenda Report - Solid Waste Award - 05-03-23 SCM](#)
2. [A1\) Solid Waste, Recycling, Yard Waste and Bulk items Collection and Disposal Services RFP](#)
3. [A2\) Waste Management proposal](#)
4. [A3- Waste Pro proposal](#)
5. [A4\) Russell Landscape Proposal](#)
6. [A5\) Republic Services – No Bid Letter](#)

Title
Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services Award

Drafter
Matthew Zaki

Motion
A motion to approve/deny the award of a contract for residential and commercial solid waste, recycling, yard waste, and bulk items collection and disposal services to Waste Management, the highest scoring respondent, for a five-year period commencing September 1, 2023.



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **BRUCE GAYNOR** • COUNCILMEMBER **ANDREW HIXSON** • COUNCILMEMBER **JOSH BARE**
COUNCILMEMBER **MATT MYERS** • COUNCILMEMBER **ARLENE BECKLES** • CITY MANAGER **ERIC JOHNSON** • CITY CLERK **MONIQUE PHILIP**

Agenda Report

To: Mayor and Council

From: Matthew Zaki, Director of Public Works, Utilities and Parks

Meeting Date: May 3, 2023 – Special Called Meeting

Item No.: 23- 6734

Title: Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk items collection and Disposal Services award

CC: Eric Johnson, City Manager

Recommendation

Approve the award of a contract for residential and commercial solid waste, recycling, yard waste and bulk items collection and disposal services to Waste Management, the highest scoring respondent, for a five-year period commencing September 1, 2023.

Background

Mayor and Council approved a contract extension with Waste Management that will expire August 31st, 2023. Mayor and Council directed staff to proceed with a request for proposal (RFP). The RFP was posted on the Georgia Procurement Registry and on the City's website. A pre-proposal meeting was attended by the major hauling companies along with other contractors interested in performing the leaf vacuuming services only on March 15th, 2023. Three proposals were received by the city on April 3rd, 2023 – Waste Management, Waste Pro, and Russell Landscape who submitted a proposal for leaf vacuuming services. A fourth company, Republic, issued a No Bid letter. A review committee comprised of City staff reviewed the proposals received, and upon scoring, the review committee recommends that Waste Management be awarded the contract. Waste Management was the highest scorer for both price and performance.

Financial Impact

The estimated annual contract to perform all the residential and commercial solid waste, recycling, yard waste and bulk items collection and disposal services based on estimated quantities, is \$ 5,173,178.22, compared to \$5,900,214.48 for the other contractor, Waste Pro. Using a separate contract for leaf vacuuming would increase the overall cost of services.

Waste Management has offered an alternative in which existing garbage and recycle bins would not be replaced at an annual savings to residential customers of **\$376,236.00**.

Consistent with Comprehensive Plan?

Yes, proceeding forward with this RFP enforces Goal 6 of the Community Vision outlined in the 2040 Norcross Comprehensive Plan: Further the City's Tradition of strong Leadership and High Level of Quality services.

Next Steps

Upon approval, staff along with legal council will finalize a contract. Rates for residential and commercial customers will be set by Mayor and Council as part of the FY 24 budget process.

Attachments

- A1) Solid Waste, Recycling, Yard Waste and Bulk items Collection and Disposal Services RFP
- A2) Waste Management proposal
- A3) Waste Pro proposal
- A4) Russell Landscape Proposal
- A5) Republic Services – No Bid Letter

Update

N/A

CITY OF NORCROSS REQUEST FOR PROPOSAL

TO PROVIDE RESIDENTIAL AND
COMMERCIAL SOLID WASTE, RECYCLING,
YARD WASTE AND BULK ITEMS
COLLECTION AND DISPOSAL SERVICES

RFP (PWUP 23 – 11)

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Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk items
Collection and Disposal Services

1. Invitation to Service Providers

The City of Norcross, Georgia will receive sealed technical and fee proposals until **April 3rd, 2023**, for the above referenced services which are described in the schedules attached hereto. The city invites service providers to submit proposals responsive to the specific requirements set forth in this request for proposals (RFP).

A pre-proposal conference has been scheduled for **11:00 am on March 15th, 2023**, in the Department of Public Works, Utilities and Parks building located at **345 Lively Ave, Norcross, GA, 30071**. All Service Providers who intend to submit a response are required to attend the pre-proposal conference. Any questions and/or specifications that may need clarification should be submitted in writing, according to the attached schedule, and forwarded to the contact information below email address. All questions must be submitted by **March 22nd, 2023, by 5:00 pm**. It shall be the Service Provider's responsibility to seek clarification as early as possible prior to the opening of Proposals.

The envelopes containing the Proposal must be sealed and addressed to:

City of Norcross
Public Works, Utilities and Parks Department
Attn: Matthew Zaki, PE, CFM
345 Lively Ave
Norcross, GA 30071
Matthew.zaki@norcrossga.net

and plainly marked **“ PWUP 23-11 Proposal for Residential and Commercial Solid Waste, Recycling Collection Yard Waste and/or Bulk item and Disposal Services.”** The envelope must bear on the outside the name of the Service Provider, the Service Provider's address and the number assigned to this RFP.

No Proposal may be withdrawn or modified in any way after the deadline for Proposal openings.

No faxed or electronic submissions of Proposals will be accepted.

Proposals will be publicly opened and only the name(s) of those Service Providers responding, and fee Proposal will be mentioned.

Proposals must be valid for ninety (90) days following the opening date.

The Service Providers' response shall include a technical Proposal and fee Proposal with all other information requested in this Request for Proposal (RFP). The fees shall be the full cost per Unit per month to the City.

The city may request additional information by Service Provider, including a presentation if needed, to clarify elements of their bid Proposals. The City also reserves the right to make independent investigations as to the qualification of each Proposer, including contacting existing customers or site visits to existing operations.

The City reserves the right to reject any or all proposals, waive technicalities and make the award in the best interest of the City.

2. Background

The City of Norcross is dedicated to sustainable living. The city's residents, Mayor and Council, staff strongly believe in protecting the city's natural resources, increasing citizens' quality of life, saving money and ultimately being "A Place to Imagine" for a brighter, greener future. The City of Norcross has been an ARC Green Communities certified government since 2010. Today, we are one of three Platinum certified communities in the Metro-Atlanta area!

The city currently operates its solid waste and recycling collection and disposal services through a contractor. The City of Norcross has a population of approximately 17,500. The City has a utility customer base of approximately (4,479 Residential customers and and 670 commercial properties.

The city is currently being billed for 4,479 residential accounts. Out of those accounts, 38 have one (1) or more additional carts. The city is currently billed for 96 roll off containers and 20 Compactors.

3. Instructions to Service Providers

No Service Provider's employees or anyone representing the Service Provider shall contact by any method any City staff or elected officials from the date the RFP is advertised until the time of official award. The only method of contact allowed is via email to the contact listed in the RFP.

All questions or comments will be addressed by addenda.

3.1. Intent

It is intended that the Instructions to Service Providers, General Conditions and Detailed Schedules/Specifications shall define and describe the complete services to which they relate.

3.2. Examination

The Service Provider is advised to examine all documents and current parameters of the services in becoming fully informed as to their conditions. This includes the conformity with specific standards and the character, quality and quantity of the reports and services provided. Failure to examine these areas will not relieve the successful Service Provider of the obligation to furnish all products and services necessary to carry out the provisions of the contract.

3.3. Determination of Successful Service Provider

The contract will be awarded, if awarded, to the most responsive and responsible Service Provider according to the criteria provided for in Section D of this RFP.

3.4. Responsiveness

The City will consider the degree to which each Service Provider has submitted a complete Technical and Fee Proposal without irregularities, excisions, special conditions, or alternative proposals for any item unless specifically requested in the RFP.

3.5. Proposal Form

Proposals shall be submitted on the Schedule Forms included herein. The Service Provider will submit three (3) copies of its technical proposal and one (1) copy of its price proposal.

3.6. Submission of Proposals

Proposals received after the scheduled bid opening time and date will remain unopened and will not be considered. The Service Provider shall package and seal its proposals so that they are not damaged in mailing. Technical and Fee proposals is to be packaged together in the same envelope but sealed separately. Do not include pricing in your proposal other than in the sealed Fee proposal portion of the Proposal.

The following address should be used on the outside of the envelope containing the proposals:

City of Norcross
Public Works, Utilities and Parks Department
Attn: Matthew Zaki, PE, CFM
Public Works, Utilities and Parks Director
345 Lively Ave
Norcross, GA 30071
Matthew.zaki@norcrossga.net

4. SECTION A - PROPOSAL SCHEDULE

Table (1)

Activity	Time	Date	Responsible Party
Advertise and distribute request for proposals		2-24-2023	City
Pre-Proposal meeting	11:00 AM	3-15-2023	City
Submission of questions concerning RFP (via email)	5:00 PM	4-22-2023	Service Provider
Summary of questions and responses distributed		4-24-2023	City
Submission of Proposals	11:00 AM	4-3-2023	Service Provider
Award Contract (Approximate date)		5-1-2023	Governing Body
Contract Begins		9-1-2023	

5. SECTION B - TERMS AND DEFINITIONS

- **Annexed Area:** Refers to any area contiguous to the Contract Area that is added to the boundaries of the City of **Norcross** by any method of annexation.
- **Billing Month:** means the calendar month in the Term beginning **September 01, 2023**
- **Bulk Waste:** Large furniture and other waste materials other than construction debris (C&D Material), or hazardous waste with weights or volumes greater than those allowed for 95-gallon carts.
- **C&D Material:** Waste materials generated by the construction, remodeling, repair, or demolition of residential, commercial, or other structures.
- **Cart:** A receptacle, not to exceed 95 gallons, with wheels and a tight-fitting lid, designed for the purpose of curbside collection of refuse.
- **City:** The City of Norcross
- **City Employee:** An employee of the City subject to its personnel policies
- **Collection Schedule:** Refers to the defined days of collection authorized by the city.
- **Commercial Hand Load Customer:** All commercial premises utilizing a cart for the placement of their solid waste for collection by contractor.
- **Commercial Premises:** All non-residential Premises, public or private, require solid waste collection within the incorporated area of the city, including commercial, industrial, institutional, and governmental premises.
- **Commercial Solid Waste:** All Garbage, Rubbish and other acceptable waste generated by a Commercial Premises and all C&D Materials, excluding Hazardous Waste.
- **Commercial Single Stream Collection:** Collecting recyclable material commingled, rather than separated, by providing customers with a single container for all recyclable material.

Includes any type of office paper, cardboard, phone books, bottles made of #1 or #2 plastic and aluminum beverage cans. Tires, aerosol cans, Styrofoam, hoses, glass is not accepted.

- **Contractor:** Refers to a Service Provider that has been selected by the city to provide the Services required by this RFP.
- **Contract Area:** Refers to the area(s) of the City, including any Annexed Areas, within which services will be provided by the Service Provider, during the term of the Contract and any extensions, if granted.
- **Contract Documents/Agreement:** The Request for Proposals, Instruction to Service Providers, Definitions, Contractor's Proposal, the contract, the contract Performance Bond and any addenda or changes to the foregoing documents agreed to by the City and the Contractor.
- **Contract Monitor:** Refers to a city employee(s) who observe the operation of the Collector's Refuse and Recyclables, Yard Waste and Bulk items services to ensure that such services are performed in compliance with the contract agreement and City Code.
- **Contract Representative:** Refers to a city employee who receives monthly tonnage reports from the Service Provider
- **Curbside:** means that location, with respect to a residence, which is most immediately adjacent to a city street or State or Federal highway
- **Customer:** Refers to the recipient of collection services, specifically referring to the resident in the Contract Area
- **Department:** A unit of the city government that encompasses similar staff function, purposes, and goals and operates under the direct supervision of the Public Works, Utilities and Parks Director.
- **Disposal Site:** A refuse depository including but not limited to sanitary landfills transfer stations and waste processing/separation centers licensed, permitted, or approved by all governmental bodies and agencies having jurisdiction and requiring such licenses, permits or approvals to receive refuse for processing or final disposal.
- **Drop Box:** An all-metal container, with lidded or non-lidded cover, of not less than ten cubic yards, or more than fifty cubic yards in capacity.
- **Effective Date:** Refers to the date found on the first page of the Contract as the date that the Contract between the City and the Company is in effect.
- **Evaluation Committee:** Refers to a committee, as appointed by the city, responsible for determining the best Service Provider for the Services described in this RFP.
- **Extraordinary Circumstances:** Defined as a significant event or condition(s) that result in excessive amount of debris as determined by the City.
- **Fee:** A dollar amount inclusive of all Service Provider's costs (overhead, insurance, labor, equipment, advertisements, etc.) general and accounting, and profit charged for a specific service(s)
- **Hazardous Waste:** means materials (whether solids, liquids or gases) which constitute an hazard to health or safety, including, but not limited to, poisons, acids, caustic materials or solutions, chemicals, Freon gas, polychlorinated biphenyls (PCBs), asbestos, lead-based paints, infections or infected wastes, radioactive materials and petroleum products, offal, fecal matter, explosives, radioactive materials, flammable substances, and any waste, substance, or material that under any federal, state or local environmental law is deemed hazardous, toxic, a pollutant, or a contaminant, including, without limitation, any substance defined or referred to as a "hazardous waste," a "hazardous substance," a "toxic substance," or similar designation under any federal, state or local environmental law.
- **HDPE:** High Density Polyethylene – Colored or opaque plastic used in laundry product bottles and milk jugs (aka, No. 2 Plastics)
- **Holidays:** means holidays observed may be the same as listed in Personnel Rules and Regulations which are listed in section 7.2 suspension of curbside collection

- **Landfill:** means a disposal site for disposing of municipal solid waste
- **LDPE:** means low density polyethylene, a type of plastic resin (aka, No. 4 Plastics)
- **Missed Collection:** Refers to a properly prepared Refuse or Recyclable, Yard Waste and/or Bulk item not picked up on the scheduled collection day.
- **Mixed Paper:** Includes the following: Magazines, junk mail, phone books, bond or ledger grade, cardboard, and paper board packaging. This does not include tissue paper, paper towels, frozen food containers, milk cartons, or paper packaging combined with plastic wax or foil.
- **Multi-Family Unit:** Individual residential units in a multi-family structure (i.e., apartment building) which units are not separately owned, but are owned by one common entity, for which refuse collection using dumpsters and recycling using drop-off carts, is deemed appropriate.
- **NTE:** Amount of fee Not To Exceed regardless of the number of transactions ordered
- **Open Top:** An all-metal container, with lidded or non-lidded cover, of not less than twenty cubic yards, or more than forty cubic yards in capacity.
- **PET:** "Polyethylene Terephthalate" – Clear plastic used in some household cleaning product bottles, as well as soda, water, and sports drink bottles (aka, No. 1 Plastics)
- **Plastic:** Includes HDPE, LDPE and P.E.T. containers.
- **PP:** means polypropylene, a type of plastic resin (aka, Po. 5 Plastics)
- **Producer:** An occupant of a residential Unit or Commercial and Industrial unit who generates refuse.
- **Proposal:** An offer or statement of a price and project description in response to a request for materials or services to be rendered to the city or its employees
- **Service Provider:** Any corporation, partnership, individual, sole proprietorship, joint stock company, joint venture, local government, solid waste authority or any other private or public legal entity that has submitted a bid which conforms in all material respects to the requirement set forth in the RFP.
- **PS:** means polystyrene, a type of plastic resin (aka, No. 6 Plastics)
- **PVC:** means polyvinyl chloride, a type of plastic resin (aka, No. 3 Plastics)
- **Recyclables:** means materials designated by Service Provider to be collected separately from refuse and yard trimmings for diversion from a landfill and conveyed to one or more recyclables processing facility. Recyclables do not include Hazardous Waste or items contaminated with food waste.
- **Recycling:** means any process by which materials which would otherwise become refuse are collected, separated, or processed and reused or returned to use in the form of raw materials or products. This specifically excludes depositing recyclables into a landfill or incinerator.
- **Recycling Container:** A container suitable for on-site collection, storage and set out of source-separated recyclables at multifamily and commercial locations.
- **Recycling Services:** means the collection of recyclables from residential curbsides and from selected commercial establishments, and institutional buildings and transporting same to recycling processors. It includes related activities such as public information and education about recycling, handling complaints about collecting recyclables and reporting pertinent information about the collection of recyclables.
- **Refuse:** refers to residential refuse and commercial and industrial refuse and shall mean "municipal solid waste" as defined by Georgia law. Municipal solid waste (MSW) is any waste resulting from the operation of residential, commercial, and industrial, governmental, or institutional establishments or units, as the case may be, unless the context otherwise requires.
- **Request for Proposal (RFP):** Executed documents, including documents attached or incorporated by reference, utilized for soliciting proposals in accordance with the RFP procedures and instructions set forth herein.

- **Residential Unit:** (a) A free standing structure constructed for use as a residence by a person or group of persons comprising a family; or (b) a residential unit within a multi-family structure for which refuse collection using cards (or bags) is deemed appropriate. A residential unit shall be deemed occupied when either water or domestic light and power services are being supplied thereto.
- **Roll-Off Containers:** To be utilized where dumpsters are not of sufficient capacity or materials are not suitable for dumpster usage. Container sizes are 20, 30, and 40 cu. Yd., either open top or enclosed compactor type.
- **Service Provider:** Refers to a Company that has interest and the ability to provide the Services required by this RFP.
- **Single Stream Collection:** Collecting recyclable material commingled, rather than separated, by providing customers with a single container for all recyclable material. This method increases participation as residents do not have to separate recyclable materials; waste is collected separately.
- **Solid Waste:** Refers to garbage and trash, and may include glass jars, bottles, aluminum cans, steel cans, plastic beverage containers (PET & HDPE), newspapers and inserts, spiral paper, cans, and other Solid Waste. Solid Waste shall not include discarded building materials, trees, brush, and other materials resulting from the activities of building Service Providers, commercial tree trimmers or commercial lawn services, large quantities of sod, dirt and trash from land clearing, and other materials requiring special handling.
- **Staff:** refers to all employees of the Company who perform Services for the City.
- **Street:** A public or private way used for public travel.
- **Submission Date:** Refers to the date and time Proposals for this RFP are due to the city.
- **Term:** The term of the Service Provider's performance pursuant to this Agreement ("Term") shall commence on September 1, 2023 and shall continue through August 31, 2028 ("Initial Term"). Thereafter, unless either party terminates the term by advance notice no more than sixty and not less than thirty days prior to the commencement of the next Renewal Term, the Term shall be extended for an additional consecutive 24-month period ("Renewal Term") commencing on August 1, 2028. Thereafter, unless either party terminates the term by advance notice not more than sixty and not less than thirty days prior to the commencement of the next Renewal Term, the Term shall be extended for an additional consecutive 24-month period ("Renewal Term") commencing on July 1, 2028.
- **White Goods:** Any large household appliance including refrigerators, stoves, dishwashers, water heaters, washers, dryers, or other similar appliances.
- **Yard Waste:** Refers to grass, weeds, leaves, tree and shrubbery pruning, and other similar materials generated in the maintenance of lawns and gardens, which are separated from other Solid Waste.

6. SECTION C - INTRODUCTION

6.1 General:

The City is advertising for qualified Service Providers to provide for Solid Waste Collection and Recycling, Yard waste and Bulk items collection and disposal services for the City of Norcross.

6.2 Purpose:

The City is issuing this RFP to secure curbside collection services for residential household and commercial Refuse, Recyclable Materials, Yard Waste and/or Bulk item in the incorporated areas of the City. The RFP is also to secure Dumpster services for City facilities, parks, recycling drop-offs and special City sponsored solid waste collection events. The purpose of this procurement is to achieve the following goals:

- Secure services at the lowest rate possible by consolidating and contracting for household collection services.
- Extend street and road life by minimizing heavy truck traffic throughout the City;
- Consolidate collection days to minimize the number of days materials are set out and minimize littering.
- Provide a basic level of solid waste management services to meet the waste reduction and disposal needs of residents, the City and the State of Georgia.
- Reduce the amount of waste disposed in local and regional landfills through a robust and marketed recycling program.

6.3 Term of Contract:

The initial term of any contract awarded as a result of this RFP will be five (5) years from the contract date. There will be annual renewals thereafter for an additional two years renewed automatically unless majority of the Mayor and Council vote to terminate the contract in a duly noticed meeting of the Council in accordance with the terms of this contract.

The successful Service Provider will not imply that the provision to extend the initial term of the contract is an obligation of the City or future Councils to renew the contract.

6.4 Use of Subcontractors:

If one or more subcontractors are to be used, the subcontractor must be clearly identified and noted in the proposal when submitted. The City must approve any change in the use of subcontractors in advance and in writing. No such approval will be construed as making the City a party to such subcontract, or subjecting the City to liability of any kind to any subcontractor. No subcontractor will under any circumstances relieve the Contractor of its liability and obligation under any resulting contract. Subcontractor is subject to the same contractual conditions as is the Contractor including all federal, state, and local regulations and ordinances.

6.5 Addenda to RFP:

The City reserves the right to amend or clarify this RFP by addenda. Addenda may be issued no later than ten days prior to the due date of the proposals. All addenda issued will become part of the original or modified RFP document.

The addenda will be posted to the bid page on the city's website and any other sites where the bid is posted.

6.6 Selection of Successful Service Provider:

The Evaluation Criteria describes the criteria and procedures for evaluating proposals submitted to the City. The City will select the Service Provider that best serves the interests of the residents of the City. The City reserves the right to waive any irregularities or inconsistencies in the submitted proposals and to reject any or all proposals.

6.7 Cost of RFP Preparation and Negotiation:

Service Providers participating in this procurement process and subsequent negotiations will prepare the RFP and any subsequent materials and submittals at their own expense, with the express understanding that there may be no claims whatsoever for reimbursement from the City or its advisors for the cost associated with this process. The City reserves the right to terminate the proposal proceedings at any time.

6.8 Disclaimer:

The city and its advisors have, to the best of their knowledge, represented information and data that

are current and applicable to this project. The City is providing the information contained herein as a courtesy to the Service Provider. The city and its advisors neither guarantee nor warranty that the information contained in this RFP or referenced documents is accurate and complete. The city and its advisors are not and will not be liable for omissions or errors contained in this RFP. It is the Service Provider's responsibility to use this information and verify the same during the proposal, negotiation, and contract implementation periods through its own due diligence.

6.9 No Lobbying

To ensure fair consideration for all prospective proposers throughout the duration of the solicitation process, the City prohibits communication whether direct or indirect, regarding the subject matter of the RFP or specifications by any means whatsoever whether oral or in writing with any elected official or staff member from the issuance of specifications until Mayor and Council makes the award. Communications initiated by the proposer may be grounds for disqualifying the offending proposer from consideration of award or any future bids. The City Manager has the authority and right to contact potential proposers as needed to meet the goals of the City.

7 SECTION D - Scope of Services

7.1 Service Requirements

7.1.1 Service Provision for Residential Collection

The Contractor will collect and pick up on a weekly basis all properly prepared Refuse, Recyclables, Yard Waste and/or Bulk item and materials from each household unit on the designated collection day, provided material is placed in an approved collection container.

Any materials set out for collection that are not in an approved container will be left at the curb. Additional items and/or bulk items will be picked up by request and notification to the service provider. The Contractor will be free to establish routes to achieve the maximum efficiency of operation. The Contractor will notify the public of the collection schedule at the time service is established. All route changes must be communicated to both the City and Customers ten days in advance of the effective date. **Solid Waste and recyclables are to be picked up the same day.**

The Contractor will handle all serviced collection containers in a manner that avoids damage to them. Containers will be returned to the designated setout location at each residence, standing upright, and will not be thrown or placed in areas where they become obstructions to pedestrians or traffic flow. The contractor will also replace all commercial front-end load or roll off containers back in original location upon service completion.

The Contractor will make collections with a minimum of noise and disturbance to the householder between specified hours. Collection hours are between 7 a.m. and 7 p.m. The work will be done in a sanitary manner. The Contractor's employees will pick up trash, recyclables or yard trimmings spilled by the Contractor immediately. All areas where glass has been broken or dropped will be swept clean and glass deposited in the truck. All solid waste hauled by the Contractor shall be so contained, tied, covered, or enclosed such that leaking, spilling, or blowing are prevented. Any leaking fluids from the trucks of the Contractor will be cleaned up within 24 hours, and notification must be sent to the City's staff member in charge of the contract.

The Contractor will be free to establish routes to achieve the maximum efficiency of operation. The Contractor will notify the public of the collection schedule at the time service is established. All route changes must be communicated to both the City and Customers, in writing, thirty (30) days in advance of the effective date.

The contractor shall also consider the type of roads (Public, Private, Alley, etc..) on which service will be provided, all necessary accommodations must be considered in case the contractor's standard trucks currently used by the contractor can not be used and that specialized trucks will be needed.

7.1.2 Service Provision for Residential Yard Waste Collection

Yard Trimming collection service will be offered by Contractor, chargeable service to City residents. Contractor will collect yard trimmings from subscribing residences on designated collection day. The Contractor will be required to pick up all garden and yard trimmings generated at the Customer's household from the curb, provided the materials are set out based on City's Solid Waste Management Ordinance, attached herein. All vehicles used for collection of yard trimmings will be either covered or secured to prevent trimmings from being scattered or spilled. The Service Provider shall collect all Yard Waste regardless of limit of debris piled at the curbline. All loose material will be collected once per week. Plastic bags and tree stumps will not be collected. The months of **October, November, December, January and February**, the contractor shall collect the unlimited loose yard waste via vacuum trucks. Yard waste must be separated from solid waste and must be recycled and not landfilled. The provider may choose to subcontract this service to subcontractors in accordance with section 6.4 of this RFP.

Contractors interested in providing this service only, are encouraged to provide a proposal to complete this service.

7.1.3 Service Provision for Bulk Waste Collection

Contractor shall collect Bulk Waste on an **"on-call"** basis to contractor, from Residential Premises one (1) time per week at curbside for no additional fees. Limit 1 acceptable item per week. The occupant of the residence shall place bulk waste item curbside prior to 6 am on schedule collection day. Bulk Waste items not to exceed fifty (50) pounds. The city is also requesting alternative pricing for Bulk items with a full description of the scope of the service to be provided as that alternative.

7.1.4 Service Provision for Backdoor/Side door Collection

Backdoor service will be provided for customers who are medically certified handicapped individuals, provided no other able-bodied person resides in the household and provided that the backdoor service has been determined to be a medical necessity by a licensed physician and approved by the city. Disabled service will be determined or verified by the city based on ownership of a Handicap Vehicle Tag, temporary or permanent, or a physician's affidavit stating that all residents of a home is physically restricted from being able to manage a cart to the street. Company's employees servicing backdoor collection will be required to follow regular walk patterns for pedestrians while on private property. Employees will take care not to damage property, shrubs, and other plantings. Employees will not be required to expose themselves to danger by vicious animals to accomplish collection.

Contractor shall not charge City more for backdoor service than for curb service if the number of residents receiving backdoor service does not exceed three percent (3%) of the total number of customers serviced under the contract.

7.1.5 Service Provision for Recyclable Collection

The Contractor will be required to pick up, on a weekly basis, all approved, comingled, recyclable material generated at each household, provided material is placed in an approved collection container. The Contractor shall collect the following recyclable materials via 95-gallon collection carts using a single stream methodology:

- Aluminum cans,
- Steel cans,
- #1 (one) through #7 (seven) plastic bottles and containers, except Styrofoam,
- All grades of paper including but not limited to newspaper, junk mail, magazines, and corrugated cardboard.

Recyclable materials shall be collected curbside weekly. Vehicles designated for recycling will be

either covered or secured to prevent Recyclables from being scattered or spilled.

Recyclable materials will be kept separate from refuse by customers and stored in a 95-gallon wheeled cart provided by the Company. The container will be labeled as a recycling container so that it is easily identified as Recyclables for curbside collection by the Company. All Recyclable materials collected by the Company will be owned by the Company. The Company shall deliver the single stream collected recyclables to a recycling processing center.

7.1.6 Service Provision for Multi dwelling recycling services.

Effective 2018, the city of Norcross passed an ordinance requiring new multiple dwelling properties constructed after November 1, 2018, all multiple dwelling properties that are issued a certificate of occupancy after November 1, 2018, to establish a recycling program by contracting with the franchisee to provide on-site recycling services to their tenants.

The contractor shall offer and provide collection of OCC and mixed paper placed in dumpsters, compactors, or roll-offs for all multiple dwellings. Containers provided by the franchisee, including compactors, shall be clearly labeled in English and in other languages if appropriate, including an indication of the material to be placed in the container and the word "recycling" or "recyclable" or the "chasing arrows" recycling symbol.

The types of containers used for collection of recyclables shall be established between the multiple dwelling property owner or owner's representative and the franchisee. The franchisee or multiple dwelling property owner will provide any recycling containers needed to establish the recycling program.

The recycling containers at a multiple dwelling property shall be placed in a location or locations at least as convenient to tenants as the refuse containers, including trash chutes, insofar as is practical. Indoor common-area collection/storage areas shall be established in accordance with appropriate city fire and/or life safety codes. Exterior recyclables storage areas shall be established in accordance with city requirements for approved commercial refuse containers. The multiple dwelling property owner shall maintain all recycling areas, including the containers, in a clean, sanitary, and litter-free manner.

7.1.7 Service Provision for Commercial Collection

The Contractor will be required to pick up, all garbage and commercial trash generated at each business, provided material is placed in an approved commercial collection container.

Any materials set out for collection that are not in an approved commercial container will be left outside of dumpster. The Contractor will be free to establish routes to achieve the maximum efficiency of operation. The Contractor will notify the business of the collection schedule at the time service is established. All route changes must be communicated to both the City and Customers ten days in advance of the effective date.

Contractor will collect all garbage or C&D Materials properly placed in front end load or roll off containers from Commercial Premises (businesses) on designated collection day. Contractor is also required to offer subscription/ elective recycling services, which shall include single stream or cardboard collection, for businesses with the City.

7.1.8 Service Provision for City Facilities

The Contractor will provide for the collection of refuse and recyclables at City facilities shown in the table below. The Company shall provide and/or replace roll-off containers or dumpsters for the collection of refuse and recyclables at each site free of charge to the City.

Table (2)

Facility name	Address	Container type & Size
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters
Police Department Maintenance Warehouse	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts
Public Works, Utilities & Parks Building	345 Lively Ave	6-yard dumpster (Cardboard)
The Crossing Parking Lot	95 S. Peachtree Street	2–8-yard dumpster
Community Center	10 College Street	8-yard dumpster
Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster
Lillian Webb Park	Off Britt Ave.	6-yard dumpster

7.2 Suspension of Curbside Collection

Curbside collection service may be suspended due to extreme weather or declared emergencies. The Company will stop all work when so directed by the city during severe weather. The Company will complete the work as soon as authority has been granted to proceed. If collection is suspended, Company will perform collection on the next regular collection day.

Pickup days will not be reduced by holidays but may be combined. Pickups normally scheduled on holidays will be rescheduled on the next regular collection day. Company will advertise, a minimum of three (3) times, to all customers schedule changes of holidays at least 10 days before any observed holidays. (Company will inform the City, a minimum of two (2) times, schedule changes of holidays at least 10 days before any observed holidays.)

The city must approve any schedule changes. The following is a list of anticipated holidays:

- New Year's Day.
- Thanksgiving Day.
- Christmas Day.
- Memorial Day
- Independence Day
- Labor Day

7.3 Collection Equipment

Company will be required to use GPS equipped rear loading trucks and Automated Side Loading trucks (ASL). Company will keep all equipment in safe operating condition, in proper repair, in a clean and presentable condition. Vehicles must be painted uniformly with the name of the Company, the vehicle identification number and Company's telephone number printed on each side. All vehicles will be secure and prevent the leakage of any fluids or littering of materials collected. All vehicles used for the collection of household garbage/trash will have a fully enclosed metal top. All loading doors and cab doors will be closed before a vehicle is placed in motion. Vehicles will not be overloaded as to scatter refuse, but when refuse is scattered for any reason, it is the responsibility of the Company to immediately pick up scattered matter. Drivers of vehicles which break hydraulic hoses and leak on City rights-of-way will be required to immediately stop operation, clean up fluid with either a compound or cover area with sand to soak up this leakage and sweep up the soak-filled compound or sand and place in truck.

Vehicles are to be washed and maintained in a clean and sanitary condition. Vehicles are not to interfere unduly with vehicular or pedestrian traffic and vehicles are not to be left standing on streets and alleys unattended, except as made necessary by loading operations. Company will promptly repair any damage or injury to any City property, road, right of way, bridge, or highway caused by the Company except through normal wear and tear. Such repair will restore the City property, road,

right of way, bridge, or highway to a condition at least equal to that, which existed immediately prior to infliction of damage.

7.4 Missed Collections and Complaint Handling

If a collection from a subscribing address is missed, the city via the Request Tracker app on the city's website (<https://www.norcrossga.net/requesttracker.aspx>) will notify the Company who will return to collect the materials. In all cases, the missed collection will be handled within 24-48 hours of notification or during the next scheduled work shift, whichever is sooner. In the case of complaints regarding collection service or any related activities, the Company will, upon being notified of the complaint either in writing or by phone, resolve the complaint with the subscribing household and/or City personnel submitting the complaint.

The Company will work cooperatively with the subscribing households and/or City to resolve the complaint in a timely manner. The Company will be accessible to the citizens who wish to register a complaint through local telephone service. The Company will provide for prompt handling of complaints from the city or its citizens by maintaining a physical office and office staff that can receive record and handle complaints. Such staff will be available during regular business hours, Monday through Friday. After hours, weekends, and holidays Company must make available a local message service to record citizen complaints. The Company will see to it that its employees serve the public in a courteous, helpful, and impartial manner.

For each complaint received, the Company is expected to maintain a log for all complaints and file with the City, on a weekly basis, a notice of the complaint and the actual or planned resolution. It shall be submitted monthly to the City's Technical Representative. The report format is to be approved by the City's Contract Technical Representative prior to the award of the contract.

The City's goal is the resolution of 98% of all complaints within 24-48 hours of the complaint. Should the Service Provider fail to perform in accordance with the provisions of the Agreement resulting from this proposal, the City shall deduct damages as per contract from the regular scheduled payment to the Company.

7.5 Payment to Company

The city will be responsible for billing its customers and collecting all payments for collection, transportation and disposal of the materials collected. Invoices submitted to the City will be paid monthly according to the terms and conditions of the Agreement resulting from this proposal.

7.6 Public Education and promotional programs

The Contractor, as a part of its proposal, shall describe the outreach, educational and promotional programs for recycling that will be provided to the City at the Contractor's expense. Contractor shall include samples of promotional and educational materials and detail any additional offered Contractor sponsored events. Any printed materials approved by the City after the contract has been executed will be provided for distribution at City Hall at the Contractor's expense. Other programs available and proposed by the Contractor will be used in the evaluation of each Contractor's proposal. Preference for bilingual (English/Spanish) translation or "English/Spanish translation preferred."

7.7 Personnel

The Service Provider will assign a qualified person or persons to be in charge of its operations within the City and will provide the name, address and telephone numbers of such person to the City. The person in charge of the Company's operations with the City cannot be changed without the notice to the City's Contract Technical Representative.

7.8 Statement of Work

All garbage collected will be delivered to a permitted solid waste disposal facility operating in compliance with applicable federal, state, and local laws. The Company will be responsible for ensuring the disposal facility is operating and continues to operate in compliance with all applicable laws and regulations. The Service Provider shall perform the work as outlined in this RFP in a competent, qualified, diligent, and efficient manner. The pickup and removal of Hazardous Waste is not included in the Services.

7.8.1 Reporting

Before disposal, all garbage collected from waste generators in the City will be weighed and recorded. The Company will provide the City upon request with a monthly tonnage report that is to be delivered to the City's designated representative. The Company will maintain, for a period of five (5) years, copies of weight tickets which are to be made available for City inspection.

The Service Provider shall be responsible for maintaining and Submitting reports on an ad hoc, monthly, and annual basis.

7.8.1.1 Ad Hoc Reports

Ad Hoc Reports should be submitted to the City upon request. The reporting period shall be defined at the time of the request. Ad Hoc reports shall include the following information for each collection Service (Refuse, Recycling, and Yard Trimmings)

- a. Complaints/resolution summary.
- b. Weights for Residential and Commercial Recycling (Required for Green Communities reporting)
- c. Weights for Yard Waste (Required for Green Communities reporting)
- d. Daily route sheet with attached disposal site weight ticket.
- e. Recycling participation.
- f. Route operational data form.
- g. Vehicle identification number.
- h. Daily staffing summary (including substitutions).
- i. Landfill tickets.
- j. Daily route sheets (including labor hours); and
- k. Disposed tonnage of Refuse and Recyclables itemized on a per-day basis.

7.8.1.2 Monthly Reports

Monthly reports shall be submitted to the City upon request within five (5) business days and shall include the following information:

- a. A cover letter that abstracts the report and highlights major accomplishments, problems, trends, and other pertinent information for the associated month.
- b. Complaints/resolution summary for the associated month.
- c. Daily route sheet with attached disposal site weight ticket for the associated month.
- d. Recycling station participation for the associated month.
- e. Tonnage summary for the associated month

Before processing the Recycling materials collected within the city, the Company will weigh and record the amount of collected Recyclable. The Company will provide the City with a monthly tonnage report upon request. The Company will maintain, for a period of five years, copies of weight tickets which are to be made available for City inspection.

7.8.1.3 Annual Report

The obligation to submit an annual report shall survive the termination or expiration of the Contract. The City may withhold payment of balances due the Service Provider at the end of the Contract until such final report is received and accepted by the City. The annual report should be submitted to the

City no later than thirty (30) days following every twelve (12) month period of the Contract and shall include a compilation of the monthly reports for the associated year.

7.9 Carts

The contractor must describe how the process of transition of carts will be accomplished, provide the details of transition from removing the old carts and transitioning to the new carts by the awarded contractor. The use of different color carts is encouraged to differentiate between the Solid waste from the recycling bins

7.9.1 Residential specifications

The Contractor will offer all households in the city new 95-gallon wheeled trash container cart and a 95-gallon wheeled recycling collection cart. The carts will be at no additional cost to the City or customer. All equipment will bear the hot-stamped name and logo of both the contractor and the city. All garbage and recycling collection equipment will be maintained in good repair and appearance. The container will remain the property of the Contractor who will be responsible for replacing faulty or damaged carts to the household. If the household is deemed responsible for the necessary replacement, an appropriate fee shall be assessed.

7.9.2 Commercial Front End Load and Roll off containers.

The Contractor will offer all commercial premises either front end load or roll off containers depending on the need of the respective commercial business. Contractor is required to offer front end load containers in sizes 2,4,6 and 8 cubic yards and roll off containers in sizes 20, 30 and 40 cubic yards open top or 34, 35 and 40 cubic yards compactor units and must be able to provide up to 6 days per week service, Monday-Saturday.

7.10 Processing Facilities:

All Recyclable items must be recycled at an approved Recycling facility; ownership of the recyclable materials shall become the property of the single stream processor mutually agreed to by the City and Company throughout the duration of the contract and any Recyclables over 15% contaminated can be taken to landfill.

The Company is prohibited from collecting separated Recyclables from a Unit and mixing them with refuse unless the City grants prior written approval. The Company is prohibited from disposing of Recyclable materials in any landfill. The City reserves the right to make necessary and reasonable changes, revisions, additions, or deletions to the designated types of Recyclable materials collected.

The Company will not collect non-recyclable materials if they are placed into the 95-gallon recycling carts provided for recycling. In the event that it is clear that non-recyclable materials are placed in the container, the Company will dispose the materials with solid waste collection along with providing instructional materials educating the customer about the recyclable materials accepted in the City recycling program and how to prepare those materials.

8 SECTION E - Fee Schedule

Indicate the fee for service to be charged per account per month for each service listed below. Rates must include all fees, charges, surcharges, extra and missed pick-ups.

Base Year 2023

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ _____	\$ _____
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	\$ _____
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	\$ _____
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	\$ _____
• Weekly unlimited curbside yard waste services	\$ _____	\$ _____
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	\$ _____
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	\$ _____
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	\$ _____
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	\$ _____
• Weekly call-in Bulk item collection (Alternative – Describe service) (Service includes Bulk items per section 7.1.3)	\$ _____	\$ _____
• Weekly Organic/Compostable Curb-side pick-up (Alternative – Describe service)	\$ _____	\$ _____

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services												
Size	1 x week		2 x week		3 x week		4 x week		5 x week		6 x week	Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost	cost
2-yard	107	\$ _____	5	\$ _____	1	\$ _____		\$ _____		\$ _____	\$ _____	\$ _____
4-yard	101	\$ _____	10	\$ _____	2	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
6-yard	77	\$ _____	29	\$ _____	35	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
8-yard	140	\$ _____	99	\$ _____	56	\$ _____	8	\$ _____	23	\$ _____	\$ _____	\$ _____

Table (5)

Single Stream Front End Load Recycling								
Size	1 x week	2 x week	3 x week	4 x week	5 x week	6 x week	Extra Pick up	Contamination Fees
8-yard	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ _____	\$ _____	\$ _____	\$ _____
20-yard	12	\$ _____	\$ _____	\$ _____	\$ _____
30-yard	42	\$ _____	\$ _____	\$ _____	\$ _____

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
10-yard Open Top	5	\$ _____	\$ _____	\$ _____
20-yard Open Top	13 **	\$ _____	\$ _____	\$ _____
30-yard Open Top	42 ***	\$ _____	\$ _____	\$ _____
40-yard Open Top	8	\$ _____	\$ _____	\$ _____
12-yard Compactor (Skin Alley)	1	\$ _____	\$ _____	\$ _____
35-yard Compactor	5	\$ _____	\$ _____	\$ _____
40-yard Compactor	11	\$ _____	\$ _____	\$ _____
40-yard Recycle Compactor	3	\$ _____	\$ _____	\$ _____

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

Table (8)

Unlimited yard waste curbside vacuum services	
Month	Monthly Charge
October	\$ _____
November	\$ _____
December	\$ _____
January	\$ _____
February	\$ _____

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ _____
8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ _____
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ _____
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ _____
Recycling Pick-up @ 345 Lively (Monthly)	\$ _____
Bulk item Pick-up @ 345 Lively (Monthly)	\$ _____

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ _____
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ _____
Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ _____
Prose (5420 Buford Highway)	UC	280	\$ _____
Walton (Mitchell & Garner)	ID	180	\$ _____
Oasis Buford Highway near Beaver Ruin	ID	70	\$ _____

C = Complete

UC = Under Construction

ID = In design

9 SECTION F - Technical and Fee Proposal Requirements

9.1 Introduction

9.1.1 Overview

The Service Provider shall provide detailed information to demonstrate its understanding of the services requested.

9.1.2 Documents

All documents will be typewritten on standard 8.5 x 11-inch white paper. Exceptions would be schematics, exhibits, photographs, or other information necessary to facilitate the City's ability to accurately evaluate the proposal. Proposals may also include a flash drive including the entire Proposal in a searchable format such as Adobe Acrobat.

9.1.3 Cover Letter

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents on behalf of the Service Provider. The cover letter shall provide the name, address, telephone, and facsimile numbers of the Service Provider along with the name, title, address, telephone, and facsimile numbers of the executive that has the authority to contract with the City. The cover letter shall present the Service Provider's understanding of the Project, a summary of the approach to be undertaken to perform the Services, as well as a summary of the costs to provide the Services.

9.1.4 Executive Summary

The Service Provider shall submit an executive summary, which outlines its Proposal, including the proposed general management philosophy. The executive summary shall, at a minimum, include an identification of the proposed project team, assign a Company point of contact for the Project, give the responsibilities of the project team, and a summary of the proposed Services. This section should highlight aspects of the Company's Proposal, which make it superior or unique in addressing the needs of the city.

9.1.5 Minimum Criteria

The following are the minimum Criteria Used to Determine "Responsibility" of Each Offeror

- Describe your approach to service using Technology.
- Describe your Truck Fleet. Will you use rear end load trucks or automated sideload trucks? What is the contractor's approach regarding the use of alternative fuels and fully integrated electric trucks?
- Describe your customer service plan in detail.
- Describe your company history, experience, and qualifications.
- Provide resumes of key staff that the city will interact with.
- Describe your financial capacity and ability?
- Provide your transition plan in detail.
- Describe your contracts in GA similar size and scope? List five or more current references in the Atlanta Area with contact information and scope of service. List any municipal contracts in the Atlanta area with contact information that proposer lost for any reason within the last 10 years.
- Describe your hauling facility's location and capabilities.
- List and describe your disposal sites for solid waste and recycling facilities for recyclables and yard waste.
- Describe your commitment to sustainability in your proposal including alternative methods for Single stream recyclable collection and disposal as well as methods of measurement for refuse and ESPECIALLY recyclables.

9.1.6 Submission

The Service Provider shall package and seal its proposals so that they are not damaged in mailing. Technical and Fee proposals is to be packaged together in the same envelope but sealed separately. Do not include pricing in your proposal other than in the sealed Fee proposal portion of the Proposal. Service Providers are reminded that under Georgia law, all opened documents fall under the open records act and are subject to inspection by the public. Accordingly, proprietary information and/or date cannot be withheld from public inspection. All proposals and supporting documents will be submitted in accordance with the “Instructions to Service Providers” section.

9.2 Personnel Experience

9.2.1 Company Principles

Provide a biographic overview of the Company’s key principles.

9.2.2 Staff

The Service Provider shall provide, in this section of the proposal, a description of key staff and personnel that will be assigned to effectively facilitate the requirements of this project. This description will include, at a minimum, the number of permanent employees, part-time employees and an organizational chart reflecting local and corporate assignments and responsibilities. Specifically, the Service Provider must identify what priority will be placed on this project and how the firm intends to provide the initial management and staff.

9.2.3 Resumes

The Service Provider shall provide, in this section of the proposal, resumes of key personnel which will be assigned to this project, both local and Corporate. Resume shall include, at a minimum:

- Position title
- Tenure with Service Provider
- Education
- Experience
- Other related information

9.3 Approach

9.3.1 Project Methodology

The Service Provider shall provide, in this section of the proposal, a description of the method(s) that will be used to accomplish the level of services required in Section D, Program Services. Methods for all areas of Section D, Program Services, must be described.

9.3.1.1 Transition

The Service Provider shall provide a plan for the seamless transition of services from the previous Service Provider.

9.3.1.2 Collection Schedule

The Service Provider shall provide, in this section, its proposed schedule for household garbage, yard debris, and/or recyclable collection for subscribing households within the City.

9.3.1.3 Equipment

Provide the City with a comprehensive list of all equipment, including type of truck, year, model, equipment ID number, and vehicle tare weight that shall be used in fulfilling the contract. This must be provided at the beginning of the contract and upon the request from the City at any time during the contract.

9.3.1.4 City Facilities

The Service Provider shall further describe, in this section, its plan for providing collection services to all required City facilities.

9.3.2 Management of Collected Materials

The Service Provider will provide, in this section, the various disposal facilities it intends to use during the contract period(s.)

9.3.2.1 Solid Waste

The Service Provider will provide a list of solid waste disposal facilities and/or waste transfer stations it intends to use to dispose of waste generated within the city. The list will include the disposal facility's permit number, current address, contact person, and telephone number for each facility listed. In addition, the Service Provider must submit documentation for the facilities it proposes to use, demonstrating five years of disposal capacity for waste generated from the City.

9.3.2.2 Recyclables

The Service Provider will submit in its proposal a list of recycling facilities it will use to process the recyclables generated within the city. The list will include a current address, contract person, and telephone number of each facility listed.

9.3.3 Public Education

The Service Provider will submit a waste reduction and recycling public education plan to the City. The plan must include a copy (outline) of the public education materials the Company intends to distribute to subscribing households and identify a plan for the development and distribution of such educational materials on an ongoing basis. The Service Provider will also define the intentions of the program and indicate a philosophy of educational outreach.

9.4 Company Experience/Capabilities

9.4.1 Experience

The Service Provider shall provide, in this section of the proposal, a detailed description of similar services or contracts in which the Service Provider is presently involved or has completed during the past three (3) years. In particular, reference company experience with public entities that provide billing of Municipal Solid Waste and recyclables collection and disposal services on a subscription basis.

9.4.2 Capabilities

The Service Provider shall provide, in this section of the proposal, a description of the firm's capabilities. Any limitations relative to facilities, staff personnel, on- going projects/contracts, etc. shall be identified.

9.4.3 Customer Service

Describe the following items in your Proposal:

1. Describe the Service Provider's customer service philosophy and describe how it is communicated and reinforced throughout the organization.
2. Describe the Service Provider's approach to total quality management, and how your current customers benefit from your service improvements.
3. Describe the Service Provider's complaint resolution procedures.
4. Describe the nature of service improvement and increase in customer satisfaction that the Service Provider has been able to achieve in environments comparable to the City 's in size and complexity.

5. Describe the methodology the Service Provider uses to handle a client's unhappy customer. How does the Service Provider regain that customer's confidence and retain their loyalty?
6. Show a company organizational chart with contacts from account manager to CEO.
7. Indicate the location of the company's headquarters and a direct contact name and number of the liaison dedicated to the city.

9.4.4 References

The Service Provider must list local government client references with a contact person and telephone number. List any local government clients that have terminated or discontinued services in the last three years with a contact person, telephone number and explanation for the discontinuation.

9.5 Company Organization

9.5.1 Primary Business

Provide, in this section, your company's primary business interest and/or operations including organization and affiliations. Include the magnitude of your operation as it relates to this project.

9.5.2 Records Management

Describe your company's record keeping procedures in detail.

9.5.3 Company History

Provide pertinent company historical information that will demonstrate your capability to successfully accomplish this project.

9.6 FEE PROPOSAL

9.6.1 Best Value

The Fee Proposal is important; however, it will not be the only determining factor in the selection process. It is not the intent of the city to limit innovative solutions by dollar constraints, but rather to determine which proposal has the potential of providing the best value for the services required.

9.7 Proposal Evaluation Factors

It is the City's intent to evaluate the proposals based on technical merit and price and to choose the Service Provider whose proposal provides the best value to the City. The City reserves the right to waive any irregularities, reject any and/or all proposals, in whole or in part, when, in the City opinion, such rejection is in the best interests of the City.

9.7.1 Evaluation Method

Each proposal will be reviewed by an evaluation team from city staff. The evaluation will involve a holistic review of all material provided with a distinct interest in the following components (in no order):

Table (11)

Criteria	Points
References in Atlanta Area	20
Proven Track record of responsiveness to time limitations and deadlines (Customer Service) & Capacity to perform	10
Approach to service using technology (Trucks, hauling routes, etc..)	10
Detailed approach to sustainability and commitment to sustainability in business. Consider approach to include fuel efficient and natural gas trucks	15
Contractor's Cost Proposal	30
Qualifications / Comparable Experience	15

NOTE: The City reserves the right to accept a proposal, as submitted, and enter directly into a contractual agreement with that selected firm. Accordingly, it is imperative that all submittals contain both the best technical and fee proposals in their initial submission.

9.7.2 Oral Presentations

Following the evaluation of the proposals, the City's Evaluation Team may request the top-ranking firms(s) to make an oral presentation and/or be interviewed. If a determination is made that presentations are necessary, the requested Service Providers will be contacted to arrange a mutually acceptable date and time that will be promulgated by the Contract Administrator.

9.7.3 Negotiations

Following any presentations, the finalist(s) shall be re-evaluated. Should it become necessary, the Contract Administrator shall negotiate with the Service Provider whose proposal is determined to be most advantageous to the City. If negotiations with the highest-ranking Service Provider fail, negotiations shall be initiated with the next highest ranking Service Provider, and so on, until an agreement is reached. The City reserves the right to reject all offers and end the process without executing a contract.

9.7.4 Contract Formation

If the negotiation process produces mutual agreement, the draft contract provided herein shall be constructed and forwarded to the successful Service Provider for execution and then to the City's Mayor and Council for acceptance. The draft contract format will be the only acceptable document for execution.

10 SECTION G - General Conditions

10.1 Contract Administration

The Contract Administrator for this Request for Proposals (RFP) is **the Public Works, Utilities and Parks Director**. The Contract Administrator shall act as the City's representative during the execution of any subsequent contract and related amendments. The Contract Administrator will evaluate any contract disputes in a fair and unbiased manner. The decisions of the Contract Administrator shall be final and conclusive and binding upon all parties to the Contract. Any contractual questions arising during the proposal period or during the contract period(s) are to be addressed to the Contract Administrator via email at matthew.zaki@norcrossga.net with the subject line containing RFP No. **23-09**.

10.2 Contract Technical Representative

The Contract Technical Representative is **the Public Works, Utilities and Parks Director**. Representative shall provide the successful Service Provider direction and monitor the results within the limits of the contract's terms and conditions. Representative will decide questions which may arise as to the quality and acceptability of services performed. Representative shall judge as to the accuracy of quantities submitted by the successful Service Provider in payment requests and the acceptability of the services which these quantities represent. Representative will be the point-of-contact for developing contract changes and amendments to be approved by the City and executed by the Contract Administrator. Any technical questions arising, subsequent to contract award, are to be addressed to the Contract Technical Representative via email at matthew.zaki@norcrossga.net with the subject line containing RFP No. **23-09**.

10.3 Notice of Award of Contract

As soon as possible, and within 90 days after receipt of proposals, the City shall notify the successful Service Provider of its intent to enter into a contract agreement. Should the City require additional

time to award a contract, the time may be extended by mutual agreement between the City and the successful Service Provider. If an Award of Contract has not been made within 90 days from the proposal opening date or within the extension mutually agreed upon, the Service Provider may withdraw its proposal without further liability on the part of either party.

10.4 Execution of Contract Documents

- a. Within fifteen (15) days subsequent to successful contract negotiations and Mayor and Council's approval, the City shall furnish the successful Service Provider the conformed copies of the Contract Documents for execution.
- b. Within fifteen (15) days after receipt of the Contract Documents, the successful Service Provider shall return all the documents properly executed. Attached to each document shall be the certificate of insurance and proper licenses required by Federal, State or Local authorities.
- c. Within thirty (30) days after receipt of the Contract Documents, executed by the successful Service Provider, certificates of insurance, and license(s) the City shall complete the execution of the documents. Distribution of the completed documents will be made upon completion.
- d. Should either party require an extension of any of the time limits stated above, it must be by mutual agreement between both parties.

10.5 Insurance

10.5.1 Liability

The Company shall maintain such insurance as will protect the company from claims under workmen's compensation acts and from any other claims for damages to property, and for personal injury, including death, which may arise from operations under this contract, whether such operations are by the Company or by any sub-contractor or anyone directly or indirectly employed by either Company. Certificates of such insurance shall be filed with the City.

*The limits of insurance are as follows:

Comprehensive General Liability -The successful Service Provider shall exercise proper precaution at all times for the protection of persons and property. It shall carry approved public liability and property damage insurance with the following minimums:

Worker's compensation Liability	Statutory – minimum \$1,000,000 Employers \$1,000,000 each accident
---------------------------------	--

General liability: Bodily Injury/Property Damage	\$5,000,000 each occurrence
---	-----------------------------

Automobile Liability: Bodily injury and property damage Excess Umbrella Policy	\$5,000,000 each accident \$10,000,000 each occurrence
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*Liability Insurance shall be effective for the duration of the contract period as described in the contract documents, including authorized change orders.

10.5.2 Certificates of Insurance

Certificates acceptable to the City shall be attached to the signed Contract Documents when they are transmitted to the City for execution. These certificates shall contain the statement that 'Coverage afforded under the policies will not be canceled unless at least thirty (30) days prior to cancellation written notice has been given to the City, as evidenced by receipts of Registered or Certified mail.'

10.6 Quantities

None of the various City Departments or Employees, individually or collectively, shall be required to activate any minimum or maximum number of items during the life of any contract, or extension thereof, as a result of this RFP.

10.7 Indemnification

The successful Service Provider will indemnify and hold harmless the City and its agents and employees from and against all claims, damages, losses and expenses including attorneys' fees arising out of or resulting from the performance of the services, provided that any such claims, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, including the loss of use resulting therefrom; and is caused in whole or in part by any negligent or willful act or omission of the successful Service Provider and anyone directly or indirectly employed by the Service Provider or anyone for whose acts any of them may be liable. In any and all claims against the City or any of its agents or employees, by any employee of the successful Service Provider, directly or indirectly employed by the Service Provider, or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the successful Service Provider or under the Worker Compensation Acts, Disability Benefits Acts or other employee benefits acts.

10.8 Performance Bond

If awarded, the Contract shall furnish a corporate surety bond as security for the performance of the Agreement. Said surety bond shall be in the amount of 100% of the annual revenue of the contract. The Contractor shall pay premium for the bond(s) described above. A certificate from the surety showing the bond premiums is paid in full shall accompany the bond. The surety on the bond shall be a duly authorized corporate surety company approved to do business in the State of Georgia. Attorneys-in fact who sign performance bonds or contract bonds must file with each bond a certified and effectively dated copy of their power of attorney.

10.9 Bid Bond

If awarded, the Contractor shall furnish a corporate surety bid bond as security for the prices included in the bid, good for 12 months following the due date for this RFP.

10.10 Notice to Proceed

The Notice to Proceed shall be issued within ten (10) days of the execution of the Contract Agreement by the City. If there are reasons why the Notice to Proceed should not be issued within this period, the time may be extended by mutual agreement between the City and successful Service Provider. If the Notice to Proceed has not been issued within the ten (10) day period or within the period mutually agreed upon, the successful Service Provider may terminate the Contract Agreement without further liability on the part of either party.

10.11 Liquidated Damages

The City reserves the right to monitor the performance of the Service Provider's duties, including the routs and collections made, Customer reports, trips to disposal facilities and other destinations, the content of individual loads or portions of loads disposed of and the Service Provider's records at any time, in order to ensure the Service Provider is not disposing of material outside the terms of the Contract. Materials disposed that are not in accordance with the terms of the Contract shall be considered a default condition. Accordingly, the Service Provider agrees to the conditions set forth and will pay liquidated damages in accordance with the following:

- a. The Service Provider must physically remove the improperly disposed of materials within four (4) hours of notification by the City.

- b. Liquidated damages in the amount of five thousand dollars (\$5,000.00) for the first occurrence of improperly disposed of material.
- c. For each subsequent occurrence at any non-designated location, during the Contract term, one thousand dollars (\$1000.00) will be added to the previous amount paid (second occurrence will equal six thousand dollars (\$6000.00), third occurrence will equal seven thousand dollars (\$7000.00), etc.);
- d. The Fifth occurrence will be considered a default condition, not amenable to cure by removal of materials and payment of damages; and
- e. Failure by the Service Provider to physically remove the improperly disposed of materials within four (4) hours of notification by the City shall be considered an additional occurrence and shall be treated accordingly.

Excessive Missed Collections may be considered a default condition. Accordingly, the Service Provider agrees to the conditions set forth and will pay liquidated damages in accordance with the following:

- a. The Service Provider shall have twenty-four (24) working hours to pick up the Missed Collection.
- b. If the Service Provider fails to meet the twenty-four (24) working hour cure period, liquidated damages in the amount of one hundred dollars (\$100.00) per occurrence for the first ten (10) occurrences in any thirty (30) day period; and
- c. Starting with the eleventh (11th) missed cure' collection in any thirty (30) day period, liquidated damages in the amount of two hundred dollars (\$200.00) per occurrence.

The liquidated damages set forth above are not intended to compensate the city for any damages other than inconvenience and loss of use or delay of the Services. The existence or recovery of such liquidated damages shall not preclude the City from recovering other damages which the City can document as being attributable to the above referenced failures, including but not limited to the cost of internal Staff hours or amounts paid to third parties as a result of such problem or delay.

10.12 Suspension or Termination of Services

The anticipated contract between the successful Service Provider and the City can be terminated based on:

- a. City electing, in writing, not to exercise any of its option periods.
- b. Failure of the Service Provider to perform based on the Service Provider's bankruptcy, lack or loss of skilled personnel, or disregarding laws, ordinances, rules, regulations, or orders of any public body having jurisdiction. Should any single, multiple or all of the above conditions occur, the City shall have the authority to terminate the contract with written notice to the successful Service Provider. The successful Service Provider shall be liable for any losses occurring as a result of not abiding by the terms of the agreement.
- c. Any termination of the successful Service Provider's services shall not affect any right of the City against the successful Service Provider then existing or which may thereafter occur. Any retention of payment of monies by the City due the successful Service Provider will not release the successful Service Provider from compliance with the Contract Documents.

10.13 Transition Services Upon Termination

Upon termination or expiration of the Contract, the Service Provider shall cooperate with the City to assist with the orderly transfer of the functions and operations provided by the Service Provider hereunder to another service provider or to the City as determined by the City in its sole discretion. Prior to termination or expiration of this Agreement, the City may require the Service Provider to perform and, if so required, the Service Provider shall perform certain transition services necessary to shift the support work of the Service Provider to another provider or to the City itself as described below (the "Transition Services") and the City shall pay for such service at the rates set forth in this Agreement. Transition Services may include but shall not be limited to the following:

- a. Working with the City to jointly develop a mutually agreed upon Transition Services Plan to facilitate the termination of the Services.
- b. Notifying all affected service providers and subcontractors of the Service Provider.

10.14 Assignments

The successful Service Provider shall not assign the whole or any part of this Contract or any monies due or to become due hereunder without written consent of the City. In case the successful Service Provider assigns all or any part of any monies due or to become due under this Contract, the Instrument of assignment shall contain a clause substantially to the effect that is agreed that the right of the assignee in and to any monies due or to become due to the successful Service Provider shall be subject to prior liens of all persons, firms, and corporations for services rendered or materials supplied for the performance of the services called for in this contract.

10.15 Laws and Regulations

The successful Service Provider's attention is directed to the fact that all applicable Federal, State and City laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the services shall apply to the contract throughout, and they will be deemed to be included in the contract as though written out in full herein. The successful Service Provider shall keep fully informed of all laws, ordinances, and regulations of the Federal, State, City and municipal governments or authorities in any manner affecting those engaged or employed in providing these services or in any way affecting the conduct of the services and of all orders and decrees of bodies or tribunals having any jurisdiction or authority over same. If any discrepancy or inconsistency should be discovered in these Contract Documents or in the specifications herein referred to, in relation to any such law, ordinance, regulation, order or decree, the Service Provider shall herewith report the same in writing to the City.

The Service Provider shall at all times observe and comply with all such existing and future laws, ordinances, and regulations, and shall protect and indemnify the City and its agents against the violation of any such law, ordinance, regulation, order or decree, whether by the Service Provider or by his/her employees. Licenses of a temporary nature, necessary for the prosecution of the services shall be secured and paid for by the successful Service Provider.

10.16 Force Majeure

The Company shall not be liable for any failure or delay in the performance of its obligations pursuant to this Agreement and such failure or delay shall not be deemed a default of this Agreement or grounds for termination hereunder if all of the following conditions are satisfied: (i) if such failure or delay: (a) could not have been prevented by reasonable precaution, and (b) cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans, or other means; and (ii) if and to the extent such failure or delay is caused, directly or indirectly by fire, flood, earthquake, hurricane, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, or court order.

Upon the occurrence of an event which satisfies all of the conditions set forth above (a "Force Majeure Event") the Company shall be excused from any further performance of those of its obligations pursuant to this Agreement affected by the Force Majeure Event for as long as (a) such Force Majeure Event continues and (b) the Company continues to use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay.

Upon the occurrence of a Force, Majeure Event, the Company shall immediately notify the City by telephone (to be confirmed by written notice within two (2) days of the inception of the failure or delay of the occurrence of a Force Majeure Event and shall describe in reasonable detail the nature of the Force Majeure Event.

Strikes, slow-downs, walkouts, lockouts, and individual disputes are not excused under this provision.

10.17 Notice and Service Thereof

- a. All Notices, demands, requests, instructions, approvals, and claims shall be in writing.
- b. Any notice to or demand upon the Company shall be sufficiently given if delivered at the office of the Company specified in this proposal (or at such other office as the Company may from time to time designate to the City in writing), or if deposited in the United States Mail in a sealed, postage-prepaid envelope, or delivered, with charges prepaid, to any telegraph company for transmission, in each case addressed to such office.
- c. All papers required to be delivered to the City shall, unless otherwise specified in writing to the Company, be delivered to the Contract Administrator. Any notice to or demand upon the City shall be sufficiently given if delivered to the Office of said Contract Administrator or if deposited in the United States Mail in a sealed, postage-prepaid envelope, or delivered with charges prepaid to any telegraph company for transmission, in each case addressed to said Contract Administrator or to such other representative of the City or to such other address as the City may subsequently specify in writing to the Company for such purposes

10.18 Schedule, Reports and Records

The Company shall submit to the City schedules, reports, estimates, records, and other data as the City may request concerning services performed or to be performed.

10.19 Changes in the Contract

10.19.1 Changes in the Service

The City may at any time, as the need arises, order changes within the scope of the services without invalidating the Contract Agreement. If such changes increase or decrease the amount due under the Contract Documents, or in the time required for performance of the services, an equitable adjustment shall be negotiated culminated by the issuance of a Contract Amendment. The Contract Administrator, also, may at any time, by issuing a Contract Amendment, make changes in the details of the services. The Company shall proceed with the performance of any changes in the services so ordered by the Contract Administrator unless the Company believes that such order entitles a change in the fee time or both, in which event the Company shall give the Contract Administrator written notice thereof within fifteen (15) days after the receipt of the Contract Amendment, and the Company shall not execute such amendments pending the receipt of an executed Notice to Proceed instruction from the City.

The City may, when changes are minor or when changes would result in relatively small changes in the Fee or Contract Time, elect to postpone the issuance of a Contract Amendment until such time that a single amendment of substantial importance can be issued incorporating several changes. In such cases, the City shall indicate this intent in a written notice to the Company.

10.19.2 Changes in Fee

The Fee shall be changed only by a mutual agreement by the Company and the City transmitted as a Contract Amendment. The Company shall, when required by the City, furnish to the City the method and justification used in computing the change in fee as related to the services ordered, along with the percentage of total cost with the change.

The City agrees to a 2.5% annual price increase on all rates on the anniversary of the contract. The City will not accept any other CPI clauses and fuel surcharges.

10.19.3 Changes in Contract Period

The Contract Periods shall be changed only by a Contract Amendment. Changes in the services

described above and any other claim made by the Company for a change in the Contract Period shall be evaluated by the City and if the conditions warrant, an appropriate adjustment of the Contract Periods will be made. The City prefers a two-to-three-year contract period with a fixed fee.

10.20 Payments and Completion

10.20.1 Application for Payments

The Company shall submit an application for payment (invoice) for services rendered during the preceding calendar month. This application shall be sent to:

**65 Lawrenceville Street,
Norcross, GA 30071**

10.20.2 Certificate for Payments

If the Company has made application for payment as above, the technical representative will authenticate the application and forward it to the Finance Department for such amount as is determined to be properly due, or state in writing the itemized and specific reasons for withholding payment. After the application has been issued, the Finance Department shall pay to the Company, within 30 days, the amount covering services completed. No application for payment, nor any payment, shall constitute an acceptance of any services not in accordance with the Contract Documents.

10.20.3 Governing Document

All parties expressly agree that the provisions of the Georgia Prompt Pay Act, Title 13, Chapter 11, of the Official Code of Georgia Annotated, are superseded by the terms and conditions of this agreement.

10.21 Company's Claim

No claim for additional or other compensation beyond the Fees shall be allowable unless the Company makes and continuously maintains written demand therefore within thirty (30) days of the occurrence of any event which gives rise to such claim.

10.22 Contract Agreement Jurisdiction

Company irrevocably consents that any legal action or proceeding against it under, arising out of or in any manner relating to this Agreement shall be brought in any court in Chatham County. Company designates the Secretary of the State of Georgia as its agent for service of process, provided no such agent located in Georgia is on file with the said Secretary. Company, by the execution and delivery of this Agreement, expressly and irrevocably assents to and submits to the personal jurisdiction of any court in Chatham County and to the laws of Georgia, and in any said action or proceeding. Company hereby expressly and irrevocably waives any claim or defense in any said action or proceeding based on any alleged lack of jurisdiction, improper venue or forum non convenes or any similar basis.

10.23 Permits and Regulations

The Company shall obtain and pay for all permits, licenses, and any other regulatory requirements, necessary for the prosecution of these services. The Company shall pay all governmental charges and inspection fees necessary for the prosecution of these services.

10.24 Business License

Company shall have a current Occupation Tax Certificate and shall furnish certificate and license numbers prior to entering into a contract with the City.

10.25 Responsibilities of the Company

10.25.1 Company's Employees

The Company shall be responsible for the adequacy, efficiency, and sufficiency of his employees. Workers shall have sufficient knowledge, skill, and experience to perform properly the work assigned to them. The Company shall be fully responsible for the acts and omissions of persons employed.

10.25.2 Payment for Labor and Materials

The Company shall pay any and all accounts for labor including Workers Compensation premiums, State Unemployment and Federal Social Security payments and other wage and salary deductions required by law. The Company shall also pay any and all accounts for services, equipment, and materials used by them during the performance of work under this contract. Such accounts shall be paid as they become due and payable. If requested by the City, the Company shall furnish proof of payment of such accounts to the City.

10.25.3 Attention to Work

The Company, acting through his representative, shall give personal attention to and shall manage the services so that they shall be prosecuted faithfully. When his representative is not personally present, his designated alternate shall be available and shall have the authority to act on the contract.

10.25.4 Employee Safety

The Company alone shall be responsible for the safety of its employees. The Company shall perform the services in a manner which meets the City's responsibility under statutory and common law for the provision of a safe place to work.

10.25.5 Public Safety and Convenience

The Company shall conduct his work so as to insure the least possible obstruction to traffic and inconvenience to the general public and the residents in the vicinity of the work and to insure the protection of persons and property.

10.25.6 Cooperation in Disasters

The Company shall acknowledge the presence of other contractors involved in disaster response and recovery activities of the federal, state, and local government, and of any private utility, and shall not interfere with their work during times of declared disaster or a local emergency.

10.25.7 Disposal Facilities

Subsequent to the original approval of disposal facilities by the City, any additional solid waste disposal facilities anticipated to be used by the Company will require prior written approval of the City.

10.26 Compliance with Laws

The Company shall keep fully informed of all existing and future State and Federal Laws, all regulations of the various departments or agencies of the State of Georgia, and local ordinances and regulations in any manner affecting those engaged or employed in the services, or the materials used in the services, or in any way affecting the conduct of the services and of all such orders and decrees of bodies or tribunals having any jurisdiction or authority over the same.

The Company shall at all times observe and comply with, and cause all agents and employees to observe and comply with, all such existing and future laws, ordinances, regulations, orders, and decrees; and shall protect and indemnify the City, its officers, employees and agents against any claim or liability arising from or based upon violation of any such law, ordinance, regulation, order, or decree, whether by the Company or employees or any subcontractor.

11 SECTION H - Representation

11.1 Non-Discrimination

- a. The Company agrees that it has adopted and will maintain and enforce a policy of nondiscrimination on the basis of race, color, religion, sex, age, national origin, or disability.
- b. The Company agrees that it will inform the City of any alleged violation(s) of employment practices involving any employees who work on the Project which are asserted in any claims filed with the Equal Employment Opportunity Commission, Labor Department or any other federal or state compliance agency. The Company will also inform the City of the final disposition of such cases.

11.2 Drug-Free Workplace

The City is a drug-free workplace employer. The City Council has adopted a policy requiring City Service Providers to provide a drug-free workplace in the performance of any City contract. The Company hereby certifies that it has or it will within thirty (30) days after execution of the Contract:

Company must provide to the City a drug-free workplace policy.

EXHIBT 1

City of Norcross Garbage Pickup Schedule

E.1.b

Legend

Garbage Pickup Day

Monday

Tuesday

Wednesday

Thursday

Friday

Norcross City Lin

Attachment: A1) RFP PWUP 23-11 As posted (23-6734 : Residential and Commercial Solid Waste,

Exhibit "1"

Packet Pg. 42

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11
Addendum # 1

Q: Under 7.1.2 Service Provisions for Residential Yard Waste Collection, sentence reads, “Yard Trimming collection service will be offered by Contractor, chargeable service to City residents. Contractor will collect yard trimmings from subscribing residences on designated collection day”. There is no subscription yard waste service in Norcross.

A: No subscription is required; collection of yard waste must be included with solid waste services on the same day on a weekly basis.

Q: The due date of April 3rd, what time are the proposals required to be dropped off?

A: All proposals from interested vendors must be dropped off at 345 Lively Ave, Norcross, GA 30071 on April 3rd at 11:00 am.

Q: In the background and on the pricing page, does that include the commercial businesses carts around downtown currently being serviced?

A: Please include the following in the proposal:

119 – 95-gallon Solid Waste carts

62 – 95-gallon recycle carts

In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11
Addendum # 2

Please be advised of the numbers shown below to be included in the proposal.

Compactors	Quantity
12 yard	1
20 yard	
25 yard	
30 yard	
35 yard	4
40 yard	19

Vert-i-pack (VIP) Compactors	9
---------------------------------	---

OCC Commercial Front End Load Customers Quantity

Size	QTY
8 yard	44

Permanent Open Tops	Quantity
20 yard	21
30 yard	56
40 yard	10

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11
Addendum # 3

1. Section 7.1.2 page 13 Yard Waste: The second sentence states "chargeable service to City residents". Please clarify if yard waste is an elective service or is billed directly to residents.

Please disregard this statement, collection of yard waste must be included with Solid waste and recycling services on the same bill, Yard Waste is not an elective service or a subscription service, it's an automatic service that must be included with Solid waste, recycling, and Bulky items services.

2. Section 7.1.3-page 13 Bulk Waste: Please clarify the difference between the "on-call", "one time per week" and "alternate" options described in this section. What is the city asking for here? Does this mean we run a weekly route for only those who call in?

The "on-call" is to be included with the weekly services (Solid Waste, Recycling, and Yard Waste), the customer calls in the provider to request the pickup, the provider collects the item on the day of collection service. The item must be collected on the customer's regular pick-up day. Bulk waste service is once per week.

3. How many tons of residential MSW are collected?

The total residential MSW tonnage collected is approximately 4,558 tons each year, this total includes the bulk item tonnage collected in the same truck.

4. How many tons of residential recycle are collected?

The total residential recycle tonnage collected is approximately 821 tons each year.

5. How many tons of residential Yard Waste are collected?

The total amount of residential Yard Waste collected is estimated to be 12,500 to 14,000 Cubic yards per year.

6. How many tons of residential Bulk are collected?

Please refer to response to question #3 above.

7. Section 7.1.8 on pages 15-16 City Services: Please provide the frequency of collection for each location.

The location, size and frequency of collection is as shown below on table #2 on Addendum #3

8. Section 7.9.1 page 18: please confirm if "new" carts will be required for all vendors.

Yes, new carts will be required from all vendors, however vendors can provide alternatives that will reduce the overall costs to the city's customers.

9. Who does the billing for residential services?

City of Norcross does the billing for residential services.

10. Who does the billing for commercial services?

City of Norcross does the billing for Commercial services.

11. Section 8-page 19 Fee Schedule: please clarify the column titled "Alternative Monthly Charge per Unit". What is this pricing for?

Please refer to the revised table (3) shown on Addendum #3

12. Section 8-page 19 Fee Schedule: Please clarify "Organic/Compostable Curb-side pick-up". How does this differ from the yard waste collection service?

For sustainability purposes, the city is considering the idea to collect Organic/compostable food scraps separately than Yard waste. The contractor is to describe how those services will be achieved and to provide the costs associated with completing the collection.

13. Table 5 on page 20: Please provide the number of single stream containers for each frequency.

There are currently 44 front end load containers, 36 collected once per week and 2 are twice per week and 6 are three times per week. Please refer to the updated Table (5) shown on Addendum #3

14. Table 7 page 20: Please provide a space to list delivery fees.

Delivery chargers are for table 6 only.

15. Table 7 page 20 states at the bottom "*Contractor is fully responsible for 100% expenses associated with compactor installations". Please clarify what this applies to.

For any future compactors, the user is responsible for the full costs of installation, the existing compactors, provider will be responsible for any costs associated with transitioning these compactors to the new provider. Please detail the transition in the proposal, provider can also suggest alternatives for transitioning existing compactors to reduce customers costs.

16. Table 9-page 21 lists recycling and bulk pickup at 345 Lively. These are too vague. Please clarify what level of service. Containers, qty, frequency volume, etc.

Please disregard these 2 rows on that table. Please refer to the updated Table (9) shown on Addendum #3

17. Table 10 page 21: Please explain what this table represents.

This table is to be used in conjunction with the detailed provisions under section 7.1.6 "service provision for Multi dwelling recycling services". The contractor is required to explain in the proposal how recycling services for the multi family dwelling properties will be provided.

18. Section 10.9-page 28 Bond: This section is titled Bid Bond, however states "If awarded" and seems to describe amounts typically tied to a performance bond. Please clarify if a bid bond is required. If so what amount?

Proposals must be accompanied by a certified check or cashier's check or acceptable bid bond in an amount not less than five percent (5%) of the amount proposed per section, and failure to submit a bid bond will be cause for rejection.

19. Insurance Page 27 describes the insurance limits. Why is the Excess Umbrella so high? We typically see \$5mil here on most contracts. extra cost will be passed thru?

City will accept the \$5mil limit, please ignore the \$10 mil.

20. Will temp roll off services be included in this franchise?

Yes, temporary roll off services is to be included in this franchise.

21. Section 5B Definitions, page 10 "Term". Please add that any renewals will not be automatic, but upon mutual agreement of both parties.

Terms could be negotiated upon award of the contract.

22. Section 7.8.1 page 17 "Reporting", how can vendors provide exact tonnages, as routes may not be entirely from the city?

It is the responsibility of the provider to separate tonnages as much as practicable, the city requires that only the tonnage collected from the city limits be reported.

23. Section 7.9.1 page 18 "Specifications": Please clarify if the city logo carts are required. This adds significant cost to the production and storage of the carts which is then passed on to your citizens. Please consider allowing carts with just vendor logo.

City will allow for carts with just vendor logo. No city logo will be required.

24. Section 7.10 "Processing Facilities": Most facilities are reporting 7% as the contamination rate and will reject loads above that level. Please change the 15% listed here.

City wants to keep the rate @15%

25. Section 7.10 will vendors be able to bill the city for the associated costs that come with a contaminated load.

The city will bill the customer for front-end load recycling.

26. Are any of the frontload containers vertical compactors?

There are currently 9 Vertical compactors.

27. Table 7 on page 20: Please indicate which compactors are customer owned.

Only 2 compactors are owned by the businesses.

1-12-yard rental

4- 35-yard all rental

19-40 yards stationary compactors (17 are rental)

Please refer to the updated Table (7) shown on Addendum #3

28. Table 8 page 20: Is this pricing to be per unit, per month? Please clarify.

Table 8 has been revised to per unit. Please also notice the change in Months of October and February.

29. Section 10.12-page 29 Termination: please add language that allows the vendor to cure the issue within a specific time.

Please refer to Section 7.4 – Missed Collections and complaint hearing for details with regards to resolution of complaints. Upon award, further language can be added to allow for curing issues.

30. Section 10.19.2-page 31 CPI: Based on recent CPI numbers, it is very likely that the CPI will exceed the 2.5% cap listed in this section. That causes bidders to front-load the rates to cover that risk. This translates into higher prices for the citizens when the inflation is unknown. Please consider removing the cap and allow the natural CPI adjustment each year.

Once awarded, the provider can increase the rates for all services effective on each anniversary of the effective date of the agreement in an amount equal to the percentage increase in the Consumer Price Index for all urban consumers (Water, Sewer and trash collection services) U.S. City average, as published by the United States Department of Labor, Bureau of Statistics (the "CPI"). All increase will be capped at 5%.

31. Section 10.19.3 page 32 states "The City prefers a two-to-three-year contract period with a fixed fee." but the previous section allows an annual rate adjustment. Please clarify.

Please disregard this statement.

32. How many current customers have recycling service for commercial, will the current recycling customers be made to switch vendors? Will email or app be allowed?

There are currently 44 commercial recycling customers within the city, customers will be required to switch vendors, the vendor will be required to provide in the proposal, all details regarding the transition to the new vendor shall be provided in the proposal, any changes to the new vendors will be handled by the City's Administrative Services department.

33. Is there a noise ordinance or time of service? For commercial/roll off, does the 7am-7pm time frame apply to commercial and roll-off?

Yes, there is a noise ordinance that is enforced by the city.

34. Liquidated Damages – section 10.11 – does this language apply to all services, or just residential?

Liquidated damages apply to all services.

35. How will the calls/complaints/new services be handled? Will that be directed to the service provider, or will the customers contact the city first or the vendor direct? Will email or app be allowed?

All calls/complaints will be handled by the provider. New services, cancellations and the change in number of times for collections will be handled by the city's staff. Email correspondence is acceptable between the provider and the city, any other outlets will need to be agreed upon award of the contract.

36. Personnel – can we designate multiple people by service type?

The provider is to designate personnel that will effectively facilitate the requirements of the project.

37. Will stickers be allowed to identify City of Norcross containers?

Please provide costs for new carts, however the vendor is to provide alternative options if this will result in savings to the city's customers.

38. Are temporary containers part of this franchise agreement with selected vendor holding an exclusive franchise? Can you provide a yearly total of hauls?

Yes, temporary containers for commercial customers are part of this franchise agreement with the selected vendor. The approximate total number of hauls is 100 hauls a year.

39. Is yard waste service and composting services mandatory in responding to this RFP for the other requested services response to be considered by the city?

Yard waste service is mandatory in responding to the RFP. The only service that could be quoted separately is the leaf vacuum services. Yard waste is required with residential solid waste, Recycling, and commercial services. Please ignore the composting services requirement.

40. Page 5 of the RFP reads you are going to read the names of the proposal and the rates, is the city going to read the rates out loud?

At the meeting, only the vendors companies' names submitting a proposal will be read out loud, no rates will be read out loud.

41. Are there alleys or narrow streets in the city where we can't use larger automated trucks?

Yes, there are several city-owned and privately-owned streets that are only accessible by rear-end load trucks.

42. What is the recycling participation rate?

The recycling participation rate is estimated to be at 85%

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ _____	N/A__
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly unlimited curbside yard waste services	\$ _____	N/A
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Organic/Compostable Curb-side pick-up (Describe service)	N/A	\$ _____

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services												
Size	1 x week		2 x week		3 x week		4 x week		5 x week		6 x week	Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost	cost
2-yard	107	\$ _____	5	\$ _____	1	\$ _____		\$ _____		\$ _____	\$ _____	\$ _____
4-yard	101	\$ _____	10	\$ _____	2	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
6-yard	77	\$ _____	29	\$ _____	35	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
8-yard	140	\$ _____	99	\$ _____	56	\$ _____	8	\$ _____	23	\$ _____	\$ _____	\$ _____

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ _____	2 \$ _____	6 \$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ _____	\$ _____	\$ _____	\$ _____
20-yard	12	\$ _____	\$ _____	\$ _____	\$ _____
30-yard	42	\$ _____	\$ _____	\$ _____	\$ _____

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
20-yard Open Top	21 **	\$ _____	\$ _____	\$ _____
30-yard Open Top	56 ***	\$ _____	\$ _____	\$ _____
40-yard Open Top	10	\$ _____	\$ _____	\$ _____
12-yard Compactor (Skin Alley)	1	\$ _____	\$ _____	\$ _____
35-yard Compactor	4	\$ _____	\$ _____	\$ _____
40-yard Compactor	19	\$ _____	\$ _____	\$ _____
40-yard Recycle Compactor	3	\$ _____	\$ _____	\$ _____

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ _____
November	\$ _____
December	\$ _____
January	\$ _____
February (First 2 weeks)	\$ _____

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ _____

8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ _____
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ _____
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ _____

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ _____
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ _____
Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ _____
Prose (5420 Buford Highway)	UC	280	\$ _____
Walton (Mitchell & Garner)	ID	180	\$ _____
Oasis Buford Highway near Beaver Ruin	ID	70	\$ _____

C = Complete

UC = Under Construction

ID = In design

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department Maintenance Warehouse	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week 1 time / week
Public Works, Utilities & Parks Building	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
The Crossing Parking Lot	95 S. Peachtree Street	2–8-yard dumpster	1 time / week
Community Center	10 College Street	8-yard dumpster	1 time / week
Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Lillian Webb Park	Off Britt Ave.	6-yard dumpster	1 time / week

In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services

RFP PWUP 23-11

Addendum # 4 To replace tables attached to Addendum #3 and add table 11

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Oasis Buford Highway near Beaver Ruin	ID	70	\$ _____

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Table (11)

Downtown Commercial with Cart Service	
119 Commercial 95-gallon Solid Waste carts	\$ _____
36 Commercial 95-gallon Solid Waste carts (Second Cart)	\$ _____
62 Commercial 95-gallon Recycling carts	\$ _____
27 Commercial 95-gallon Recycling carts (Second Cart)	\$ _____

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
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Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Lillian Webb Park	Off Britt Ave.	6-yard dumpster	1 time / week

CITY OF NORCROSS

Solid Waste Collection Services

RFP PWUP 23-11

April 3, 2023, 11am

SUBMITTED BY

WM Local Goshen Springs Road Office

A Proven Partner for 19 Years

CONTACT

Steve Edwards

Public Sector Services Manager

(770) 560-4025

sedward1@wm.com



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- 2) Approach to Technology
- 3) Equipment
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- 5) Company History, Experience, and Qualifications
- 6) Resume of Key Contact
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- 8) Transition Plan
- 9) References
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- 12) Pricing Pages (Sealed)
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Waste Management is your partner for environmental service and solutions whose people **go above and beyond** to **serve and solve** every challenge **the right way**.

Data contained in this proposal represents the most recently published information for Waste Management's wholly owned operations, unless otherwise indicated.

1| COVER LETTER AND EXECUTIVE SUMMARY

April 3, 2023

City of Norcross
Mr. Mathew Zaki PE. CPM
345 Lively Avenue
Norcross, GA 30071

Re: Cover Letter & Executive Summary

Dear Mr. Zaki:

We propose the keeping the same level of service for garbage, bulk, recycling, and commercial service and continuing to utilize our subcontractor, Imagescapes, for green waste and vacuum services. Imagescapes has committed to purchase all new trucks for Norcross. We both have 19 years of customer knowledge, so we know the city and the customers like nobody else. Norcross residents and commercial businesses expect a high standard of expectations for solid waste and recycling services. Despite some bumps in the road due to the pandemic and labor shortage, we have delivered with minimal service issues.

Our office is inside Norcross City limits at 5374 Goshen Springs Road, Norcross, 30093. Some of our employees live in Norcross. In many ways, we help contribute to the local city economy. We partnered together to find the City's path to become a Platinum Certified Green Community. We will continue along the same path by using CNG trucks, recycling the yard waste, and participating in sustainable events and projects sponsored by the city. Our plan is to pour more Technology your way. From our onboard computers in our trucks, constant video feeds and pictures for service verification, user friendly customer Apps, GPS trucks that leave a breadcrumb trail where we have been, and call center chats, we put the "T" in technology.

Remember, price is not everything, our service speaks for itself. We strongly recommend keeping the level of service the same because Norcross residents are accustomed to it, and it keeps the streets and neighborhoods of the city clean and green. **We do not recommend changing services because your residents love the bulk and unlimited green waste services we offer** Thank you for the opportunity to keep our partnership alive and I hope to continue to be your representative for many years to come.

Sincerely,

Steve Edwards

Steve Edwards, Public Sector Solutions Manager
770 560-4025
sedward1@wm.com

2 Approach to Technology

Industry-Leading Onboard Technology for the City

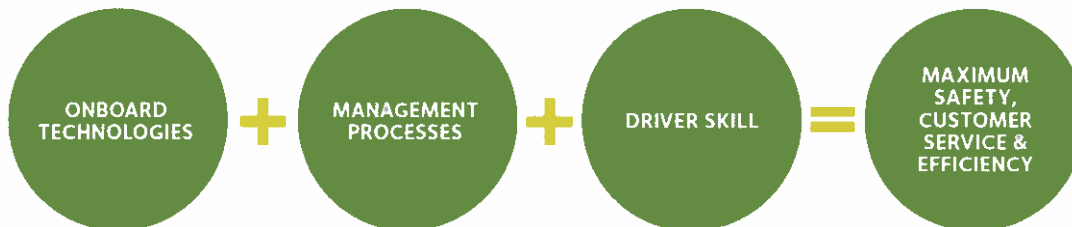
You do not have to look hard to find innovation in the automobile industry. Auto advancements in the past 30 years are countless - antilock brakes, airbags, back up cameras, blind spot detection, GPS navigation, just to name a few. Although the appearance of your car may change based on current trends, each technology innovation has a clear purpose and function.

Just as your personal vehicle has progressed, so have Waste Management vehicles. Our fleet's technology needs are specific to the services we perform, requiring us to custom develop and implement advancements based on what matters most to Waste Management - our partners and customers and our ability to deliver safe and efficient collection services with outstanding customer service.



The Power of Our People and Technology

State-of-the-art trucks alone are not enough to meet expectations. Through our comprehensive operations framework, Service Delivery Optimization (SDO), we harmonize the technology used onboard our trucks with our logistics management processes, and the skills of our drivers. With technology, processes and people working in sync, we are able to maximize safety, customer service, and efficiency while collecting for Warner Robin's routes.



Onboard Computing System Provides Real-Time Driver Feedback

Our fleet of trucks for the city is equipped with our onboard computing system (OCS), which enhances communication between our operations and customer service teams. OCS replaced paper route books with electronic route sheets that are updated in real time. Collection drivers see all stops and service tickets on their touch screens, which can be updated remotely and in actual time by our route managers and dispatchers. Drivers use their OCS to log completion of each service performed.

OCS is also a key tool for noting and communicating route exceptions such as blocked containers, extras, and contamination. Each exception



has a designated code. Drivers log the appropriate code at the time of collection and have the option to add supplementary notes. If OCS becomes unavailable, our drivers use a traditional paper route sheet to perform scheduled collections and manually enter routing exceptions. The primary benefits of OCS are:

- **Service Exceptions:** When a driver encounters a condition that prevents providing service or requires a service beyond emptying a container, such as removing extras and noting contamination, he or she touches the "service exception" button. Drivers can touch the exception button on the customer order list or from the customer order detail screen, which triggers an "exception" pick list on the display. Drivers touch the role containing the appropriate service exception.
- **Proactive Customer Communication:** Drivers document any issues associated with attempting to service the customer account, including carts not being out, blocked access or ancillary pickups. This allows us to proactively address issues with our customers and prevent inconveniences, such as a missed collection.

Our OCS is complemented by the following industry-leading software and technology for real-time routing and dispatch communication:

Technology	Function	Benefit
eRouteLogistics®	Mapping and routing software system used to develop and modify routes	✓ Considers traffic patterns in the community, vehicle capacity, location of disposal sites, and travel times to create the most efficient routes possible to provide the best value to the customer ✓ Fully integrated with our billing and customer database, Mid-America Systems (MAS), to capture new customers and service changes
Plan Versus Actual (PvA) Technology	Software that plots planned route versus actual route status	✓ Identifies routes that may be running behind typical schedule that customers are accustomed to, enabling Waste Management to proactively redistribute routes to prevent missed or late pickups
Onboard Computer System Dispatch (OCSD)	In-office software connecting dispatch and route management to driver OCS	✓ Route modifications are made in real-time and instantly appear on drivers' tablets so that any potential for service disruption is eliminated ✓ Enables dispatch and managers to electronically assign service tickets and communicate with drivers for immediate customer issue resolution (e.g., blocked container, late set out, etc.)

DriveCam®: Intelligent Dashcam Technology for Safer Collection

DriveCam®, one of the safety innovations onboard our trucks, goes beyond traditional dashcams by pairing machine vision with artificial intelligence to identify risks as they occur on the road and respond to the driver with real-time coaching.

DriveCam is mounted on the windshield of the interior cab with cab-facing and road-facing cameras. When an unsafe condition is detected, such as critical following distance, lane departure, or imminent collision, the device visually and audibly alerts our drivers, providing an opportunity for self-correction.

Additionally, if an event is detected, video data is sent to Waste Management route managers for follow up performance coaching with the driver. Recorded events also help us appreciate the many times that our drivers avoid collisions through using proper defensive driving techniques. We believe our investment in DriveCam has contributed to reducing our reported vehicle accidents by almost 80 percent since 2005.

DriveCam's latest technology is currently being installed in Waste Management trucks with a full rollout expected by summer 2021.



Extra Eyes on Your Roads

Waste Management drivers can manually trigger recording of video on the DriveCam in the event they witness an emergency situation or suspicious activity.



For an in-depth look at DriveCam, visit <https://youtu.be/NDvacIfHxy8>.

Technology at Work for Norcross

Clearly documenting route exceptions



Among its many benefits, Onboard Computing is a key tool for noting and communicating route exceptions such as “no can out,” blocked containers, extras and contamination.

Each exception has a designated code. Drivers log the appropriate code at the time of collection and also have the option to add supplementary notes and photo images. This documentation is often shared with customers to help facilitate resolutions and confirm service delivery.

Addressing unplanned events to maintain on-time collections



In office, dispatch and route management staff proactively address unplanned events with Onboard Computing System Dispatch (OCSD). Traffic can slow a driver on their route. A sick driver's route still needs to be serviced. Route managers and dispatchers can take a portion of a route, or an entire route, divide it up among other trucks, and seamlessly drop those stops onto the other drivers' tablets. **This puts the customer first, allowing us to quickly react to all situations.**

Data-driven performance and safety coaching



One of our most recent safety innovations, DriveCam, allows us to see and talk through the safety issues drivers face each day. Each truck cab is equipped with a forward-facing camera constantly recording everything that happens. Whenever there is a sudden movement, the camera automatically saves a 12-second section of video. The videos are reviewed with the driver to improve safety.

Route Strategy, part of our Approach to Technology

Our Route Management Systems

Operational Efficiency at its Finest

With more purchases being made electronically, many of us have started tracking the status of our deliveries online, and for the first time, we have had visibility into the complex logistics behind each shipment. When we are anxious to receive a package, we watch every stop from the point of intake, to transfers at regional distribution centers. Just as we depend on mail carriers to deliver packages on time, the city depends on Waste Management to collect waste safely, efficiently, and on time.

Behind the scenes, we meet these customer expectations with the help of our state-of-the-art technology and software. Our entire fleet is equipped with an onboard computing system (OCS) – touch screen tablet technology that enhances real-time route management and communication between our operations and customer service teams. Through OCS, we use eRouteLogistics® software to build and maintain our routes and Plan Versus Actual (PvA) technology to manage collection routes in real time.

In addition to confirming material is collected on time with fewer missed collections, our route management systems benefit the city through:

- **Operations Efficiency:** Designing and utilizing the most efficient route means lower cost for customers, less wear and tear on streets, and the ability to avoid heavy traffic patterns.
- **Environmental Savings:** Operational efficiencies gained through our routing process have immediate positive effects on the local environment. Fewer miles driven means reduced greenhouse gas emissions.
- **Safety Improvement:** Routes are planned in line with company safety policies and protocols. Our routes accommodate traffic patterns and traffic flow, as well as avoid high pedestrian traffic hours at locations such as schools, playgrounds, and parks.

eRouteLogistics®: Routing Software that Reflects Real-Time Developments

We utilize eRouteLogistics® to develop, manage, and modify routes. The software is used daily by our operations team to ensure that each route is well-maintained and adjusted to reflect new developments and changes in service levels, customer counts, and traffic patterns.

The eRouteLogistics program uses specialized software and a process analysis that bases routing and rerouting on:

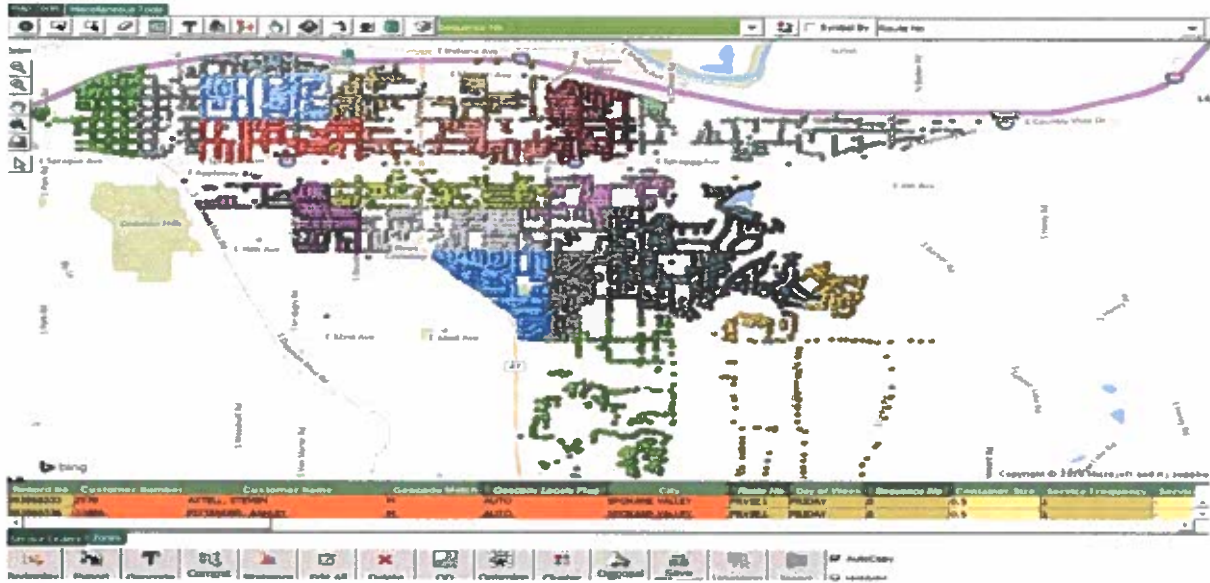


eRouteLogistics displays customer locations in a user-friendly map through a variety of coloring and labeling options and allows users to visualize existing and future routes. Updated in near real-time,

City of Norcross RFP PWUP 23-11 - Solid Waste Collection Services

eRouteLogistics enables our route managers, drivers, dispatchers, and customer service representatives to resolve any questions or concerns our customers or municipal partners may have concerning routes.

This web-based application integrates with our billing and customer database, Mid-Atlantic Services (MAS). MAS provides daily updates to eRouteLogistics to capture new customers and service level changes. eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.



eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.

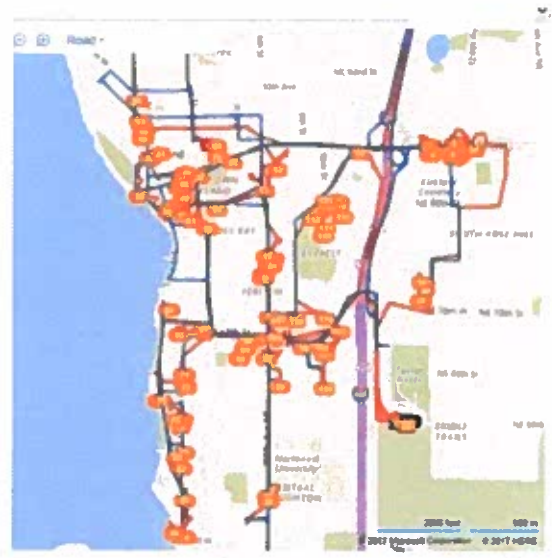
Plan Vs. Actual Technology: Serving You Better by Managing Route Progress in Real Time

Using our Plan Versus Actual (PvA) technology, route managers and dispatchers can track every stop on the route virtually. By following the same route order every service day, we create consistency in service and increased customer satisfaction. PvA software displays how closely the driver followed the route, where there were delays of more than 10 minutes, and where the driver had to deviate from the route. Coaching consistency is important, and our general goal is to run the route at least 90 percent as designed.

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The graphic to the right shows the PvA tracking for an actual route. A route order is typically denoted by blue squares (representing each account on the route). The order in which stops are serviced is denoted by the orange squares (based on when the driver "statuses" the stop, meaning, completed the pick-up).

The driver updates the status of each container as it is collected. That route information is shared almost instantly with the customer service center, so when a customer calls, our customer service representatives know what has happened on the ground. This helps the route manager track down disputed calls and helps the driver eliminate missed pick-ups.



Real Time Flexibility for On-Time Collections

We know not every day goes smoothly. Traffic can slow a driver on their route. A driver gets sick, and the route still needs to be serviced. Route managers and dispatchers can take a portion of a route, or an entire route, divide it up among other trucks, and seamlessly drop those stops onto the other drivers' tablets. This puts the customer first, allowing us to quickly react to all situations. Additionally, route managers and dispatchers have access to each driver's tablet and can track how many stops are on their route and progress to completion.

While sitting at their desk, our operations team can see where our trucks are located, the stops already completed, and the day's work left to be collected. By dropping an electronic ticket on the map, the software pinpoints the location of the issue and gives our operations team the tools needed to re-route the work to the nearest truck.



Screenshot of new stops (white numbers) added to driver's tablet by the route manager.

Our drivers know Norcross and they make certain you receive excellent customer service. With the help of our new route management technologies, our drivers, route managers, and customer service team work together to meet your service expectations of on-time collections delivered in a safe and efficient manner day-in and day-out.

Onboard Computing System Dispatch Streamlines Routing Communications

Our onboard computing system dispatch (OCSD) software application is the system that aggregates all the data generated by our drivers via their onboard units (OBU). Vehicle information is transmitted in near real time from the OBU device back to our OCSD application in our high-tech Centralized Dispatch Center. It is used by our route managers, dispatch, and customer service teams to make routing decisions and modifications in real time, answer customer questions, and develop new and modify existing routes for efficiency based on historical data.



This system connects our dispatch operations, to our customer service center, to each truck, and even to our customers. It is done seamlessly using technology that communicates directly with the truck's computer and driver and allows the dispatcher to see where our trucks are located and how they are progressing on their route.

A phone call to the customer service center creates an electronic ticket sent to the dispatcher. The dispatcher reads the ticket, researches the situation using data from driver tablets, and determines who can best handle the issue. The dispatcher talks with the drivers and can "drag and drop" the electronic ticket onto the driver's tablet; push-to-talk technology gives the dispatcher quick direct access to each driver.

Our operations specialists and dispatch teams work together to keep a watchful eye on multiple residential, commercial, and roll off services and routes daily so that they can easily troubleshoot issues if they arise. Every dispatcher or operation specialist can access the same information providing continuous seamless coverage if someone is on a break, or during an all-hands situation like an emergency or weather event.

The team's collective goals are straightforward:

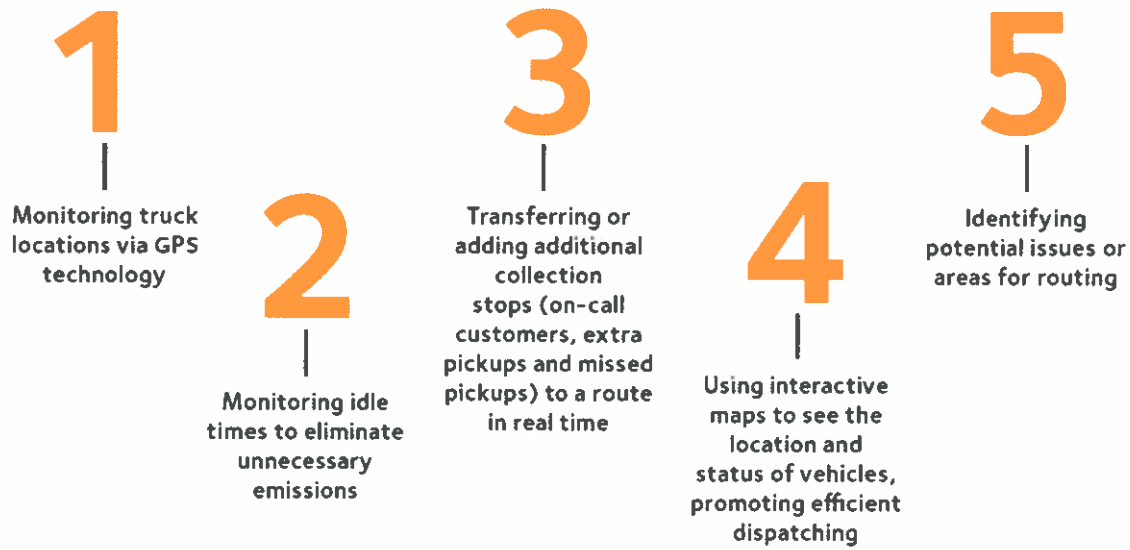
- Drive customer service satisfaction
- Streamline communications
- Support operations
- Increase efficiencies

Key functionalities include the ability to:

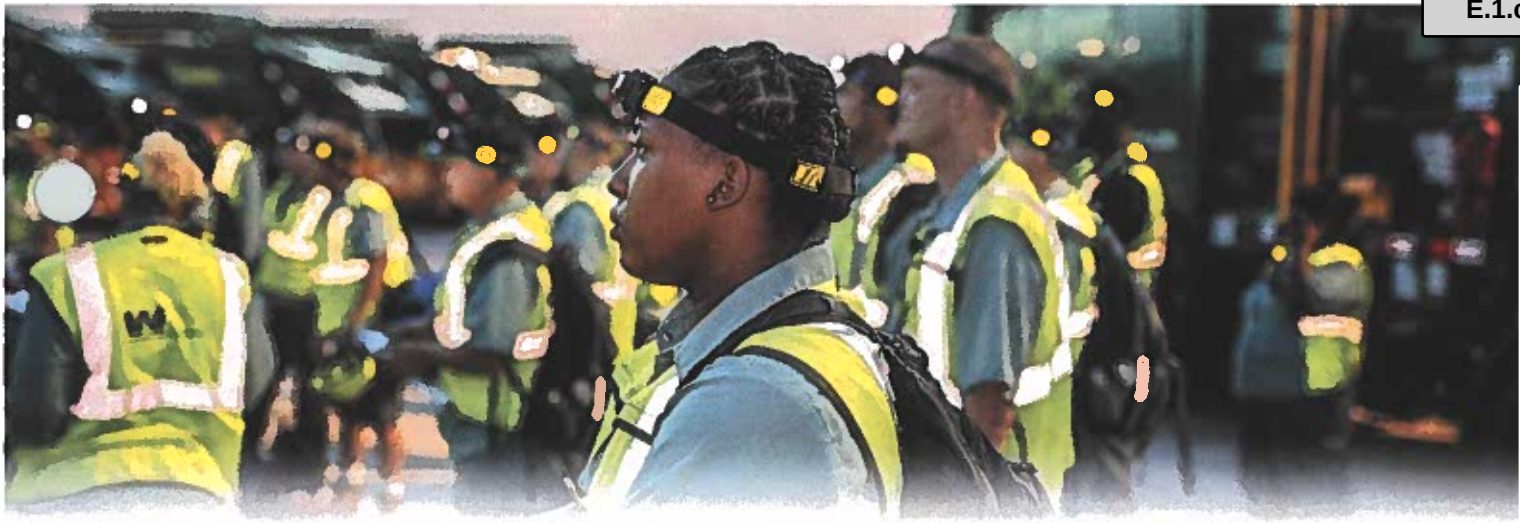
- Instantly view driver location, status, and route progress
- "Drag and drop" electronic tickets
- Share and access on-route photographs from tablets (i.e., photos of blocked containers, etc.)
- Reallocate portions of routes or a single collection from one driver to another

This software allows route managers and dispatch staff to enhance overall efficiencies through:

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The combination of onboard technologies investments and computerized dispatch enables us to increase the effectiveness of our everyday operations and maximize our ability to quickly respond to customer needs.



3| EQUIPMENT

Service will be Monday – Friday 5 days a week. Keeping the service to 5 days a week means we can recover more easily from issues that come up throughout a route day. **There will be no change to any route days.**

Our plan is to use existing Rear End Load Trucks for garbage, bulk waste, and recycling service. Each line of business will continue to have a spare truck in case a truck has a malfunction.



Putting automated trucks in Norcross would be a disaster because of the existing tree canopy, wires, and the education piece related to going automation. With automated trucks, you can't place the cart within 3 feet of another object because of the arm. If there is an object within 3 feet of the cart, the provider will not service the cart. Staying with real end load trucks means one pass through the city meaning bulk items will continue to be collected curbside on the same day as garbage and recycling service. Automated trucks are not designed for bulk waste collection because of the arm and the hopper is located at the top. Rear end load trucks are designed for garbage, bulk, and recycling collection because the hopper is in the back of the truck. With an automated truck with an arm, it would mean you would have to run a separate rear end load truck just for bulk waste collection which adds to noise and air pollution and wear and tear on city streets.

Imagescapes will use all new equipment for yard waste services, \$200,000 investment. We will continue to use existing carts with the city logo and existing dumpster/roll off inventory and will swap and replace carts and dumpsters as needed. The carts we have now are in fair shape and there is no reason to replace them. Keeping the existing carts is more sustainable. Trucks will be equipped with Smart Technology for service verification. Our industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras - a partnership with WM means that the city receives the latest advancements in always-evolving industry technology. **Trucks will be fueled by Compressed Natural Gas.**



4| CUSTOMER SERVICE AND EDUCATION PLAN

Waste Management Customer Experience/Service

Our Approach to Consistent, Reliable Customer Experience/Service

Whether it is an attentive server at a restaurant, a sales associate who takes the time to help you find the perfect fit, or a cashier who simply gives you a heartfelt smile, a positive customer service experience rarely goes unnoticed. At Waste Management, we believe that those everyday interactions and simple gestures are our best opportunity to provide an exceptional experience for the City.

It is no surprise that our customer service team members play a powerful role in our effort to create interactions that truly “wow” our customers. Waste Management customer service representatives (CSRs) interact with our customers day-in and day-out. Their conversations vary from setting up services for a new customer, resolving a billing question, or answering a recycling question, but in each interaction, their priorities remain constant:

- **Meet our customers’ expectations:** Promptly answer our customers’ calls, emails, and digital chats and solve their problems at the first point of contact
- **Empower our people:** Provide employees with the tools, training, resources and support necessary to be successful in serving the customer

Our Commitment to Norcross Quick resolution of issues

- Ease of integration across communication channels
- Backup customer service centers located throughout the Country in case of an emergency
- Complete customer satisfaction

Our goal is to know more about our customers and how to service them better than anyone else in our industry. How do we do this? By making customers feel well cared for when they interact with Waste Management. This means:

- Creating a welcoming environment
- Taking responsibility for the call and offering a one call resolution.
- Engaging the customer in a two-way conversation
- Managing the customer’s account and experience
- Initiating the appropriate action

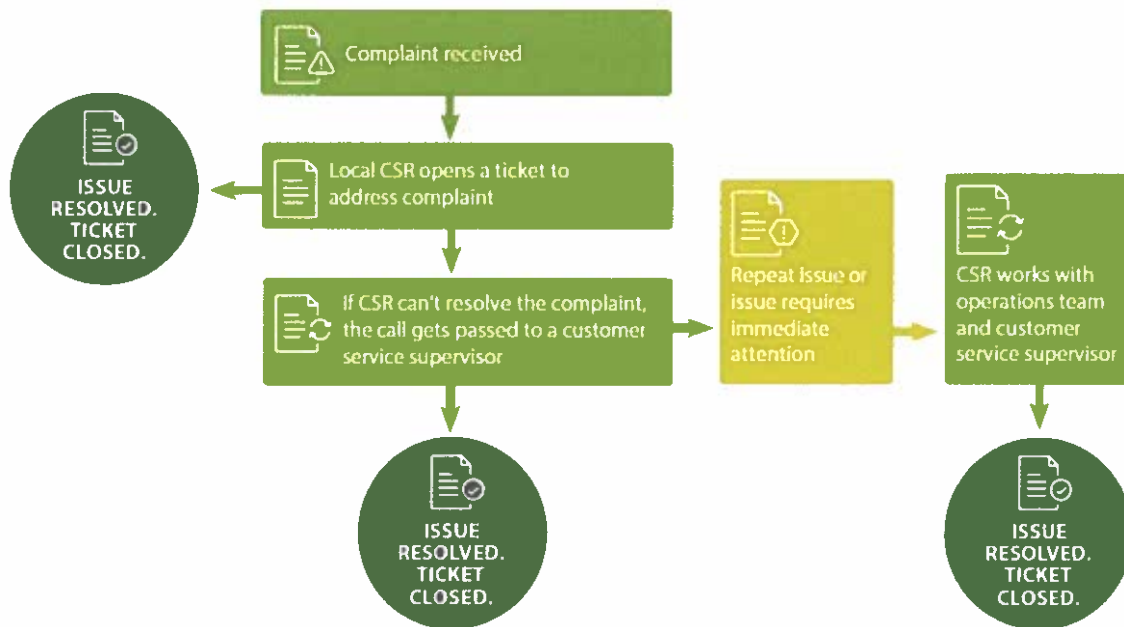
That’s why whether it is on the street, at events, at City Meetings, or in your community, everyone at Waste Management is trained to be a customer service ambassador.

State-of-the-Art Customer Service Center

Excellent customer service begins with good listening, and that is what we strive to provide with our highly trained CSRs. Waste Management's customer service center has friendly, skilled representatives trained in superior customer service handling. Our CSRs are empowered to resolve customer issues on the first call. We use surveys and feedback to continuously improve our operations. Calls are monitored weekly, and one-on-one feedback sessions are conducted between CSRs and supervisors.

Customer contacts, including requests for service, change of status, change of service, status of service, complaints, and compliments, are tracked through a ticket system. Each ticket is created in an open status and requires closure upon completion of requested action and/or resolution. Local management and their teams are responsible for providing requested service and/or issue resolution and to monitor the status of all tickets for timely service completion.

- If an issue requires immediate attention and/or escalation, an email is also sent to the attention of the operations management team.
- If a repeat issue occurs within two months, a ticket is also opened to alert the operations management team that a recurring problem exists. Waste Management has developed a quality control program that includes performance standards for ticket creation, closure, tracking, and service recovery. Local management is responsible and accountable for these performance standards.



In the event of an outage at our regional customer service center, Waste Management maintains other customer service centers throughout the United States that can support Norcross. Our technology infrastructure allows calls to be rerouted among Waste Management call centers in other regions in the event of an emergency (e.g., power outage, pandemic, natural disaster, etc.), creating system redundancy. The CSRs have access to our Knowledge Management Tool, "Green Pages," and can assist Norcross customers at all times with residence-specific information.

Manage Your Account Quickly and Securely with All-New My WM Mobile App

Waste Management has launched the all-new My WM Mobile App, empowering customers to enjoy a customizable experience throughout every stage of their service journey. The mobile app introduces a modern design and a variety of self-service capabilities that allow customers to conveniently manage their accounts in one place. To guarantee security, the app was built with the latest technology that enables facial recognition and fingerprint login.

With the My WM Mobile App, customers can:

- View and manage service schedules and the ability to request services
- Receive a heads-up on expected service dates
- Follow roll off hauling trucks in real time, allowing adequate time to prepare for service
- For a video tour of the new app, visit www.wm.com/us/en/my-wm-mobile-app. The My WM Mobile App is available for either iOS (iTunes App Store) or Android (Google Play).



Custom Website for the City

We provide a highly effective and easy-to-use website created specifically for the City that allows customers to easily manage their accounts online. The site includes an assortment of 24/7 self-service features. Through wm.com, customers can:

- Request changes to existing service or add new services
- Access collection calendars, notifications, recycling information, holiday schedules, and estimated time of pickup
- Interact with a CSR via live chat or email
- Learn about local promotions and events such as a spring cleanup event

Our customers are on the go yet usually “connected” in some way courtesy of today’s technology. In addition to our My WM App and a custom, easy-to-use website, we offer:

- **Live (Digital) Chat:** A team of customer service professionals is dedicated to this service channel. Chat sessions are initiated through our website, in real time, 8 a.m. to 5 p.m., Monday through Friday.
- **Social Media:** As social media continues to increase its presence in our everyday lives, Waste Management is committed to providing the highest level of service through these channels. Our local Facebook page serves as an outlet for Waste Management to keep customers informed about services, the company, events and activities, and ways they can improve their environmental footprint. Visit (and “Like”) us at: <https://www.facebook.com/WasteManagement>.
- **“After Hours” by Phone:** Our customer service number features an Interactive Voice Response (IVR) system. Through IVR, customers can find out basic account information and make account payments through an automated system during non-business hours.

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Public Education and Outreach Efforts

With Waste Management, we will dedicate public outreach efforts toward new collection service, or route day changes that typically go along with a new service provider. With recent enhancements to our online capabilities at wm.com, we will collaborate with City staff to build-out a customized Norcross webpage to include meaningful service information, photos, and resources that reflect the interests of residents. Using Waste Management's local website, customers will easily find City specific service information and disposal resources. Customers can also self-manage their account online with new functionality that enables customers to:

- Initiate additional services
- Schedule an empty and return (roll off customers only)
- View pickup schedule and collection ETA
- Request cart or container repair

Additional education efforts and outreach materials samples are included below:



Dear YOUR TOWN resident,

Waste Management is proud to provide YOUR TOWN cart services for waste and recycling collection. Thank you for helping keep YOUR TOWN clean - and green - in 2020 and beyond.

Once-a-Week Waste & Recycling Collection:

- Blue Cart — Use this cart for single stream recycling. Please empty recyclable items directly into the cart. Don't bag your recyclables and please don't include any loose plastic bags.
 - Green Cart — Use the green cart for waste. Please place your trash in bags inside your green cart.
- Place carts in the street by 6 a.m. on collection day with lids closed, and wheels and handle toward the curb. Please keep 4 feet between your carts and make sure carts are 4 feet away from trees, cars, mailbox, poles, etc.

Bulk Item Collection:

Only one (1) bulk item will be collected per week on your regular day. Examples include a mattress, washer, dryer, desk, etc. Any items with CFC or HCFC refrigerants or liquids must be scheduled for pickup. Please call Waste Management at (800) 869-5566.

Household Hazardous Wastes are NOT ACCEPTED

Toxic chemicals, pesticides, oil-based paints, weed killers, automotive batteries, fuels or fluids must be disposed of properly. Please refer to the Bristol Township website at www.bristol township.org or Bucks County Recycling website for more information.

Electronics CANNOT be disposed as Waste

Due to PA state law, TVs, computers, laptops or monitors WILL NOT be collected. Call (267) 812-2950 for recycling options.

2020 Yard Waste Collection: April 6-December 11

Please place your yard waste out on your regular collection day. Use only rigid containers or biodegradable paper bags - yard waste will not be collected in plastic bags.

Yard waste includes grass, leaves, clippings and branches. NO dirt or rocks in yard waste container.

Holiday Schedule:

The following holidays are observed by Bristol Township and Waste Management:

New Year's Day	Memorial Day	Fourth of July
Labor Day	Thanksgiving Day	Christmas Day

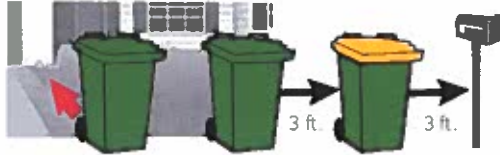
When a holiday falls on or before a collection day, service for that day and the following days of that week will be delayed by one day.

City of Norcross RFP PWUP 23-11 - Solid Waste Collection Services

IMPORTANT CART PLACEMENT INFORMATION

PROPER CART PLACEMENT

Place your cart at least 3 feet away from all objects including your second cart, mailbox, car, or tree. The lid opening should face the street with the wheels of the cart facing your house.



Place wheels of cart toward house.

Keep space between carts and other objects.



Do not obstruct collection of carts or bulk items by parking vehicles in the vicinity. Keep area clear for easy access by collection truck.



All trash must be bagged and fit inside the cart with the lid firmly closed. Need more space? You can rent an additional cart for \$5.75/month.



Please have trash cart at the curb by 6 a.m. on your new collection day - Monday.



Waste Management
LOCAL ADDRESS
HERE

DEDICATION THAT GOES BEYOND THE CURB

New Trash Collection Day

Dear YOUR TOWN resident,
Beginning Monday, March 23, 2020, we will be moving to automated collection, and your new weekly trash pickup day will be Monday. Automated collection uses technology to create a safer and more efficient collection system for Burlingame residents and our drivers. To ensure that the automatic arms can lift the carts, please make sure your carts are at least 3 feet up and away from other objects.

See back side for details.

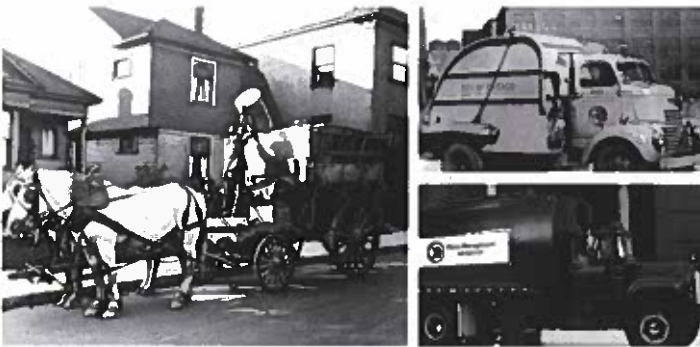




5| COMPANY HISTORY, EXPERIENCE, QUALIFICATIONS

Our Company History: Leading the Path to a More Sustainable Future

Through the hard work, innovation, and steadfast dedication of our employees, Waste Management has been the recognized leader in the environmental services industry for over 50 years. During this time, we have partnered with countless customers to implement innovative programs and services that have shaped the solid waste and recycling industry in North America. Key highlights of our history include:



BORN OUT OF A DESIRE TO SERVE COMMUNITY

1968: The original Waste Management, Inc. begins operations, bringing together numerous solid waste companies, including some founded in the late 1880s.



A PIONEER FOR THE ENVIRONMENT

1980s: Waste Management pioneers recycling programs in communities throughout North America. Curbside recycling services begin in many neighborhoods and Waste Management begins to build robust collection, materials recovery, and materials marketing infrastructures to ensure that more of our waste finds second life.

BREAKTHROUGH TECHNOLOGY

1990s: Waste Management refines recycling processing facilities by introducing single-stream recycling that allows for the customer convenience of "all-in-one" cart-based recycling collection.

REDUCING OUR CARBON FOOTPRINT

2007: Waste Management begins transitioning to collection vehicles that run on cleaner fuels, setting a goal to reduce fleet emissions by 15% by 2020. The goal is achieved in just four years and by 2018 we reduced fleet emissions 30% with the largest heavy-duty natural gas truck fleet in North America.





CLOSING THE LOOP

2009: Our first renewable energy facility opens at our Altamont, CA Landfill, giving Waste Management technology to produce renewable natural gas (RNG) that can be used as transportation fuel from biogas, a gaseous product from the decomposition of organic matter at our landfills. Today, Waste Management has 5 RNG production facilities and nearly a third of our natural gas fleet runs on RNG fuel.

THE CROWN JEWEL OF SUSTAINABLE SPORT

2010: Waste Management begins sponsorship of the Phoenix Open golf tournament. The Waste Management Phoenix Open (WMPO) soon evolves into the premier showcase for environmental best practices and innovation in sustainable sport. The WMPO annually achieves Zero Waste status beginning in 2012 and has earned the nickname "The Greenest Show on Grass."



TURNING FOOD INTO ENERGY



2011: Committed to finding innovative solutions to find a next use for all types of waste, Waste Management opens our first Centralized Organic Recycling equipment (CORE®) patented system, which uses food waste to generate renewable, green energy. Waste Management now operates 4 CORE facilities, with more under development. Each ton of processed food waste can power between eight and 10 homes.

EDUCATING TO RECYCLE RIGHT

2013: The industry's first comprehensive, turn-key recycling education campaign is launched. Recycle Right promotes recycling by simplifying guidelines and providing resources for recycling today, from the latest technologies to tools that inspire others to recycle. With Recycle Right, everyone is empowered to become a recycling ambassador.

RECYCLE RIGHT



THE WORLD OF RECYCLING CHANGES

2017: China, which had been the world's largest market for mixed paper and plastics, sets aggressive environmental goals that culminate with a plan to eliminate imports of all post-consumer recyclables by 2021. In response, Waste Management works to rebalance commodity values by developing markets here in North America. By 2019, over 60% of our recycled paper and 100% of our processed residential recyclable plastics were marketed to domestic mills while just 3% of recyclables were exported to China.

AIMING HIGHER



2018: Waste Management sets an ambitious new goal to offset four times the greenhouse gas emissions we generate through our operations by 2038. The ambition is supported by two additional goals: reducing fleet emissions by 40% through renewable fuel use in our growing fleet of natural gas vehicles and collecting two million more tons of recycled materials by 2038.

EXPORTING RESPONSIBLY

2019: Responding to the issue of plastic waste in the environment, including marine debris, Waste Management declares that no plastics collected on our residential routes will be sent outside North America, where countries may not be well-equipped to properly handle the materials. Sending plastic to such markets increases the likelihood of more plastics entering rivers, waterways, and oceans.

INVESTING IN THE FUTURE OF RECYCLING

2020: Waste Management opens the "Material Recovery Facility of the Future" - a next generation recycling facility with cutting edge recyclables processing technologies, including optical sorters, advanced screening, and robotics. The new MRF design maximizes outbound quality of recyclable materials while minimizing operating expenses - helping to create more sustainable recycling programs - and serves as the framework for future MRF investments over the next five years.



TODAY, AND BEYOND

Today, Waste Management and our 48,250 employees provide environmental services to nearly 20 million customers across North America. We safely process more than 15 million tons of recyclables and dispose of nearly 100 million tons of waste annually. To handle this volume, Waste Management operates the largest network of recycling facilities (145) and landfills (263).

As Waste Management has grown and evolved, so has our commitment to the environment, our customers, and our employees to make our communities - whether a town, business, or campus - better places to live and work. We do this by doing things the right way, every day, now and into the future.

Waste Management's Commitments and Values

Waste Management provides services to nearly 20 million customers - a big job. But we do it one neighborhood, one business, and one home at a time. This makes us an integral part of every community where we operate. We have a stake in helping to make our communities better places in which to work and live - not just for today, but for the future.

In the simplest terms, our values come down to this: **Do the Right Thing. The Right Way.** This idea sets the standard for our fundamental commitments and core values, guiding our daily actions and decisions.

DRIVEN BY OUR COMMITMENTS, GUIDED BY OUR VALUES		
 We're Committed to Our People First The proud, caring and resilient members of the Waste Management family are the foundation for our success. We commit to taking care of each other, our customers, our communities and the environment.	 We're Committed to Success with Integrity Our success is based not only on the results we achieve, but how we achieve them. We commit to being accountable, honest, trustworthy, ethical and compliant in all we do.	 We Value Inclusion & Diversity We embrace and cultivate respect, trust, open communications and diversity of thought and people.
 We Value Our Customers We place our customers at the center of what we do and aspire to delight them every day.	 We Value Safety We have zero tolerance for unsafe actions and conditions and make safety a core value without compromise.	 We Value Our Environment We are responsible stewards of the environment and champions for sustainability.

6 Resume of Key Primary Contact that has taken care of you for the past 19 years

Steve Edwards

Public Sector Manager, Waste Management

Cell 770 560-4025 * sedward1@wm.com / stevedwards@cityofsugarhill.com

26 years of sales and retention experience / 33 years of local government experience / 18 years of experience with GMA and Public Service

Experience

Waste Management, Environmental Services Company, Atlanta, Georgia

Public Sector Manager, Sales and retention to local governments in GA November 2020 – Present (merger with Advanced Disposal Services)

Advanced Disposal Services, Environmental Services Company, Atlanta, Georgia

Governmental Affairs Manager, Sales and retention to local governments in Georgia, June 2002 – October 2020, Commercial Sales Manager, Sales and retention to commercial entities in the Atlanta Regional Commission, February 2001 – May 2002

Republic Services, Environmental Services Company, Jacksonville, Florida

Regional Sales Manager, Manage sales and retention to commercial entities in North FL & Southeast GA, November 1999 – January 2001

Browning Ferris Industries, Environmental Services Company, Atlanta, Georgia

National Accounts Manager, Sales and retention to Fortune 500 companies, chain stores and large franchises in US, October 1998 – October 1999

Major Accounts Executive, Sales and retention to Fortune 500 companies, chain stores and large franchises in GA, May 1996 – September 1998

Sales Representative, Sales and retention to commercial entities in the ARC

March 1995 – April 1996

South GA Regional Development Commission, Regional planning and intergovernmental agency serving 45 local governments, Valdosta, GA

Grants Manager, March 1993 – February 1995

Lowndes City Board of Commissioners, Local Government, Valdosta, Georgia

Mgt. Analyst City Manager's Office, Solid Waste, Public Works, Recycling, Budget, Customer Service, Grants, September 1988 – February 1993

Education

Master of Public Administration, 1988, Valdosta State University

Bachelor of Science Criminology, 1986, Valdosta State University

Public Service Record & Community Organizations

Elected Mayor, City of Sugar Hill, 2014–2021 (\$45M Budget, 25K population)

Elected Council Member, City of Sugar Hill, 2003 – 2013

Gwinnett Municipal Association, President, 2011 – 2013

Georgia Municipal Association, Board of Directors, 2017 – 2019



City of Norcross RFP PWUP 23-11 - Solid Waste Collection Services

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Georgia Municipal Association, Chairman Natural Resources, 2019 – 2021
Georgia Municipal Association, Executive Board Member, 2020 – 2021
Georgia Municipal Association, Hall of Fame, Inducted 2021

Professional Awards and Organizations /Advanced Disposal Services

President's Award Advanced Disposal Services, 2008
Most Valuable Salesperson of the Year, Advanced Disposal Services, 2012
Municipal Marketing Manager of the Year, Advanced Disposal, 2015
Salesperson of the Year, Advanced Disposal Services, 2017
National Solid Waste Association, Georgia Chapter President, 2010 – 2018
National Solid Waste and Recycling Association Chapter Leadership Award, 2019
Emerald Circle, Waste Management, 2023
Circle of Excellence Nominee, Waste Management, 2023

Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

2021 Financials

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Board of Directors and Stockholders of Waste Management, Inc.

Opinion on Internal Control over Financial Reporting

We have audited Waste Management, Inc.'s internal control over financial reporting as of December 31, 2021, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) (the COSO criteria). In our opinion, Waste Management, Inc. (the Company) maintained, in all material respects, effective internal control over financial reporting as of December 31, 2021, based on the COSO criteria.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the 2021 consolidated financial statements of the Company, and our report dated February 15, 2022 expressed an unqualified opinion thereon.

Basis for Opinion

The Company's management is responsible for maintaining effective internal control over financial reporting and for its assessment of the effectiveness of internal control over financial reporting included in the accompanying Management's Report on Internal Control Over Financial Reporting. Our responsibility is to express an opinion on the Company's internal control over financial reporting based on our audit. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audit in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects.

Our audit included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, testing and evaluating the design and operating effectiveness of internal control based on the assessed risk, and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

Definition and Limitations of Internal Control Over Financial Reporting

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

/s/ ERNST & YOUNG LLP

Houston, Texas
February 15, 2022

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Board of Directors and Stockholders of Waste Management, Inc.

Opinion on the Financial Statements

We have audited the accompanying consolidated balance sheets of Waste Management, Inc. (the Company) as of December 31, 2021 and 2020, the related consolidated statements of operations, comprehensive income, cash flows, and changes in equity for each of the three years in the period ended December 31, 2021, and the related notes (collectively referred to as the “consolidated financial statements”). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company at December 31, 2021 and 2020, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2021, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company’s internal control over financial reporting as of December 31, 2021, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework), and our report dated February 15, 2022 expressed an unqualified opinion thereon.

Basis for Opinion

These financial statements are the responsibility of the Company’s management. Our responsibility is to express an opinion on the Company’s financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audits provide a reasonable basis for our opinion.

Critical Audit Matters

The critical audit matters communicated below are matters arising from the current period audit of the financial statements that were communicated or required to be communicated to the audit committee and that: (1) relate to accounts or disclosures that are material to the financial statements and (2) involved our especially challenging, subjective or complex judgments. The communication of critical audit matters does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matters below, providing separate opinions on the critical audit matters or on the accounts or disclosures to which they relate.

Landfill Amortization

Description of the Matter At December 31, 2021, the Company's landfill assets, net of accumulated amortization, totaled \$7.3 billion and the associated amortization expense for 2021 was \$731 million. As discussed in Note 2 of the financial statements, the Company updates the estimates used to calculate individual landfill amortization rates at least annually, or more often if significant facts change. Landfill amortization rates are used in the computation of landfill amortization expense.

Auditing landfill amortization rates and related amortization expense is complex due to the highly judgmental nature of assumptions used in estimating the rates. Significant assumptions used in the calculation of the rates include: estimated future development costs associated with the construction and retirement of the landfill, estimated remaining permitted airspace and unpermitted expansion airspace, airspace utilization factors, projected annual tonnage intakes, and projected timing of retirement activities.

How We Addressed the Matter in Our Audit We obtained an understanding, evaluated the design, and tested the operating effectiveness of the Company's controls over determining landfill amortization rates and calculating amortization expense. Our audit procedures included, among others, testing controls over: the Company's process for evaluating and updating the significant assumptions used in the development of the landfill amortization rates, management's review of those significant assumptions, and the mathematical accuracy of the calculation and recording of amortization expense.

To test the landfill asset amortization rates, our audit procedures included, among others, assessing methodologies used by the Company and testing the significant assumptions discussed above, inclusive of the underlying data used by the Company in its development of these assumptions. We compared the significant assumptions used by management to historical trends and, when available, to comparable size landfills accepting a similar type of waste. Regarding unpermitted expansion airspace, we evaluated the Company's criteria for inclusion in remaining airspace. In addition, we considered the professional qualifications and objectivity of management's internal engineers responsible for developing the assumptions. We involved EY's engineering specialists to assist with the evaluation of the Company's landfill future development cost and airspace assumptions. We also tested the completeness and accuracy of the historical data utilized in the development of the landfill amortization rates.

Landfill – Final Capping, Closure and Post-Closure Costs

Description of the Matter At December 31, 2021, the carrying value of the Company's landfill asset retirement obligations related to final capping, closure and post-closure costs totaled \$2.3 billion. As discussed in Note 2 of the financial statements, the Company updates the estimates used to measure the asset retirement obligations annually, or more often if significant facts change.

Auditing the landfill asset retirement obligation is complex due to the highly judgmental nature of the assumptions used in the measurement process. These assumptions include: estimated future costs associated with the capping, closure and post closure activities at each specific landfill; airspace consumed to date in relation to total estimated permitted airspace; the projected annual tonnage intake; and the projected timing of retirement activities.

How We Addressed the Matter in Our Audit We obtained an understanding, evaluated the design, and tested the operating effectiveness of the Company's controls over the calculation of asset retirement obligations. Our audit procedures included, among others, testing the Company's controls over the landfill asset retirement obligation estimation process and management's review of the significant assumptions used in the estimation of the liability, including the amount and timing of retirement costs.

To test the landfill asset retirement obligation valuation, we performed audit procedures that included, among others, assessing methodologies used by the Company, testing the completeness of activities included in the estimate (e.g., gas monitoring and extraction), and testing the significant assumptions discussed above, inclusive of the underlying data used by the Company in its development of these assumptions. We compared the significant assumptions used by management to historical trends and, when available, to comparable size landfills accepting the same type of waste. In addition, we considered the professional qualifications and objectivity of management's internal engineers responsible for developing the assumptions. We involved EY engineering specialists to assist us with these procedures. Specifically, we utilized the EY engineering specialists to evaluate the reasons for significant changes in assumptions from the historical trend, and to determine whether the change from the historical trend was appropriate and identified timely. We also tested the completeness and accuracy of the historical data utilized in preparing the estimate.

/s/ ERNST & YOUNG LLP

We have served as the Company's auditor since 2002.

Houston, Texas
February 15, 2022

WASTE MANAGEMENT, INC.
CONSOLIDATED BALANCE SHEETS
(In Millions, Except Share and Par Value Amounts)

	December 31,	
	2021	2020
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 118	\$ 553
Accounts receivable, net of allowance for doubtful accounts of \$25 and \$33, respectively	2,278	2,097
Other receivables, net of allowance for doubtful accounts of \$8 and \$7, respectively	268	527
Parts and supplies	135	124
Other assets	270	239
Total current assets	3,069	3,540
Property and equipment, net of accumulated depreciation and amortization of \$20,537 and \$19,337, respectively	14,419	14,148
Goodwill	9,028	8,994
Other intangible assets, net	898	1,024
Restricted trust and escrow accounts	348	347
Investments in unconsolidated entities	432	426
Other assets	903	866
Total assets	<u>\$ 29,097</u>	<u>\$ 29,345</u>
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	\$ 1,375	\$ 1,121
Accrued liabilities	1,428	1,342
Deferred revenues	571	539
Current portion of long-term debt	708	551
Total current liabilities	4,082	3,553
Long-term debt, less current portion	12,697	13,259
Deferred income taxes	1,694	1,806
Landfill and environmental remediation liabilities	2,373	2,222
Other liabilities	1,125	1,051
Total liabilities	21,971	21,891
Commitments and contingencies (Note 10)		
Equity:		
Waste Management, Inc. stockholders' equity:		
Common stock, \$0.01 par value; 1,500,000,000 shares authorized; 630,282,461 shares issued	6	6
Additional paid-in capital	5,169	5,129
Retained earnings	12,004	11,159
Accumulated other comprehensive income (loss)	17	39
Treasury stock at cost, 214,158,636 and 207,480,827 shares, respectively	(10,072)	(8,881)
Total Waste Management, Inc. stockholders' equity	7,124	7,452
Noncontrolling interests	2	2
Total equity	7,126	7,454
Total liabilities and equity	<u>\$ 29,097</u>	<u>\$ 29,345</u>

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF OPERATIONS
(In Millions, Except per Share Amounts)

	Year Ended December 31,		
	2021	2020	2019
Operating revenues	\$ 17,931	\$ 15,218	\$ 15,455
Costs and expenses:			
Operating	11,111	9,341	9,496
Selling, general and administrative	1,864	1,728	1,631
Depreciation and amortization	1,999	1,671	1,574
Restructuring	8	9	6
(Gain) loss from divestitures, asset impairments and unusual items, net.	(16)	35	42
	<u>14,966</u>	<u>12,784</u>	<u>12,749</u>
Income from operations	<u>2,965</u>	<u>2,434</u>	<u>2,706</u>
Other income (expense):			
Interest expense, net	(365)	(425)	(411)
Loss on early extinguishment of debt, net	(220)	(53)	(85)
Equity in net losses of unconsolidated entities	(36)	(68)	(55)
Other, net	5	5	(50)
	<u>(616)</u>	<u>(541)</u>	<u>(601)</u>
Income before income taxes	<u>2,349</u>	<u>1,893</u>	<u>2,105</u>
Income tax expense	<u>532</u>	<u>397</u>	<u>434</u>
Consolidated net income	<u>1,817</u>	<u>1,496</u>	<u>1,671</u>
Less: Net income (loss) attributable to noncontrolling interests	<u>1</u>	<u>—</u>	<u>1</u>
Net income attributable to Waste Management, Inc.	<u>\$ 1,816</u>	<u>\$ 1,496</u>	<u>\$ 1,670</u>
Basic earnings per common share	<u>\$ 4.32</u>	<u>\$ 3.54</u>	<u>\$ 3.93</u>
Diluted earnings per common share	<u>\$ 4.29</u>	<u>\$ 3.52</u>	<u>\$ 3.91</u>

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
(In Millions)

	Year Ended December 31,		
	2021	2020	2019
Consolidated net income	\$ 1,817	\$ 1,496	\$ 1,671
Other comprehensive income (loss), net of tax:			
Derivative instruments, net	9	15	8
Available-for-sale securities, net	(6)	11	15
Foreign currency translation adjustments	(28)	20	55
Post-retirement benefit obligation, net	3	1	1
Other comprehensive income (loss), net of tax	<u>(22)</u>	<u>47</u>	<u>79</u>
Comprehensive income	<u>1,795</u>	<u>1,543</u>	<u>1,750</u>
Less: Comprehensive income (loss) attributable to noncontrolling interests	<u>1</u>	<u>—</u>	<u>1</u>
Comprehensive income attributable to Waste Management, Inc.	<u>\$ 1,794</u>	<u>\$ 1,543</u>	<u>\$ 1,749</u>

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CASH FLOWS
(In Millions)

	Year Ended December 31,		
	2021	2020	2019
Cash flows from operating activities:			
Consolidated net income	\$ 1,817	\$ 1,496	\$ 1,671
Adjustments to reconcile consolidated net income to net cash provided by operating activities:			
Depreciation and amortization	1,999	1,671	1,574
Deferred income tax expense (benefit)	(77)	165	100
Interest accretion on landfill and environmental remediation liabilities	111	103	98
Provision for bad debts	37	54	39
Equity-based compensation expense	108	94	86
Net gain on disposal of assets	(25)	(9)	(27)
(Gain) loss from divestitures, asset impairments and other, net	(16)	43	113
Equity in net losses of unconsolidated entities, net of dividends	38	60	55
Loss on early extinguishment of debt, net	220	53	85
Change in operating assets and liabilities, net of effects of acquisitions and divestitures:			
Receivables	28	(179)	(53)
Other current assets	(39)	10	(23)
Other assets	34	53	10
Accounts payable and accrued liabilities	206	(37)	243
Deferred revenues and other liabilities	(103)	(174)	(97)
Net cash provided by operating activities	<u>4,338</u>	<u>3,403</u>	<u>3,874</u>
Cash flows from investing activities:			
Acquisitions of businesses, net of cash acquired	(75)	(4,085)	(521)
Capital expenditures	(1,904)	(1,632)	(1,818)
Proceeds from divestitures of businesses and other assets, net of cash divested	96	885	49
Other, net	(11)	(15)	(86)
Net cash used in investing activities	<u>(1,894)</u>	<u>(4,847)</u>	<u>(2,376)</u>
Cash flows from financing activities:			
New borrowings	7,948	9,420	13,237
Debt repayments	(8,404)	(9,629)	(10,088)
Premiums and other paid on early extinguishment of debt	(211)	(30)	(84)
Common stock repurchase program	(1,350)	(402)	(248)
Cash dividends	(970)	(927)	(876)
Exercise of common stock options	66	63	67
Tax payments associated with equity-based compensation transactions	(28)	(34)	(33)
Other, net	49	(20)	(11)
Net cash (used in) provided by financing activities	<u>(2,900)</u>	<u>(1,559)</u>	<u>1,964</u>
Effect of exchange rate changes on cash, cash equivalents and restricted cash and cash equivalents	2	4	2
(Decrease) increase in cash, cash equivalents and restricted cash and cash equivalents	(454)	(2,999)	3,464
Cash, cash equivalents and restricted cash and cash equivalents at beginning of period	648	3,647	183
Cash, cash equivalents and restricted cash and cash equivalents at end of period	<u>\$ 194</u>	<u>\$ 648</u>	<u>\$ 3,647</u>
Reconciliation of cash, cash equivalents and restricted cash and cash equivalents at end of period:			
Cash and cash equivalents	\$ 118	\$ 553	\$ 3,561
Restricted cash and cash equivalents included in other current assets	7	28	15
Restricted cash and cash equivalents included in restricted trust and escrow accounts	69	67	71
Cash, cash equivalents and restricted cash and cash equivalents at end of period	<u>\$ 194</u>	<u>\$ 648</u>	<u>\$ 3,647</u>

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY
(In Millions, Except Shares in Thousands)

	Waste Management, Inc. Stockholders' Equity								
	Total	Common Stock		Additional Paid-In Capital	Retained Earnings	Accumulated Other Comprehensive Income (Loss)	Treasury Stock		Noncontrolling Interests
		Shares	Amounts				Shares	Amounts	
Balance, December 31, 2018 ..	\$ 6,276	630,282	\$ 6	\$ 4,993	\$ 9,797	\$ (87)	(206,299)	\$ (8,434)	\$ 1
Consolidated net income	1,671	—	—	—	1,670	—	—	—	1
Other comprehensive income (loss), net of tax	79	—	—	—	—	79	—	—	—
Cash dividends declared of \$2.05 per common share.	(876)	—	—	—	(876)	—	—	—	—
Equity-based compensation transactions, net of tax	164	—	—	56	1	—	2,585	107	—
Common stock repurchase program	(244)	—	—	—	—	—	(2,247)	(244)	—
Other, net	—	—	—	—	—	—	5	—	—
Balance, December 31, 2019 ..	\$ 7,070	630,282	\$ 6	\$ 5,049	\$ 10,592	\$ (8)	(205,956)	\$ (8,571)	\$ 2
Adoption of new accounting standards	(2)	—	—	—	(2)	—	—	—	—
Consolidated net income	1,496	—	—	—	1,496	—	—	—	—
Other comprehensive income (loss), net of tax	47	—	—	—	—	47	—	—	—
Cash dividends declared of \$2.18 per common share.	(927)	—	—	—	(927)	—	—	—	—
Equity-based compensation transactions, net	172	—	—	80	1	—	2,158	91	—
Common stock repurchase program	(402)	—	—	—	—	—	(3,687)	(402)	—
Other, net	—	—	—	—	(1)	—	4	1	—
Balance, December 31, 2020 ..	\$ 7,454	630,282	\$ 6	\$ 5,129	\$ 11,159	\$ 39	(207,481)	\$ (8,881)	\$ 2
Consolidated net income	1,817	—	—	—	1,816	—	—	—	1
Other comprehensive income (loss), net of tax	(22)	—	—	—	—	(22)	—	—	—
Cash dividends declared of \$2.30 per common share.	(970)	—	—	—	(970)	—	—	—	—
Equity-based compensation transactions, net	198	—	—	110	(1)	—	2,049	89	—
Common stock repurchase program	(1,350)	—	—	(70)	—	—	(8,731)	(1,280)	—
Other, net	(1)	—	—	—	—	—	4	—	(1)
Balance, December 31, 2021 ..	\$ 7,126	630,282	\$ 6	\$ 5,169	\$ 12,004	\$ 17	(214,159)	\$ (10,072)	\$ 2

See Notes to Consolidated Financial Statements.

8 Transition Plan

Best part, with our proposal there is no transition plan, this means:

- ✓ No change of route days
- ✓ No coordination of collection and delivery of garbage carts
- ✓ No coordination of collection and delivery of recycling carts
- ✓ No coordination of collection and delivery of dumpsters
- ✓ No coordination of collection of roll offs
- ✓ No mailers to customers about any changes
- ✓ No service disruption of residential garbage, recycling, and yard waste service
- ✓ No service disruption of commercial garbage and recycling service
- ✓ No phone calls to Mayor and Council about the transition process
- ✓ No phone calls to city staff about the transition process



9| REFERENCES

We Are Committed to Our Customer Partnerships

Customer Name	City of Norcross
Telephone Number	770 448-1734
Contact Name	Eric Johnson, City Manager
Email Address	Eric.johnson@Norcrossga.net

Customer Name	City of Lilburn
Telephone Number	770 921-2210
Contact Name	Jenny Simpkins, City Manager
Email Address	jsimpkins@cityoflilburn.com

Customer Name	City of Sugar Hill
Telephone Number	770 945-6716
Contact Name	Troy Bessche, Assistant City Manager
Email Address	tbessche@cityofsugarhill.com

City of Norcross RFP PWUP 23-11 - Solid Waste Collection Services

Other Cities and City in your Area and Lost Accounts Past 10 years

Other Atlanta Area
Customers

Smyrna
Ball Ground
Woodstock
Roswell
Gwinnett County
Berkeley Lake
Loganville
Snellville
Peachtree Corners
Jefferson
Forest Park

Lost in Past 10 years
(ATL area)

Canton

10| HAULING FACILITIES, DISPOSAL SITES, MRFS, AND YARD WASTE DISPOSAL

Hauling Facilities

We have 2 hauling facilities for Norcross. The primary hauling facility is **inside the city limits of Norcross**. Both facilities have a truck yard, container yard, maintenance shop, and offices. Both offices are equipped for CNG fast fueling stations and diesel fuel. The primary office, inside the city limits is located at 5374 Goshen Springs Road, Norcross, GA 30093. As a back-up to our Goshen Springs office, we also have a hauling facility at 1243 Beaver Run Road, Norcross, GA 30093.

BJ Transfer Station

Solid waste and bulk items, WM will utilize our own, BJ Transfer Station. It is a fully permitted MSW Transfer Station owned and operated by WM. It is located in an Industrial area in on Buford Highway. The address is 6461 Corley Road, Norcross, GA 30071. The facility is not permitted to a certain capacity. Therefore, the transfer station can serve Norcross for many years to come.

Pine Bluff Landfill

The solid waste and bulk waste will then be transferred by tractor trailer to Pine Bluff Landfill. WM owns and operates Pine Bluff Landfill. It is fully permitted municipal solid waste disposal facility located at 13809 East Cherokee Drive, Ball Ground, GA 30107. The Landfill can serve the City of Norcross for many years to come. The Landfill does not have a maximum daily intake capacity limit regulated by its permit; therefore, it could accept volumes significantly greater than the above estimated daily tonnage.

DGR Mulch Recycling Norcross

The yard waste is recycled as "true green waste" at DGR Mulch Recycling Norcross. The address is 4560 South Berkeley Lake Road, Norcross, GA 30071. They only accept current clients and Imagescapes is a true client. DGR Mulch Recycling Norcross is a leading manufacturer and distributor of premium landscaping mulch and soil products in the southeast.

MRF

The recyclables will be taken to our MRF located at 5680 Shirlee Industrial Way, Alpharetta, GA. It is a 33,000 SF Single Stream Materials Recovery Facility with a large sort lines able to process all of the City's recyclables. WM owns and operates this MRF with big plans to automate the lines. This means Glass could be back curbside in the near future for Norcross.

11 SUSTAINABILITY ASPECT

I attached some recycling brochures.

For single family homes

For multi-family units

For Businesses

I also attached the 2022 WM Sustainability Report for your review in a separate binder.

Give This Paper A Future!

This isn't this piece of paper's first rodeo. It's been recycled before, and it can be recycled again. So do your part.

Check out these other items that got a chance at a second career.



That bottle in your cup holder today could become a park bench or even filling for a parka one day.



Recycle that newspaper today, and it could return to your home in the form of a cereal box.



Recycle that aluminum can today, and it could be back on the shelf as a new one in just 60 days!



And this piece of paper? Recycle it today, and who knows what story it might tell later.

About WM:

We partner with our customers and communities to manage and reduce waste from collection to disposal while recovering valuable resources and creating clean, renewable energy.

To learn more, visit wm.com/recycleright

**RECYCLE
RIGHT**

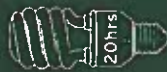


It's Time To Rethink Recycling. Recycle Right Every Day.

Did you know recycling just one aluminum can saves enough energy to:



Run a TV for two hours?



Power a 14-watt CFL bulb for 20 hours?



Power a computer for three hours?

When you think of the difference just one person could make, imagine the positive impact whole communities could have by recycling.

You Have The Power! Ever wonder, "Why recycle?"

Sure, it's good for the environment, but there's more to it than that. Every day we encounter hundreds of recyclable items. By recycling properly, we can save tons of raw materials, which in turn can save time, energy and expense.

Recycle Right

Thanks to WM's advanced processing

technologies, it's easier than ever to recycle.

Simply put all your recyclables loose into your recycling container—don't bag your recyclables and please don't include loose plastic bags.

Roll your recycling cart to the curb and WM takes it from there. Your recyclables go to the Materials Recovery Facility (MRF) where they are sorted and baled for use by manufacturers.

Quality Is Key

Keeping your recyclable material clean, dry and loose in your container—free from contamination—is the best thing you can do to help ensure the materials you recycle today go on to have a useful second life.

**RECYCLE
RIGHT**

To learn more,
visit wm.com/recycleright

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Packet Pg. 92



Let's Get Back To The Basics Of Recycling

Remember these three simple
rules each time you recycle:



Recycle clean bottles, cans,
paper and cardboard.



Keep food and
liquid out of your
recycling.



No loose plastic
bags and no bagged
recyclables.



Always Recycle



Plastic Bottles & Containers



Paper



Food & Beverage Cans



Flattened Cardboard
& Paperboard



Do Not Include In Your
Mixed Recycling Container



NO Food or Liquids



NO Loose Plastic Bags,
Bagged Recyclables or Film
Empty recyclables directly into
your bin.



NO Foam Cups & Containers



NO Batteries
Check local drop-off programs
for proper disposal



NO Green Waste



NO Clothing, Furniture
& Carpet



NO Glass Bottles & Containers

RECYCLE RIGHT

To learn more, visit
wm.com/recycleright



Always Recycle



Plastic Bottles & Containers



Food & Beverage Cans



Paper



Flattened Cardboard & Paperboard



Do Not Include In Your Mixed Recycling Container



NO Food or Liquids



NO Foam Cups & Containers



NO Glass Bottles & Containers



NO Green Waste



NO Loose Plastic Bags,
Bagged Recyclables or Film
Empty recyclables directly into
your bin.



NO Batteries
Check local drop-off programs
for proper disposal



NO Clothing, Furniture & Carpet

RECYCLE RIGHT

To learn more,
visit wm.com/recycleright



Most Common Contaminants

Keep these common contaminants OUT of your recycling bin.



No Recyclables In Plastic Bags

Empty recyclables directly
into your bin and leave the
plastic bag out.



No Food & Liquids

Compost instead! Otherwise
it belongs in the trash.



No Electronics & Small Appliances

Donate if in good condition,
or schedule a bulky item
pickup, if available.
Check earth911.com for
a local drop-off site.



No Textiles, Bedding, Rugs & Carpet

Donate these items if they
are in good condition.
Large quantities may
require special disposal.



No Tanglers, Holiday Lights, Hangers & Extension Cords

They wrap around
equipment and can shut
down an entire facility!
They all go in the trash.



No Plastic Bags, Film/ Sheeting & Flexible Film Packaging

Take plastic bags back to
local retailers to keep them
out of the recycling stream.
Visit plasticfilmrecycling.org
to find a drop-off location
near you.



No Paper Napkins, Plates, Cups & Tissues

Compost if possible, and
remember to recycle the
cardboard tube.



No Polystyrene Foam

Foam and plastic containers
are not recyclable curbside.
Find drop-off programs
for items like foam packing
peanuts at earth911.com.



No Tires, Auto Parts & Scrap Metal

(Not in recycling or trash.)
All can damage equipment
and are safety hazards.
Contact your local scrap
recyclers or retail tire stores
for recycling options, or
check earth911.com for a
drop-off center near you.



No Concrete, Wood & Construction Debris

Can damage equipment &
are safety hazards. You may
be able to schedule a bulky
item pickup - otherwise
throw it in the trash or order
a roll off bin by contacting
Waste Management
Customer Service.



No Yard Waste & Wood

Compost or put in your
yard waste cart, if available.
Otherwise it belongs in
the trash.



No Non-Recyclable Plastic

Not everything that is
plastic is recyclable!
Recycle only food &
beverage bottles, jugs
and tubes.

THINK GREEN AT WORK

FORM AN OFFICE GREEN TEAM

Reduce

- Use print preview and double-sided copies to reduce the amount of paper.
- Use on-site shredded paper as packing materials instead of purchasing new bubble wrap or foam.
- Reduce energy by switching off computers, chargers and lights when not in use.

Reuse

- Stock and use reusable dishware and utensils.
- Single-sided copies can be used as scrap paper.
- Don't throw away old bubble wrap and foam peanuts - use them again!
- Create an office supply Reuse Station. Your used office supplies may be someone else's treasure!

Recycle

- Get back to the basics of good recycling!

LET'S GET BACK TO THE BASICS OF RECYCLING.

So please remember these three rules
the next time you recycle:



Recycle clean bottles, cans,
paper, and cardboard.



Keep food and liquid
out of your recycling.



No loose plastic bags
and no bagged recyclables.



Contact your local
Waste Management representative
(000) 000-0000

To learn more, visit
wm.com/recycleright

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YOU HAVE THE POWER

Ever wonder, "Why and how to recycle?" When you recycle right great things happen. Every day we encounter hundreds of recyclable items. By recycling properly, you help materials get to their next best use, which in turn saves tons of raw materials, time, energy and expense.

THE BATTLE AGAINST CONTAMINATION

It's all about quality when it comes to recycling, and recycling right is more important than ever due to new standards for recyclable materials.

Did you know... When non-recyclable materials, like plastic wraps, bags, or textiles, end up in recycling bins, or materials have food or liquid in them, they can ruin an entire load of recycling?

We ask that you fill your recycling containers with clean and loose materials - don't bag your recyclables. Please act today to help keep recycling viable and avoid service charges on contaminated loads. Remind your coworkers about what materials are acceptable to recycle and which are not. We have resources to help you and your business

www.wm.com/us/en/inside-wm/recycle-right/recycling-sources#business



1 Form a Green Team

2 Determine what materials are acceptable to recycle

3 Contact your facility or property manager

4 Coordinate training with the janitorial crew and/or staff

5 Educate and motivate staff and employees

6 Maintain and expand your recycling efforts

To learn more, visit wm.com/recycleright

ALWAYS RECYCLE



Plastic Bottles & Containers



Food & Beverage Cans



Paper



Flattened Cardboard & Paperboard



Glass Bottles & Containers

DO NOT INCLUDE IN YOUR MIXED RECYCLING CONTAINER



NO Food or Liquids



NO Foam Cups & Containers



NO Loose Plastic Bags, Bagged Recyclables or Film
Empty recyclables directly into your bin.



NO Green Waste



NO Clothing, Furniture & Carpet



NO Batteries - check local drop-off programs for proper disposal

Simplify Your Recycling

5 Easy Steps To Get Started:

STEP 1: Grab Two Containers

Whether you use new containers, repurposed boxes or reusable bags, set your recycling container next to the trash bin - this works for recycling in several rooms in your home or at work.



STEP 2: Label Both Containers

Download and print Recycling and Trash labels at wm.com/recyclerright, and place them on each container to ensure the right items go into the right bins. Remember - don't use a plastic bag in your recycling bin. Empty items directly into your recycling container.



STEP 3: Start Recycling

Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

BUSINESS RECYCLING TOOLKIT

Set up your workplace and your employees for recycling success. Download these Recycle Right resources at wm.com/recycleright.

Acceptable materials may differ based on local or state regulations or municipal contracts. *If your recycling program does not recycle glass, download our **Business Recycling Toolkit (Glass Not Accepted)**. ([Download](#))*

1. LABEL ALL CONTAINERS

Labeling internal and external recycling and trash containers is one of the best ways to prevent contamination. Always place trash and recycling containers side by side as a set.

Download or call your Sales rep for recycling decals for your external containers.



Recycling Bin Decal
(Glass Accepted) ([Download](#))



Recycling Cart Decal
(Glass Accepted) ([Download](#))

Label internal containers so employees are clear what materials are acceptable to recycle. Download and print Trash, Recycling and Organics labels (for businesses that recycle food) for your internal containers.



Trash Bin Label
(Food Waste Accepted)
([Download](#))



Trash Bin Label (Food
Waste Not Accepted)
([Download](#))



Recycling Bin Label
(Glass Accepted)
([Download](#))



Organics Bin Label
([Download](#))



2. RECYCLING EDUCATION

Remind employees how easy it is to Recycle Right at work and at home with our video posters and brochure. Use the Set Up Workplace Recycling guide to get everyone on board.

- **Setting up Workplace Recycling** - A simple list of everything you need to set up a successful recycling system in six simple steps. ([Download](#))
- **Recycling at Work Video** - An overview of what is and isn't recyclable, with additional tips to set up your recycling systems. ([Click to View](#))
- **Recycling Posters** - It is easy to show what is and isn't recyclable in your new bins, and should be posted by every recycling container. ([Download](#))
- **Most Common Contaminants** - Find out which items cause recycling contamination and what to do with them. ([Download](#))
- **Recycle Right Brochure for Business** - Learn the benefits of recycling for your business with the recycling basics. ([Download](#))



Setting Up
Workplace Recycling



Recycle Right
Poster



Most Common
Contaminants
Poster



Recycle Right
Brochure for Business

3. ADDITIONAL RECYCLING BIN LABELS

For businesses that separate their materials and recycle Cardboard only or Mixed Fiber only, download or call your sales rep to get these decals to help your employees Recycle Right. Remember, providing education where your employees recycle (on the bin) is one of the most effective ways to prevent contamination.

Download or call your Sales rep to get these recycling decals.

- **Recycling Container Label Cardboard Only** - For facilities that only accept cardboard. ([Download](#))
- **Recycling Container Label Mixed Fiber Only** - For facilities that only accept mixed fiber, like cardboard and paper. ([Download](#))



Recycling Container Label Cardboard Only



Recycling Container Label Mixed Fiber Only

4. NO BAGGED RECYCLABLES TOOLS

Plastic bags are one of the most common contaminants that spoil perfectly good recyclables. It's easier to recycle without using plastic bags than you think!

Don't bag your recyclables - if you collect materials in plastic bags inside your workplace, empty those bags directly into your final bin. And no loose plastic bags either - they wrap around the recycling machinery and pose safety threats to employees who have to remove them.

Download and print our No Bagged Recyclables Tools to help your business recycle without using plastic bags.

- **No Plastic Bags FAQs** - Get answers to why plastic bags are detrimental to successful recycling programs. ([Download](#))
- **Janitorial Tag** - Engage your janitorial staff to alert employees that plastic bags do not belong in the recycling. ([Download](#))
- **No Bagged Recyclables Label** - Give employees a clear directive NOT to bag recyclables. ([Download](#))
- **No Bagged Recyclables Handout** - Kick off your 'No Plastic Bags' initiative with simple next steps. ([Download](#))
- **Employee Email** - Explain why proper recycling matters and how your employees can help. ([Download](#))



No Plastic Bag FAQ



Janitorial Tag



No Bagged Recyclables Label



No Bagged Recyclables Handout



Sample Employee Email

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

STEP 3: SUSTAIN YOUR SUCCESSFUL RECYCLING PROGRAM

Congratulations! You have created a successful recycling program at your property. We know it is no small task to keep busy residents informed and motivated to recycle right. Here are some tools to keep your recycling program running smoothly and successfully throughout the year:

- **Newsletters** - Provide continuous education via email newsletters. Sample newsletter topics are included below.
- **Recycling Ambassadors** - Provide leadership opportunities for motivated residents to lead building meetings, welcome and educate new tenants, and keep signage up to date.
- **Recycling Education** - Because of tenant turnover, it is important to consistently provide recycling education materials and reminders, and clearly introduce recycling policies to new tenants.
- **Recycle Right Reusable Bags** - Provide new residents with Recycle Right Reusable Bags along with the Letter to New Tenants and Recycling Poster provided in this toolkit.
- **Poster and Signage** - Hand out posters, give updates on your building's recycling program and review acceptable and non-acceptable materials at your building meetings.
- **Resident Communication** - Use e-mail, your community website and social media to provide information, updates and photos. Visit www.wm.com/us/en/recycle-right/recycling-resources and encourage residents to visit and download recycling tools and resources.
- **Recycling Setup Checklist** - Fill out the Recycling Setup Checklist a minimum of once a year. Larger properties, or properties with more than two enclosures, are encouraged to reassess their recycling program bi-annually to keep up with larger-scale changes happening onsite. You may need to make changes to your service level or bins set up if you are checking "no" on the checklist.
- Keep visiting wm.com/recycleright for new education and updates.



Recycle Right
Reusable Tote
Bag Newsletter
(Download)



Recycling Newsletter
Program Announcement
(Download)



Recycling Newsletter
Program Enhancement
(Download)



Recycling Newsletter
Community Pride (Download)



Recycling Newsletter
Space Saver (Download)

To learn more, visit
wm.com/recycleright

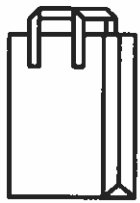
MULTI-FAMILY TOOLKIT

Everything you need to set up, refresh, or sustain a successful recycling program in your buildings is included in this Multi-Family Toolkit. Follow these steps to help both your tenants and janitorial staff keep recycling environmentally and economically sustainable.



STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Perform a site assessment, locate trash and recycling bins together on your property, and label all containers.



STEP 2: EDUCATE AND ENGAGE RESIDENTS

Set your residents up for recycling success from the first day with tools and resources to recycle right.



STEP 3: SUSTAIN YOUR SUCCESSFUL RECYCLING PROGRAM

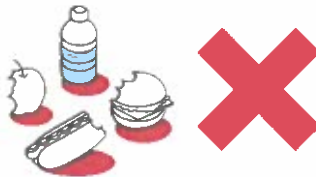
Keep your tenants motivated to recycle right with newsletters, reminders, tips and tools all found in this toolkit.

As an owner or building manager, you are the key to the success of any recycling program. Waste Management has developed this easy-to-use guide and tools, available for free download at www.wm.com/us/en/recycle-right/recycling-resources - click Property Management. Thank you for your help reducing contamination and keeping recycling sustainable.

Always remember:



Recycle clean bottles, cans, paper, and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT CONTENTS

STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Recycling best practices include pairing all properly labeled recycling and trash containers together to make it convenient for residents to properly dispose of all waste. The following pages 3-5 explain how to optimize your containers sizes, collection frequency and how to properly label all bins.

Download the free resources at www.wm.com/us/en/recycle-right/recycling-resources. Click Property Management and get started setting up your recycling infrastructure or contact your sales person for more information.



Commercial Recycling Bin
Decal Glass Accepted
(Download)



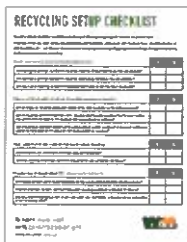
Commercial Recycling Bin
Decal Glass Not Accepted
(Download)



Residential Recycling Bin
Decal Glass Accepted
(Download)



Residential Recycling Bin
Decal Glass Not Accepted
(Download)



Recycling Setup
Checklist (Download)



Recycling Video
(Watch)



Staff Recycling
Fact Sheet (Download)



Recycling Poster
Glass Accepted
(Download)



Recycling Poster
Glass Not Accepted
(Download)

To learn more, visit
wm.com/recyclerright

MULTI-FAMILY TOOLKIT

STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Review the information below to ensure your property has adequate bin capacity and collection frequency to meet the needs of your tenants.

OPTIMIZE SERVICE LEVELS

Evaluating your current garbage and recycling service level is the most important step in establishing an effective recycling program at your property.

Garbage

To evaluate your current garbage service level, look inside garbage containers the day before collection day. If your garbage containers are generally 75–100% full on collection day, your service level is probably sufficient. If containers are consistently less than 75% full, consider reducing your garbage container's size or the frequency of pickup. Likewise, if garbage containers are frequently overflowing, consider increasing your service level.

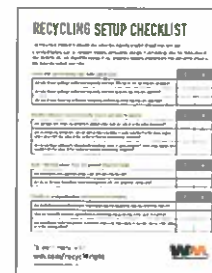
Recycling

Most properties have plenty of garbage capacity and not enough recycling. This often leads to recyclable materials being placed in the garbage. In general, properties should have an equal number of carts and/or containers for garbage and recycling. For example, a property with a 4 yard garbage container should have a 4 yard recycling container. See the table of recommended recycling service levels to the right.

Recycling Setup Checklist

Download and use this simple checklist to evaluate your property's recycling program at least once each year. A variety of factors, such as increased recycling participation, changes in unit vacancy rates, and the introduction of new residents can impact the success of your property's recycling programs and may change the answers, and resources needed, over time.

Property Size	Recommended Recycling Service
2-4 unit	96 gallon cart
5-8 unit	1 yard
9-12 unit	1.5 yard
13-16 unit	2 yard
17-25 unit	3 yard
26-33 unit	4 yard
34-41 unit	5 yard
42-50 unit	6 yard
51-58 unit	7 yard
59-66 unit	8 yard
67-75 unit	9 yard
76-83 unit	10 yard
84-91 unit	11 yard
92-100 unit	12 yard
100+ Units	Get in touch with your Waste Management Rep for more info



Recycling Setup Checklist
(Download)

MULTI-FAMILY TOOLKIT

PAIR TRASH AND RECYCLING BINS AROUND THE BUILDING

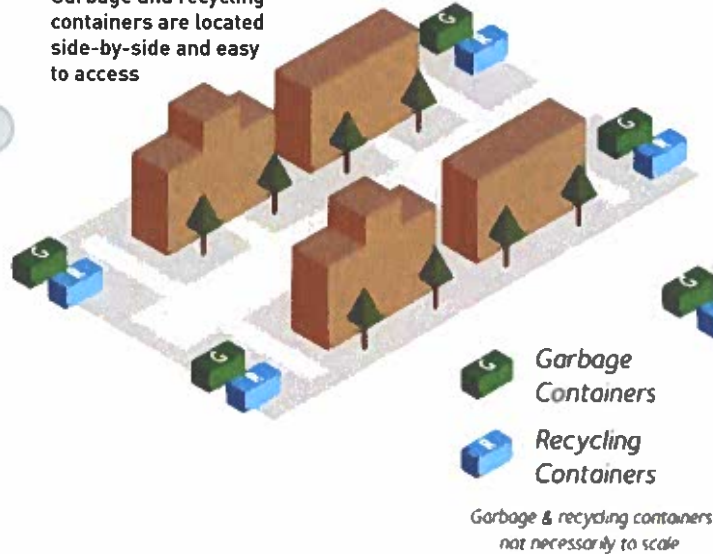
Best Practices:

- Make sure that garbage and recycling containers are placed in areas that residents can access conveniently and safely, and that recycling and garbage containers are located close together, either side-by-side or in the same enclosure.
- Avoid having garbage and recycling containers in separate areas. When garbage and recycling containers are too far apart, residents may throw all of their materials in the closest container.
- Collect trash and recyclables in multiple convenient, interior common areas like laundry room and mail areas.
- Ensure that containers are easily visible to residents.

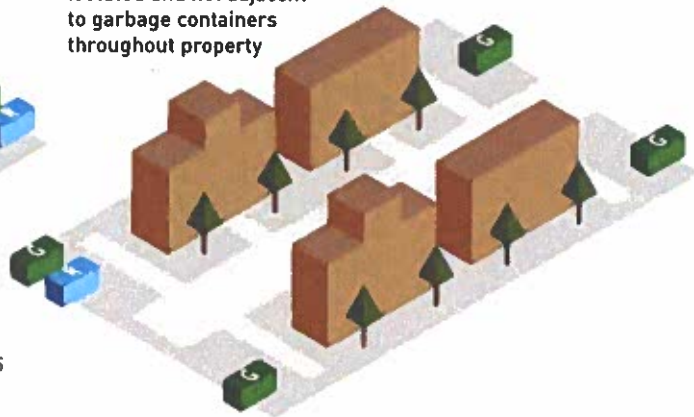
Avoid:

- Placing containers near windows or doors where they might offend residents.
- Placing containers in isolated areas and areas with poor lighting.

✓ EFFECTIVE
Garbage and recycling containers are located side-by-side and easy to access



✗ INEFFECTIVE
Recycling container is isolated and not adjacent to garbage containers throughout property



To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

LABEL ALL CONTAINERS

Clear and visible labels or decals on containers help residents easily identify where materials belong.

Decals should be posted on all visible sides of the container. Call your Waste Management sales rep or download decals.



Commercial Recycling Bin
Decal Glass Accepted
(Download)



Commercial Recycling Bin
Decal Glass Not Accepted
(Download)



Residential Recycling Bin
Decal Glass Accepted
(Download)



Residential Recycling Bin
Decal Glass Not Accepted
(Download)

In addition to properly labeling all containers, hang posters in areas where trash and recycling containers are located and distribute them to tenants to provide guidance on acceptable recyclable materials. Be sure to include signage in English and Spanish (or any other language spoken commonly by residents).

Print and download additional bin signage found at Recycle Right Resources and encourage residents to do the same for their in-unit bins.



Recycling Poster
Glass Accepted
(Download)



Recycling Poster
Glass Not Accepted
(Download)

TRAIN JANITORIAL STAFF

Ensuring janitorial or housekeeping staff are trained on your recycling program is key to its success. They play a key and important role in keeping contaminants – especially plastic bags – out of your recycling bins. Distribute the Staff Recycling Factsheet to staff, and post it and the Recycling Poster in breakrooms or supply areas. Be sure to provide copies to new employees as they join your team.



Staff Recycling
Fact Sheet (Download)



Recycling Poster
Glass Accepted
(Download)



Recycling Poster
Glass Not Accepted
(Download)

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

STEP 2: EDUCATE AND ENGAGE RESIDENTS

Now that the right size and number of properly labeled trash and recycling containers are in place throughout your property, it's time to engage residents and set them up for recycling success.

Download and distribute these tools to inform and motivate residents to Recycle Right.

NEW TENANTS

Welcome each new tenant with a Recycle Right reusable bag to conveniently collect recyclables in their units. Include a Recycle Right poster in each resident's reusable bag to show them what materials are acceptable to recycle.

You can order bags at wmgearstore.wm.com

RESIDENT COMMUNICATIONS

- Hang a Welcome Hanger on new residents' doors.
- Send residents a Welcome letter inviting them to participate in your community's recycling program or send an email announcing the new Recycle Right reusable tote bags for collecting in-unit recyclables.



NEW Recycle Right Reusable Bag



Welcome Door Hanger
(Download)



Reusable Bag Email
(Download)



New Tenant Welcome Letter
(Download)



Recycling Poster
Glass Accepted
(Download)



Recycling Poster
Glass Not Accepted
(Download)

LABELS FOR RESIDENTS' INTERIOR CONTAINERS

- Residents can download and print these simple recycling labels that show acceptable recyclable materials and place on any interior recycling containers. Don't forget to label your trash containers too.



Trash Bin Label
(Food Waste Accepted)
(Download)



Trash Bin Label Food
Waste Not Accepted
(Download)



Recycling Bin Label
Glass Accepted
(Download)



Recycling Bin Label
Glass Not Accepted
(Download)



Organics Bin Label
(Download)

KICK-OFF YOUR RECYCLING PROGRAM

If you are rolling out a new recycling program or making exciting changes, be sure to communicate with residents two weeks in advance.

- Host a kick-off event to start or revitalize your building's recycling program.
- Announce the program through emails or newsletters - samples included in this toolkit.
- Distribute Recycle Right Reusable Bags to residents - include a Recycling Poster with each bag.
- Place Recycling Posters on bulletin boards or near mailboxes.

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

HELPING RESIDENTS SET UP THEIR RECYCLING SYSTEMS

Investing in new bins for each resident's unit isn't necessary for a successful recycling program, particularly when space is limited. The most important component of a robust recycling program is that residents set up a 'two-bin' system that fits their needs - one bin for trash and one for recycling. Whether that's a small bin, cardboard box, or Waste Management's new Recycle Right Reusable Bag, a resident's recycling container should always be clearly labeled and placed next to their trash container.

Our new reusable bag has the Recycle Right guidelines right on the bag so residents always know which materials to recycle. Collecting recyclables in this handy reusable bag makes carrying them to the building's recycling containers easy. Check out all the resources we've developed for residents when setting up their in-unit recycling systems with the Get Started videos on www.wm.com/us/en/recycle-right/recycling-resources. Click Home to see the video series.

Make sure residents know they can download and place the appropriate Recycling and Trash labels on their in-unit containers



Trash Bin Label
(Food Waste Accepted)
(Download)



Trash Bin Label Food Waste
Not Accepted
(Download)



Recycling Bin Label
Glass Accepted
(Download)



Recycling Bin Label
Glass Not Accepted
(Download)



Organics Bin Label
(Download)

NEW!

A great way to set your residents up for recycling success is to provide them a Recycle Right reusable bag when they move in. Bags are durable and include what materials are acceptable to recycle right on the bags. Reusable bags can be ordered at wmgearstore.wm.com

NO PLASTIC BAGS

One of the most important rules to remember and promote to your tenants is that plastic bags are not acceptable in recycling containers.

If residents choose to use a plastic bag to collect recyclables in their unit, please ask them to empty that plastic bag of recyclables directly into the designated community recycling container.

Then throw the plastic bag in the trash, reuse it, or take it back to your local grocer for recycling. Find a location nearby at: plasticfilmrecycling.org



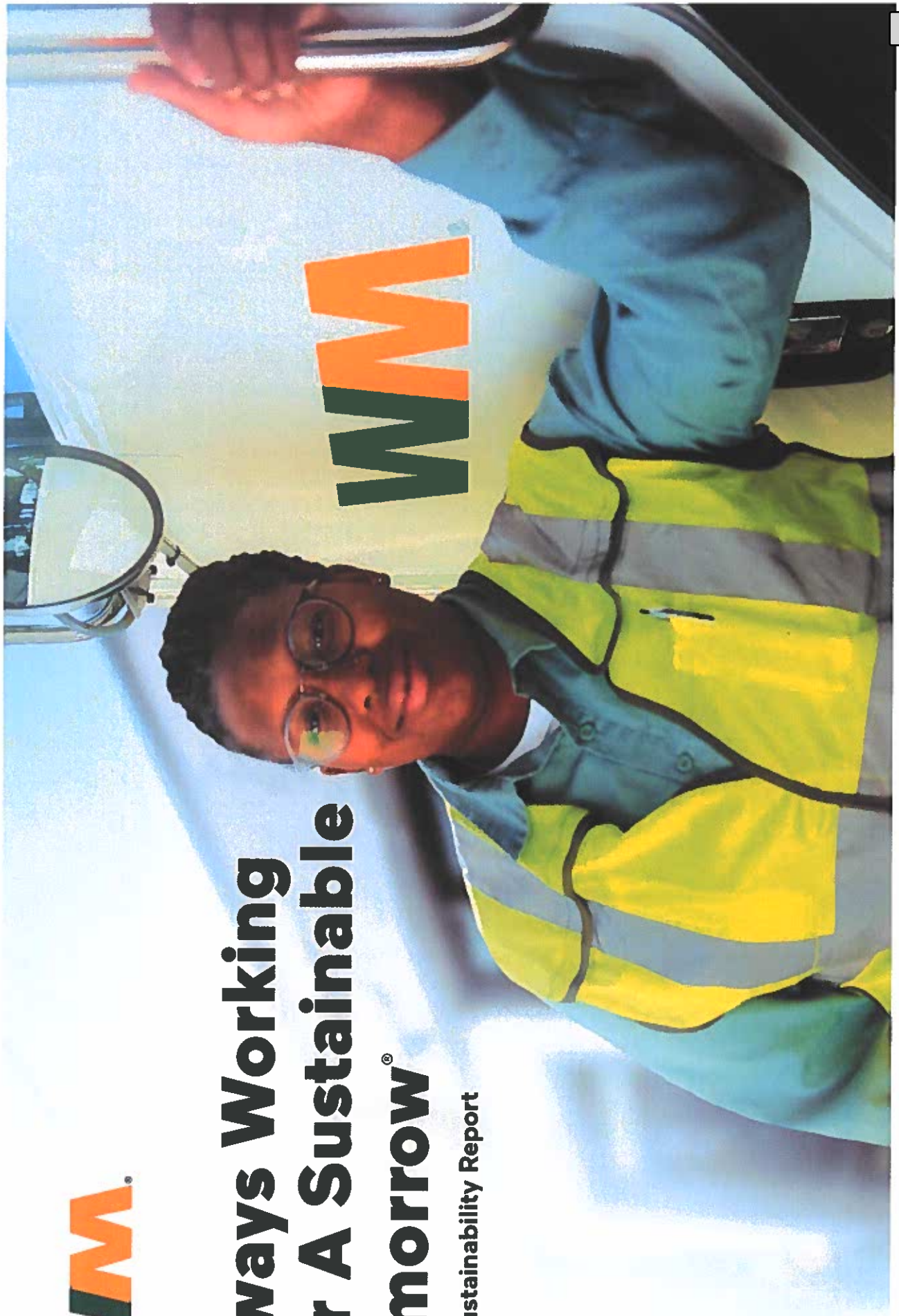
NEW Recycle Right
Reusable Bag

To learn more, visit
wm.com/recycleright



Always Working For A Sustainable Tomorrow[®]

2022 Sustainability Report



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GRI | SASB | TCFD

About This Report

WM is committed to consistent and meaningful public disclosure and discussion of our sustainability progress through the publication of our annual Sustainability Report.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option, as well as in alignment with the Sustainability Accounting Standards Board (SASB) guidelines for the infrastructure sector. We publish updates in three formats:

- » This annual Sustainability Report, which details progress on our most material issues over the past year, is available as a PDF.
- » An Environmental, Social and Governance (ESG) Resource Hub that provides detailed information and data related to many aspects of our ESG performance, policies and initiatives. The ESG Resource Hub also houses WM's GRI index, SASB and Task Force on Climate-related Financial Disclosures (TCFD) reports, an ESG Data Center and an archive of past reports.
- » A companion website related to this report, sharing more stories around the progress we are making.

This report generally covers ESG performance for 2021 and early 2022 and, unless otherwise noted, the report boundary is WM's wholly owned operations, which are in the United States, Canada and India. All data is for the year ended December 31, 2021, except where noted.

WM At-A-Glance

(as of and for the year ended December 31, 2021)

Financial

\$17.9B	\$4.3B
total revenue	cash from operations
\$1.9B	\$2.3B
capital expenditures	returned to shareholders

Landfills and Transfer Stations

340	255
transfer stations	active solid waste landfills
5	
active hazardous waste landfills	

Recycling Facilities

49	single-stream recycling facilities
27	commercial facilities
11	other facilities
9	construction and demolition recycling facilities
26	composting facilities
5	Organics Material Recovery Facilities, including WM CORE® sites
4	Green waste processing sites
4	Wood waste processing sites

Energy

10,832	102
alternative fuel vehicles	landfill gas-to-electricity facilities
177	26
natural gas fueling stations	landfill gas-to-industrial customers as a direct substitute for fossil fuels
16	
Renewable Natural Gas facilities	

People

48,348
team members

Environmental Conservation

73	70
certified wildlife habitat programs	pollinator programs
177	13,721
active habitat, species and education certified projects	acres actively managed for wildlife preservation

Community Vitality

\$12.8M	\$1.5M
in charitable giving	in-kind services donated
1,096	
community events hosted and/or participated in by WM	

Education

536,738
people, including K-12 youth and college students, participated in WM-hosted education and community betterment activities

WM (WM.com) is North America's largest comprehensive waste management environmental solutions provider. Previously known as Waste Management and based in Houston, Texas, WM is driven by commitments to put people first and achieve success with integrity. The company, through its subsidiaries, provides collection, recycling and disposal services to millions of residential, commercial, industrial and municipal customers throughout the U.S. and Canada. With innovative infrastructure and capabilities in recycling, organics and renewable energy, WM provides environmental solutions to and collaborates with its customers in helping them achieve their sustainability goals. WM has the largest disposal network and collection fleet in North America, is the largest recycler of post-consumer materials and is the leader in beneficial reuse of landfill gas, with a growing network of renewable natural gas plants in North America. WM's fleet includes nearly 11,000 natural gas trucks—the largest heavy-duty natural gas truck fleet of its kind in North America—where more than half are fueled by renewable natural gas.

CEO Message

Investing in sustainability today to create a better tomorrow.

WM's brand promise is **Always Working For A Sustainable Tomorrow**. We live this promise through the services we provide, the sustainable solutions we offer, the innovations we invest in, the people we hire and the future we're committed to. Through our longtime focus on finding sustainable solutions, WM continues to evolve to become so much more than an environmental services company. We aspire to be a For Tomorrow™ company, committed to creating a more sustainable world.

Making real strides in sustainability requires us to re-think waste. Across our business, we work to minimize our environmental impact by reducing carbon emissions across the value chain, investing in technology and automation that differentiates us, and helping to educate others to act more sustainably. We also provide analytics to customers to inform their environmental strategies, reduce costs, minimize risk and divert more materials for their next best use.

To be successful in these endeavors, particularly in a challenging labor market, we must create an accepting and inclusive culture. Throughout 2021, we continued to help our people thrive. We launched the first enterprise-wide frontline leadership development program, as well as three new Impact Groups to connect and uplift multicultural, female and LGBTQ+ employees. Additionally, we contributed \$12.8 million in charitable giving, \$1.5 million in donated services and engaged with community members at nearly 1,100 events.

Because we're **Always Working For A Sustainable Tomorrow**, as we celebrate our continued progress, we are already focused on the future. I am confident that placing sustainability at the center of how we create growth and value will enable a positive impact for our people and the planet for years to come.



Jim Fish
President and Chief Executive Officer



CSO Message

Collaborating for sustainable growth.

Something that is distinctive about WM's business is that we serve such a broad and diverse base of customers. From large national accounts to municipalities to the local pizza shop, each has different needs. We have found, however, that there are three key things that nearly every WM customer wants: a dedicated partner, deeper insights to help them run their business and services that make the biggest impact possible.

WM's new sustainability growth strategy will deliver each of those elements by embracing new technology and incorporating sustainability into all that we do. It will propel our company into the future—taking us from a service provider to a true sustainability partner.

With this new strategy, we aim to help customers increase circularity and accelerate their decarbonization goals. Along with enhanced circular logistics that position us to lead new recycled materials markets as they emerge, we plan to invest in integrated organics and recycling infrastructure. We are also modernizing our landfills and expanding our network of renewable natural gas facilities. Together, these robust solutions will make us a better advisor to our customers while supporting WM's own sustainability goals. Recently, we announced a \$1.625 billion

planned investment to expand our renewable energy and recycling businesses over the next four years. By 2026, we expect to see six-fold growth in the amount of renewable natural gas (RNG) produced at WM-operated landfills, along with 25% growth in the tons of materials that we divert for reuse.

In 2021, we were proud to achieve several of the targets we set in 2019, including working toward emissions reductions, and expanding our circularity solutions. We continue to enhance safety in the workplace and inclusion, equity and diversity efforts, while investing in social impact programs. In this report, I'm pleased to share our new ESG priorities for 2030 and announce new sustainability goals.

We are on a journey that will evolve as we build, grow and scale new sustainable services. I like to say that our work helps enable vibrant communities, and through our new strategy and priorities, we will continue to do so for generations to come.

Tara J. Hemmer

Tara Hemmer
Chief Sustainability Officer

Sustainability Growth Strategy

The world is changing fast. Our stakeholders and the environment in which we operate are evolving, from investors' expectations of our environmental performance to the technology we use to measure our impact. Sustainability is in the spotlight as never before, and WM is responding by incorporating sustainability into everything we do, because we are **Always Working For A Sustainable Tomorrow**.

We are committed to advancing from a service provider to a true sustainability partner by making it easier for communities to reduce waste, decrease emissions and use more recycled materials in a manner that is good for people, communities and the environment. A critical component of our sustainability strategy is expanding services that support a transition to a lower-carbon economy. Underpinning our journey is transparent, science-based tracking of the environmental and social benefits of our work.

We are significantly investing in these sustainable solutions. By expanding customer offerings and incorporating new ones, including data services, consultative program services, specialty remediation, organics collection and processing and other products, WM anticipates building sustainability-related businesses that are equal to the size of our core business.

Five Strategic Growth Areas



Sustainability
program partner



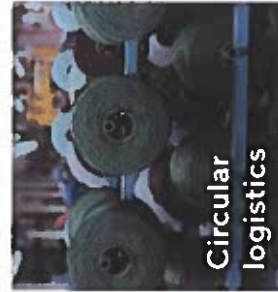
Modern landfill,
renewable energy



Recycling
infrastructure



Integrated
organics



Circular
logistics

\$1.625B

planned investments from 2022 through 2025 to grow our recycling and renewable energy businesses

25%

expected growth in tons diverted to recycling by 2026 through accelerated investments in automation and an expanded recycling footprint

6X

expected growth in RNG from 2022 through 2025 captured at WM-operated landfills

2030 Priorities

In 2022, WM aligned on five focus areas for the next decade to help advance climate action, expand environmental solutions, and support our workforce and communities.

The goals in these issue areas help to establish WM as a leader in sustainability impact. In addition to the impact we will make through our services, our focus on inclusion, equity and diversity (IE&D) will support a culture of inclusion and belonging at WM for all employees, regardless of identity. We will continue to work toward previously stated 2025 goals, and provide updates around recycling, emissions and community engagement in our [ESG Data Center](#).

Climate Impact

Reduce absolute Scope 1 and Scope 2 GHG emissions
42% by 2032
aligned with the Paris Agreement to limit warming to 1.5°C

[Read stories about climate impact](#)

Safety

Reduce Total Recordable Incident Rate (TRIR) by
3% annually,
targeting 2.0 by 2030; and continued focus on prevention of serious injuries

[Read stories about safety](#)

Circularity

Increase WM's recovery of materials by 60% to
25M tons
by 2030, including an interim milestone of a 25% increase by 2025

[Read stories about circularity](#)

Social Impact

WM plans to invest the equivalent of
2% of our net income
to targeted social impact programs, positively impacting 10 million people in our communities by 2030

[Read stories about social impact](#)

Inclusion, Equity & Diversity

Increase overall representation of women to
25% by 2030
Increase representation of racial/ethnic minority employees at manager and above to
30% by 2030

[Read stories about Inclusion, Equity & Diversity](#)

UN Sustainable Development Goals

WM has taken a targeted approach to align our sustainability goals with the United Nations Sustainable Development Goals (SDGs).



Learn more about our progress toward specific SDG targets in the [Appendix](#).

2021 Sustainability Highlights



More information about WM, including the scope of our business, workforce, financials and charitable giving is available in our [ESG Resource Hub](#).

Expanding our positive impact on people and the environment

Focusing on five ESG areas over the next 10 years. [Learn more about them on page 7.](#)

The leader in beneficial use of landfill gas

\$825 million planned investments in our RNG infrastructure from 2022 to 2025. [Learn more on page 13.](#)

Embracing circularity through recycling

\$800 million in planned investment in new and upgraded recycling infrastructure from 2022 to 2025. [Learn more on page 22.](#)



A path for everyone to advance their education

800 employees and 150 family members working toward degrees through the [Your TomorrowSM](#) program. [Learn more on page 32.](#)

Creating a more inclusive workplace

Three Impact Groups, Unified, Prism and the Women's Empowerment Network, launched in 2021 and 2022, with more to come. [Learn more on page 34.](#)

Supporting women in corporate supply chains

365 women-owned businesses participated in supplier diversity programs. [Learn more on page 28.](#)

Awards

We're proud to be recognized for creating a rewarding workplace and operating a sustainable business. Additional awards, including past awards, are listed in our [ESG Resource Hub](#).

World's Most Ethical Companies 2021

Fortune World's Most Admired Companies 2021

Dow Jones Sustainability Indexes
Category Leader in Commercial & Professional Services

Barron's 100 Most Responsible Companies

3BL MEDIA 100 Best Corporate Citizens 2022

2021 Progress

In the spirit of **Always Working For A Sustainable Tomorrow**[®], WM aims to make a positive impact on people and the planet. While our new **2030 Sustainability Priorities** will ultimately take the place of these goals, we made meaningful progress in all areas in 2021. Our focus areas are:

Climate Impact

Our overarching climate goal is to reduce GHG emissions. Currently, the services we provide avoid three times (3X) more GHG emissions than we generate in our operations. Our 2038 goal calls for avoiding even more—four times (4X) our operating emissions. To achieve this goal, we aim to reduce emissions from our landfills, fleet and electricity use, while increasing the emissions-avoidance services that we provide to our customers.

Additional climate targets supporting this goal include:

- » Achieve a fleet made up of 70% alternative fuel vehicles, of which 50% are fueled with RNG, by 2025. Using RNG collected from our landfills has helped us make significant progress toward this goal, including powering 53% of our CNG fleet with RNG.
- » Use 100% renewable electricity at facilities we control by 2025. We are on track to achieve this goal with 27% of our consumption coming from renewable electricity.
- » Develop measurement processes for fugitive emissions released from our landfills by 2025. We are on track to achieve this goal, see details in the **Climate Impact chapter**.

Looking ahead, we plan to **target an absolute reduction in Scope 1 and 2 GHG emissions**.

Circularity

Reducing contamination will make our materials recovery facilities (MRFs) more efficient, allowing us to recycle more. This, in turn, will allow more materials to be recycled into new products, avoiding the emissions associated with mining virgin materials. Inbound contamination was 16% in 2021, and we have set a goal to limit inbound contamination to 10% by 2025. With our new sustainability focus areas, we will use materials recovery as a measure of circularity.

Social Impact

WM aims to enhance the safety, resiliency and sustainability of the communities where we live and work. We organize environmental education programs and activities, including facility tours, community events and social media engagement campaigns, with an original goal of reaching 1 million participants by 2038. As of the end of 2021, we had reached a total of 1.29 million people, and are raising our expectations to reach 10 million people by 2030.

People First

WM is always setting a higher standard for the positive impact we can make on our people. By 2025, we aspire to achieve ethnic and racial diversity in each segment of our workforce, with an emphasis on leadership, that is greater than or equal to the estimated availability of minority talent in the marketplace. Also by 2025, we aspire to **lead the industry in female representation at all levels**.

We also set a goal to pay a living wage to all employees, which we achieved in 2020, ahead of our 2025 target and maintained in 2021. For 2030, we have set new targets for representation of women and minorities, and established a new goal for workplace safety.



Read more about how we are making progress toward each of these goals throughout this report.

2022 Sustainability Forum

At the 2022 WM Sustainability Forum, we once again brought together sustainability leaders from the environmental services industry and beyond in a virtual setting.

The event focused on the theme of **For TomorrowSM**, and WM's investments in innovations that will help bring about a better future. As in past years, the Forum included a keynote by WM CEO Jim Fish and conversations with WM executives and corporate sustainability leaders. The event also elevated the voices of youth activists, designers and experts on creating a diverse and inclusive workforce.

We showcased the work of designers who participated in the WM Design Challenge, Powered by Slow Factory. Through this challenge, six teams created design solutions that embrace regenerative practices.

Participants received grants to develop their ideas and mentorship from leaders in the textile recycling supply chain.

We also continued the conversation initiated by **Together Today, For TomorrowSM** (TT4T) web series that inspires meaningful climate action by connecting individuals and communities in conversation. During the Sustainability Forum, WM hosted an in-person TT4T Executive Session, an invite-only event for customers and leaders.



The **WM Phoenix Open** is the largest zero waste event in North America. WM has sponsored the tournament since 2010. The event tracks and offsets GHG emissions, uses renewable electricity to power tournament operations, reduces food waste through donation and diversion, and supports large-scale water restoration projects. By engaging with leading brands and fans on sustainability topics, the tournament helps spectators reimagine what a **sporting event** can be.



Climate Impact



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Climate Impact

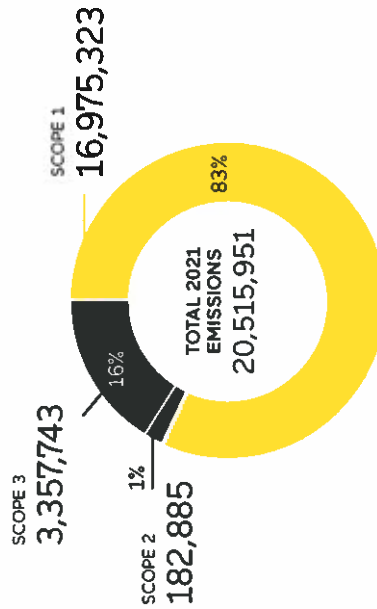
By 2038, we aim to avoid four times more GHG emissions through the services we provide than we generate in our operations.

At WM, we have a long history of reducing our GHG emissions footprint and helping our customers reduce theirs. The services we provide currently decrease and avoid three times more GHG emissions than we generate in our operations, and we aim to reduce and avoid four times the GHG emissions we generate through our operations by 2038, and we reduced fleet emissions by 38% since 2010.

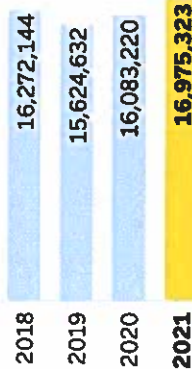
Reaching this goal will require big ideas, bold action and leadership. We're already taking action by making meaningful investments in landfill gas capture, fugitive emissions measurement, running our fleet on RNG, working with major domestic and international vehicle original equipment manufacturers to test and pilot electric vehicles, along with solutions to help customers minimize their own carbon footprints.

In 2020, WM committed to setting a GHG reduction target based on climate science, to be approved by the Science Based Target Initiative (SBTi). In 2021, we worked on a playbook detailing how we aim to reduce our direct Scope 1 and 2 emissions 42% by 2032 using a 2021 base year.

WM'S TOTAL 2021 GHG EMISSIONS



SCOPE 1 EMISSIONS



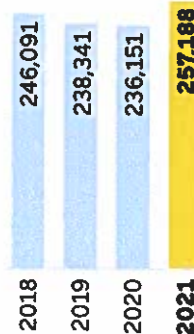
The addition of the acquired Advanced Disposal Services (ADS) assets and operations to WM's business for the full year of 2021 is the primary reason for the increase in emissions from 2020.

SCOPE 2 EMISSIONS (MARKET-BASED)

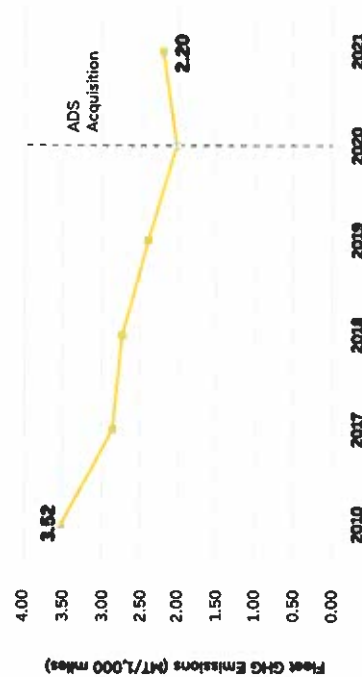


Market-based emissions are WM's emissions from electricity minus renewable energy certificates.

SCOPE 2 EMISSIONS (LOCATION-BASED)



CARBON INTENSITY-EMISSIONS PER 1,000 MILES DRIVEN



How We Are Making Progress on Our Climate Impact

Modern Landfills

We manage approximately 125 million tons of waste per year safely and sustainably through our network of 255 active solid waste landfill sites across the U.S. and Canada. At every landfill, we implement processes and technologies to reduce environmental impact.

Operational Efficiencies

Predictive maintenance systems enable plant managers to develop more efficient operational practices. We have prototyped an automated gas wellhead for use at closed landfills, which monitors landfill gas levels with little interaction needed from technicians. This system

mitigates emissions that occur at closed landfills, while reducing the number of miles that technicians must travel on foot to monitor wellheads.

Beneficial Use of Landfill Gas

WM captures landfill gas and turns it into renewable electricity and fuel at 144 of the active landfills we own or operate and third-party facilities, comprising the largest landfill gas-to-energy program in North America, and our capacity is growing. Today, WM hosts 16 RNG facilities across North America, and by 2026 we plan to invest \$825 million to expand our RNG network with

17 new projects in Arkansas, California, Florida, Illinois, Oklahoma, Pennsylvania, Ontario and Quebec. With this investment, we expect that 65% of landfill gas will be captured for beneficial reuse, an anticipated increase of 600% at WM-owned RNG plants, over the next four years. This will generate enough renewable energy to supply the equivalent of 1 million North American homes. Our investment is anticipated to allow WM to fuel our entire natural gas fleet with RNG by 2026.

Measuring Fugitive Emissions

WM continues to explore ways to better measure, and therefore manage, fugitive landfill emissions. This issue has become increasingly important for our industry, and we are working with several technology providers and organizations, including Environment and Climate Change Canada, California Air Resources Board and Carbon Mapper, to tackle this complex challenge. Satellite imagery, aerial flights and on-the-ground sampling will inform and improve ongoing measurement. These technologies will bring a new perspective and offer insight into the location and concentration of emissions. Based on tools implemented to date, we are seeing promising results for leak detection and repair. We will continue to support research and studies on accurate ways to estimate and measure landfill emissions over time. Through these efforts, we expect to develop a system for measuring fugitive emissions by 2025.



6X

growth in RNG from 2022-2025 from our WM-operated plants

\$825M

planned investment in RNG



For more information on the beneficial use of landfill gas and how WM engages in landfill stewardship, see the Environment and Social sections of our ESG Resource Hub.

CLIMATE IMPACT

Fleet

We continue to utilize more natural gas than diesel, including the utilization of renewable natural gas (RNG). By the end of 2021, 57% of WM's collection fleet had been transitioned to CNG vehicles, avoiding the use of millions of gallons of diesel fuel per year and comprising the largest heavy-duty natural gas fleet of its kind in North America. In 2021, 47% of fuel for our collection fleet was from a renewable source. Our investment in RNG facilities will allow WM to fuel our entire natural gas fleet with RNG by 2026.

Zero-emissions, battery-electric and hydrogen fuel cell electric vehicles are increasingly available for many passenger and commercial applications; however, weight limitations present a challenge. Our Class 8 heavy-duty collection trucks are limited by legal weight limits on roadways that determine how much various types of trucks can carry, and current battery technology requires these trucks to carry multiple batteries to complete their routes, which adds weight. In order to comply with these limits and have enough battery power, WM would need more trucks on the road to provide the same level of service.

These limitations, combined with cost and availability of trucks to date, have been an impediment to the adoption of this technology. However, as battery technology continues to evolve, we expect electric vehicles to become more compatible with our needs.

BENEFITS OF TRANSITIONING FROM DIESEL TO RNG

8,000 fewer gallons of fuel

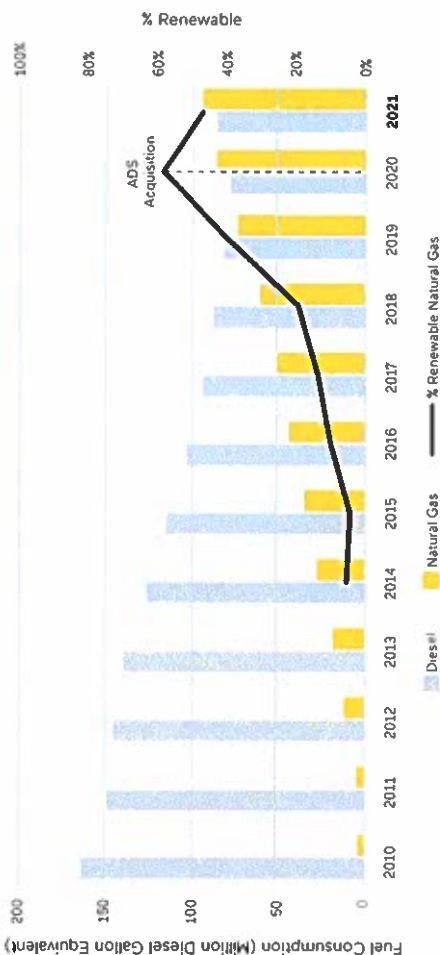
14 metric tons of GHG emissions reduced for every diesel-powered truck replaced with RNG

97% reduction in NOx emissions

94% reduction in particulate matter

80% reduction in CO₂e emissions

COLLECTION FLEET FUEL CONSUMPTION BY FUEL TYPE



CLIMATE IMPACT

Renewable Energy

Complementary to the renewable fuel used in our fleet, we also look for opportunities for use of renewable energy in our facilities.

For example, we are working to increase the use of sources such as wind, solar, waste heat and landfill gas to power and heat many of our facilities. Our 2025 goal calls for the facilities we operate to use 100% renewable electricity.

WM also looks for opportunities to support renewable energy adoption by others. In 2021, we continued to host 57.9 MWh of solar and 100 MW of wind power at closed landfills. We also host solar electricity in support of U.S. Environmental Protection Agency's (EPA's) RE-Powering America's Land initiative, which encourages renewable energy development on current and formerly contaminated lands, landfills and mine sites, when it is aligned with the community's vision for the site.

Improving Efficiency

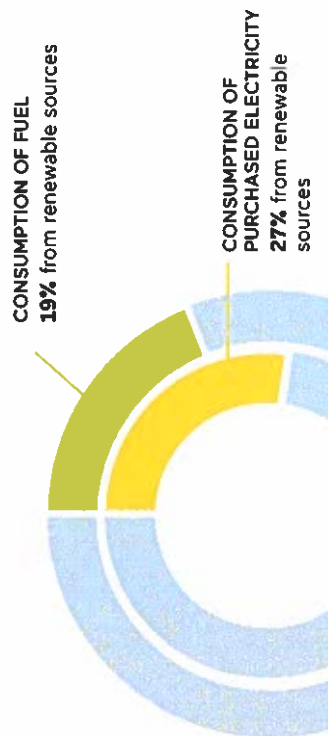
Beyond using cleaner fuel, we are decreasing the amount of fuel we consume via logistics solutions, including route optimization technology that allows us to reach customers while traveling the shortest possible distance. Efficient routing translates into reduced fuel consumption and associated emissions, while also improving the quality of our service by limiting delays.

Safe driving techniques, such as proper acceleration, deceleration and efficient speeds, can also help us save fuel. WM uses tools including DriveCam[®], a camera video recorder mounted on the windshield of collection vehicles that is automatically activated by sudden movements, to monitor driving behavior and coach drivers on more fuel-efficient driving techniques. We also use an anti-idling program to reduce fuel consumption. Through this program, all collection vehicles built after 1998 can program idle shutdown timers to five minutes, in accordance with the American Transportation Research Institute's Compendium of Idling Regulations.

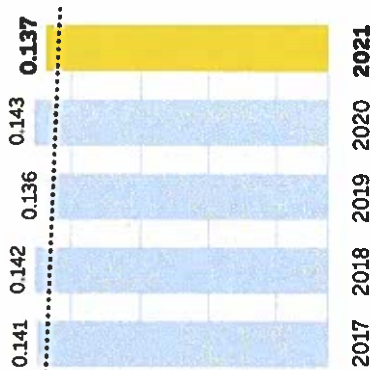
We also use advanced telematics that notify technicians when a part is malfunctioning or needs to be replaced, allowing us to be proactive about repairs and keep our most efficient fleet on the road.

For more information on WM's fleet emissions, see the Environmental section of our [ESG Resource Hub](#) and [Data Center](#).

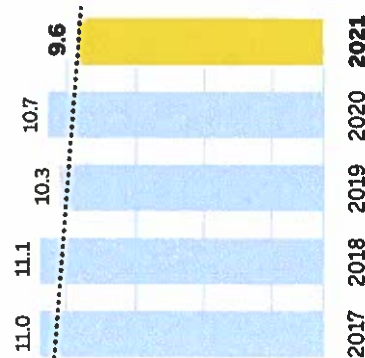
WM RENEWABLE ENERGY MIX



CO₂e PER TON OF WASTE DISPOSED (METRIC TONS)



MT CO₂e/\$10K NET REVENUE



CLIMATE IMPACT

Climate Risk and Opportunity

Climate change impacts our business in multiple ways. Extreme weather events such as droughts, floods, wildfires and storms have the potential to disrupt service, damage our facilities and fleet, and affect our employees, customers and the communities where we live and work. Customers want reassurance that services will be provided when natural disasters and emergencies occur, which are becoming increasingly more frequent and severe. These considerations affect all aspects of our operations, services, goals and short- and long-term business strategy.

At the same time, the impacts of climate change present opportunities to operate differently. Our customers are as concerned about these issues as we are and want to use products and services that will not have adverse impacts on the environment. Increasingly, customers seek out companies and suppliers who are reducing or avoiding GHG emissions; embracing recycled, recyclable and reusable materials and products; and using renewable energy.



In response, we are scaling up the low-carbon services and solutions that we provide, including:

- » **Using recycled feedstock** in place of virgin resources to decrease mining and processing of raw materials, reducing emissions in the manufacturing process

- » **Reducing food waste and avoiding emissions** associated with growing, processing and transporting food

- » **Leveraging our CORe® organics recycling process** to transform urban food waste into a source of renewable energy

- » **Applying compost products** created from organic materials to improve soil structure and provide nutrients, reducing the GHG emissions associated with fossil-fuel-based fertilizer

- » **Creating renewable energy** from waste at our landfills, reducing the need for energy from fossil fuel

- » **Installing our Carbon Blocker® fly ash treatment** system at coal-fired power plants, converting fly ash with increased carbon levels into a cement replacement in concrete

- » **Working with WM Sustainability Services** to help customers shrink their carbon footprints and achieve climate goals



For more information on:

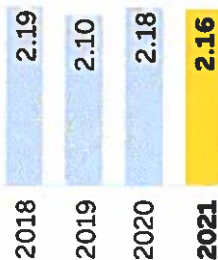
- » WM's overarching climate change strategy, including details on the risks and opportunities of climate change, see our [TCFD report](#) and [CDP Climate Change response](#).
- » WM's carbon footprint, see the Environmental section of our [Data Center](#).
- » How and why WM's GHG emissions changed between 2020 and 2021, see our [CDP Climate Change response](#).

Enabling Climate Reductions

WM's low-carbon products and services reduce, avoid or offset several times the emissions we generate in our operations. We are making progress toward a goal to avoid four times our operating emissions. We report this data to inform our stakeholders of the potential GHG reduction benefits associated with our renewable energy production and the value of the recyclable and compostable materials we collect and process. The impact of emerging regulatory programs that may allocate credits for avoided emissions have not been included in this analysis. Emissions represented here are avoided by our customers; they are not included in our carbon footprint. Avoided emissions are not included in WM's corporate carbon footprint.

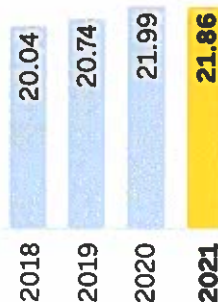
EMISSIONS AVOIDED

RENEWABLE ENERGY GENERATION (MMT CO₂e)



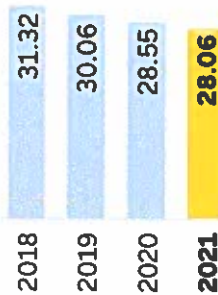
Landfill gas is captured, converted and used as a renewable energy resource in the form of electricity or fuel at 144 WM landfills.

CARBON PERMANENTLY SEQUESTERED (MMT CO₂e)



U.S. EPA recognizes the value of carbon sequestration at landfills. This number is not included in our carbon footprint.

REUSE AND RECYCLING OF MATERIALS (MMT CO₂e)



The U.S. EPA's Waste Reduction Model (WARM) is used to calculate the life cycle GHG emission benefits from recycling. COVID-19 impacted the volume of material collected and the associated avoided emissions. Emissions represented here are avoided; they are not included in our carbon footprint.



2021 Carbon Footprint and Key Performance Indicators

The charts on this page represent 100% of WM's Scope 1 and 2 GHG inventory, which is third-party verified and reported to CDP. For a discussion of the protocols that govern these calculations, please see our [Carbon Footprint Calculation Methodology](#). WM completed the acquisition of Advanced Disposal Services (ADS) on October 30, 2020. 2021 was the first full year that ADS was part of the WM business. This is the primary reason for our increase in emissions from 2020.

EMISSIONS GENERATED

LANDFILL GAS EMITTED (MTCO ₂ e)	COLLECTION FLEET EMISSIONS (MTCO ₂ e)	MARKET-BASED ELECTRICITY EMISSIONS (MTCO ₂ e)	OTHER ENERGY USE EMISSIONS (MTCO ₂ e)
2018 14,536,271	2018 1,321,914	2018 246,091	2018 413,959
2019 13,965,549	2019 1,209,237	2019 238,341	2019 449,846
2020 14,602,131	2020 1,019,617	2020 236,151	2020 461,473
2021 15,299,582	2021 1,171,967	2021 182,885	2021 503,775

WM's landfill emissions are from active and closed facilities.

WM's collection fleet emissions includes emissions from diesel, CNG, RNG and gasoline.

WM's Scope 2 emissions from purchased electricity are less than 1% of our total emissions. We are currently working with our vendor to implement renewable electricity contracts to meet our 2025 goal of using 100% renewable electricity. In 2021, WM retired 74,303 MTCO₂e worth of Renewable Energy Certificates (RECs).

WM's other energy use includes emissions from our off-road equipment such as forklifts and excavators, heating fuel, jet fuel, propane and a small amount of other fuels.

Per The GHG Protocol's Corporate Accounting and Reporting Standard, biogenic emissions are reported separately and can be found in the Environment section of our [Data Center](#).

Circularity

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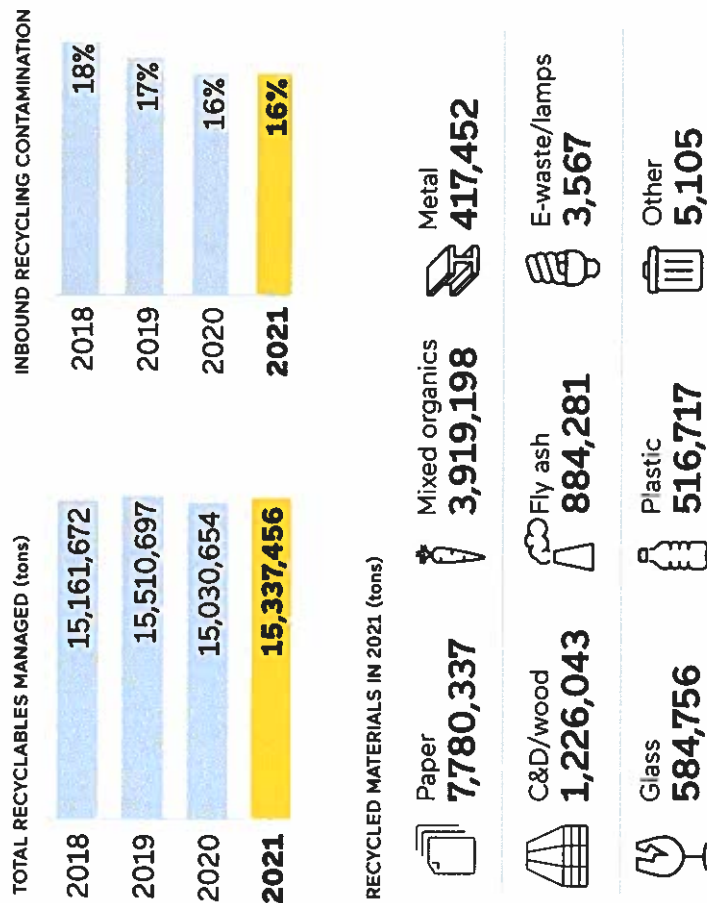
Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

Circularity

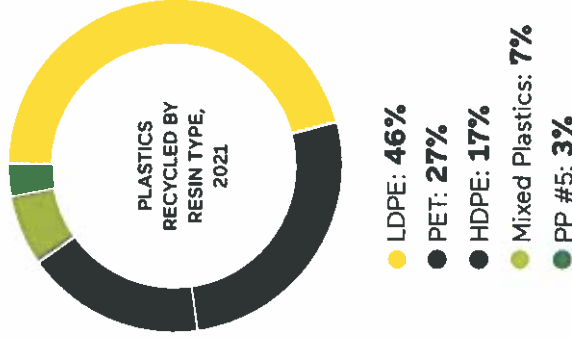
WM has recycled more than 15 million tons of material in 2021.

By recycling materials, we help to avoid GHG emissions by preventing the mining and manufacture of products from virgin materials. Therefore, the more we can recycle, the more materials we can keep in the circular economy and the more emissions we can avoid. An important factor that affects how much we can process and recycle is contamination, or unacceptable items being mixed in with recyclables. WM aims to reduce inbound recycling contamination to 10% by 2025. We are reducing contamination through both technology solutions and educating consumers on what items can—and can't—be recycled.

Key Performance Indicators



Total materials recycled: **15,337,456** tons



LDPE—low-density polyethylene
PET—polyethylene terephthalate
HDPE—high-density polyethylene
PP—polypropylene

How We Are Contributing Toward a Circular Economy

Services We Offer

As North America's leading provider of comprehensive waste management environmental services, WM helps customers manage the waste they generate in an environmentally responsible manner that seeks to maximize resource value, and we are making investments across our business to better meet those needs. We serve residential customers, small businesses, large corporations, manufacturing companies, universities and large public venues by collecting, transporting and finding new uses for the waste they generate.

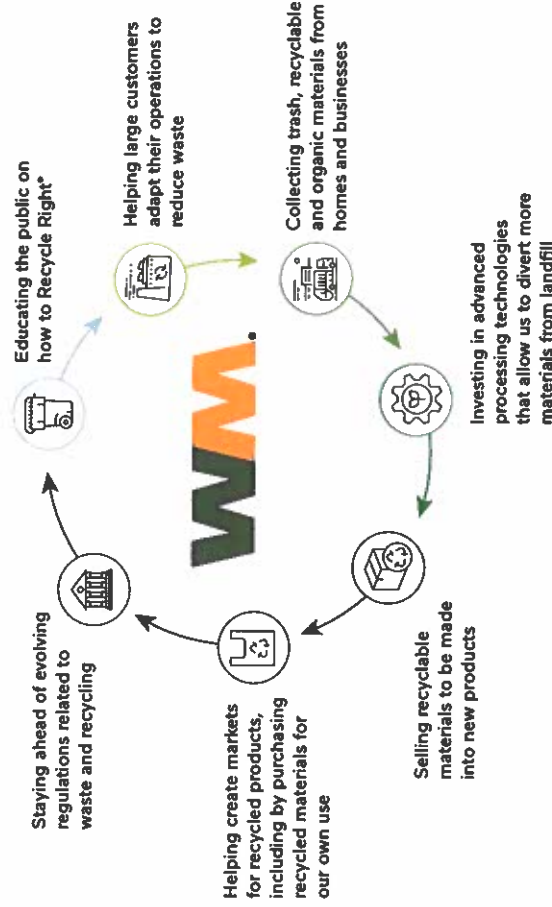
In addition, we offer consulting services that help manage and reduce waste and operate more sustainably. Our services and solutions include:

- » Evaluating reduction and recycling service options and managing customers' programs on site through WM Sustainability Services
- » Educating customers on ways to reduce waste through our Recycle Right® program
- » Collecting trash, recyclable and organic materials from homes and businesses
- » Operating MRFs where materials like paper, metal, glass and plastics are sorted to be transformed into new goods

- » Developing organics processing facilities where food and yard waste are converted into compost, soil products and renewable energy
- » Operating landfills where, in many cases, the gas generated by decomposing waste is processed into renewable energy
- » Safely handling specialized waste streams, like fly ash, electronics and industrial and medical waste
- » Helping sports stadiums and other large event venues divert waste and operate more sustainably
- » Developing and promoting new markets for recycled materials
- » Offering business waste compaction services

Our customers have expectations to reduce waste from operations, food and textiles, enhance their sustainability reporting, and contribute to a circular economy. WM, in turn, is continuing to adapt to meet these needs and become a true sustainability partner to our customers. Over the course of 2021 and into 2022, we have built and tested new customer offerings, including improved MRF infrastructure and recycling of plastic into roofing boards through our investment in Continuous Materials. During 2023 and 2024, we plan to offer products to new market segments and ultimately scale offerings nationwide.

Here are a few ways that WM already participates in creating a circular economy:



CIRCULARITY

Recycling

WM has become North America's most trusted post-consumer recycling leader. We not only collect materials from households and businesses across the U.S. and Canada, we also sell them to manufacturers to be recycled and sold in North American markets.

The recycling process begins when manufacturers demonstrate demand for recyclable materials, which leads companies like WM to build the infrastructure to collect and process them. This complex cycle is complete only when materials are converted into new products that can be used again.

Demand for recycled materials is growing. Several states have recently passed minimum-recycled-content mandates, and many companies are responding to requirements for recycled content from their own customers and to meet sustainability targets. In California, manufacturers of plastic beverage containers must use 50% post-consumer resin in their bottles by 2030. The opening of new paper mills that rely on recycled input has created even more domestic recycling opportunities. WM is helping expand the availability of recycled materials by investing in infrastructure, increasing access to recycling services and educating customers through our Recycle Right® program.

Investments in Infrastructure
WM is investing in enhanced MRF technology at new and existing facilities to support increased recycling volumes while allowing for dynamic adjustments to respond to evolving end-market demands. Recently, we have opened new MRFs in Chicago, Illinois; Salt Lake City, Utah; Raleigh-Durham, North Carolina; and Sun Valley, California. These facilities are equipped with state-of-the-art recycling technology, including robotics, intelligent sorting equipment, volumetric scanners, cameras, fire suppression technology and more. Our Chicago MRF was the pilot location for many of these innovations and was named the National Waste and Recycling Association (NWRA) 2021 Recycling Facility of the Year. In addition to these new facilities, we are renovating MRFs in Houston, Texas; Cleveland, Ohio; Washington State; and Maryland.

Here's how it works:



Mixed recyclables are collected curbside by a WM truck.



Trucks travel to an MRF, where recyclables are unloaded onto a tip floor.



Material is unloaded, inspected and stored until it's ready to be transferred to a conveyor.



Sortation equipment separates cups, cans, containers and bottles from paper. An eddy current sorts aluminum into a metals-only stream.



Sorted materials are baled and shipped to customers, where they are used as feedstock for new products.

CIRCULARITY

Here's a look at the scope and impact of the investments we are making:

\$800M

planned investments from 2022 through 2025

15M tons

of materials recycled in 2021

10%

increase in plastics capture since 2019

3.9M tons

of organic material processed

Customer Engagement and Education

Having infrastructure ready to support increased recycling is only half of the puzzle. The other half involves providing education that makes recycling easy. Many misconceptions remain around which materials can and cannot be recycled. Customer confusion leads to contamination, or unacceptable items being mixed with recyclables. Contamination is an ongoing challenge, and one that will likely increase with a growing stream of recyclables entering our MRFs. We are addressing this issue in a number of ways.

WM continues to educate consumers on how to properly recycle through our **Recycle Right® program** and celebrations such as America Recycles Day. Our Recycle Right® program is the first national, comprehensive recycling education and outreach program built to provide open-source tools to help customers understand how to recycle correctly. WM closely collaborates with states, cities and businesses across North America to increase awareness of the impact of individual behavior on sustainable consumption and production patterns. We measure the number of people we reach through this program and count these engagements toward our **Social Impact goal**.

Through resources, explanations of common recycling myths and lists of acceptable recycling materials, our Recycle Right® program provides answers for residents, businesses, educators, property managers and government institutions seeking recycling information. Brochures, posters, decals, videos and

other resources are all available for download as part of our toolkits. Plus, municipalities and commercial customers can take advantage of a free widget that directs consumers to our **website for Recycle Right®** information and tools. For educators, we offer a standards-based, interactive learning recycling curriculum designed to align with the **Next Generation Science Standards**. WM recently became a sponsor of the Recycling Truck exhibit at the **Children's Museum of Findlay, Ohio**, which lets children step into a kid-sized recycling truck and pretend to drive down the street while learning how to recycle through our Recycle Right® program.

Our research confirms that giving customers immediate, specific feedback about contamination in their carts is the best way to improve the quality of recyclables collected for processing. WM Smart TruckSM technology uses cameras mounted on collection trucks to monitor contamination in bins. We are also improving services by providing larger collection bins and expanding recycling services into new and underserved markets.

Organics

Creating new value from discarded materials goes beyond traditional recycling. A growing number of states and municipalities are enacting or considering regulations that would promote diversion of organics, particularly food waste. We are investing in a range of technologies and programs to proactively grow our infrastructure for handling food waste and other organic materials at the end of life. As a result of our efforts, WM was named NWRA's **2021 Organics Recycler of the Year**.



Food Waste

Food that is no longer suitable for human or animal consumption can become a source of renewable energy. Through CORE® processes, WM's proprietary organics recycling process, food waste from residential, commercial and industrial sources such as grocery stores, municipalities, schools, event spaces and food manufacturing is collected and screened to remove contaminants, such as plastic and packaging. Before it is blended into an engineered bioslurry. The slurry is injected into anaerobic digesters at existing water resource recovery facilities. This process increases the biogas produced by the digester by as much as 200% without notably increasing its residual digestate. This gas can then be used as a renewable power source, enabling municipal customers to produce heat and power from their own food waste.

CIRCULARITY

In the early days of the pandemic, we saw a slowdown in food waste volumes due to business closures and the suspension of residential organics programs. Now, these food waste volumes have started to rebound. In addition, over the past year, WM expanded the volume of liquid wastes we recycled at our CORE® facilities. Liquids streams like grease trap food waste and liquid byproducts from food manufacturing that were previously wasted are now being recovered through the CORE® process, providing additional sources of renewable energy.

Another example of food waste being converted to energy is at WM's Sun Valley Recycling Park in Los Angeles. There, we have deployed an extrusion technology—imagine the world's largest garlic press—to separate food waste from other solid waste and produce a “wet fraction” similar to cake batter. That material is further processed to remove smaller contaminants like bits of plastic, and digested at a third party facility to create renewable energy.

1,000 tons

daily recycling and organics processing capacity at our Sun Valley facility



Compost

Composting and mulching are proven approaches for recycling large volumes of organic materials, including yard waste and food waste. WM has 26 facilities that process organic material into compost and mulch. Compost products are used to improve soil structure and quality by supplying macro- and micronutrients and beneficial microflora. The high amount of organic matter in compost also increases soils' capacity to hold water. This is particularly important in areas where drought conditions make water an especially precious resource. Much like the recycling process, WM's composting services help create a closed loop: food and yard waste becomes compost, which in turn helps feed the next season's crops.

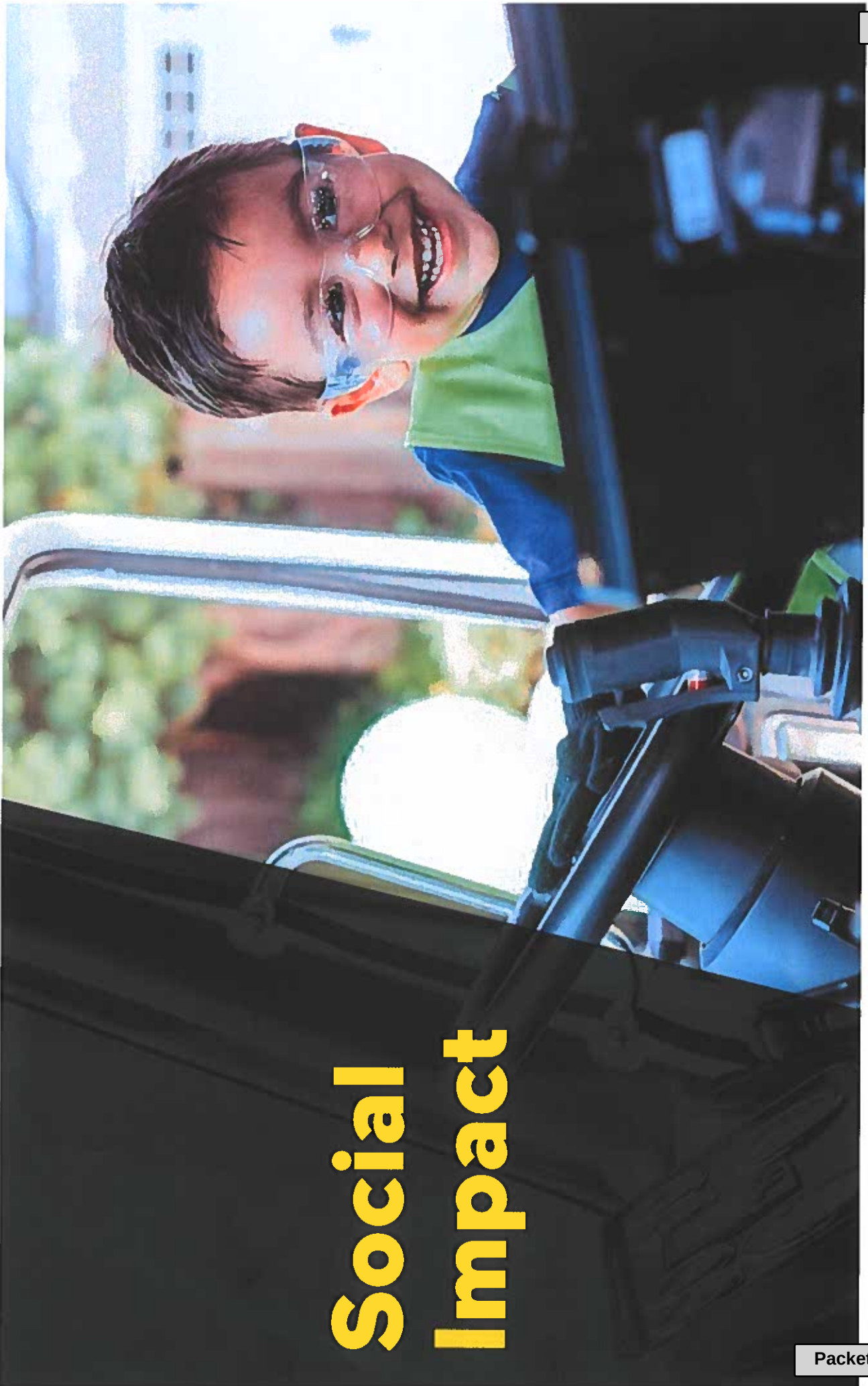
WM Sustainability Services

Another way WM helps our customers operate more sustainably is through **WM Sustainability Services** (WMSS). Through a suite of long-term advisory and implementation services, WM works closely with customers to achieve their sustainability goals. WMSS team members provide on-site support at the facilities of our industrial customers, advising on and providing solutions for cost savings, sustainable materials management, regulatory compliance, sustainability reporting, waste characterizations and energy studies. WMSS also advises sports teams, venues and organizations along the path to sustainability, leveraging knowledge of the complex needs and environmental impacts of stadiums and major events.

WMSS's Sports and Entertainment Division is helping the Indianapolis Motor Speedway and New York Road Runners operate more sustainable events.
[Learn more](#)



Social Impact



SOCIAL IMPACT

Social Impact

WM has reached over 1 million people through our environmental education programs.

As a major employer, landowner and member of communities across North America, there are many ways that WM can make a positive social impact. We are committed to leveraging our people, time and resources to fund programs that make a difference in people's lives. In 2022, we achieved our social impact goal—more than 15 years ahead of schedule.

WM aspires to enhance the safety, resiliency and sustainability of the communities where we live and work. We do this by providing them with our essential services in a way that safeguards human health and the environment, and through education focused on the importance of living sustainably and taking care of the natural places in our neighborhoods. We also organize events including facility tours, community events and social media engagement campaigns. After a decrease in outreach during the pandemic, we saw more participants in our programs in 2021 than ever before.

1.29M

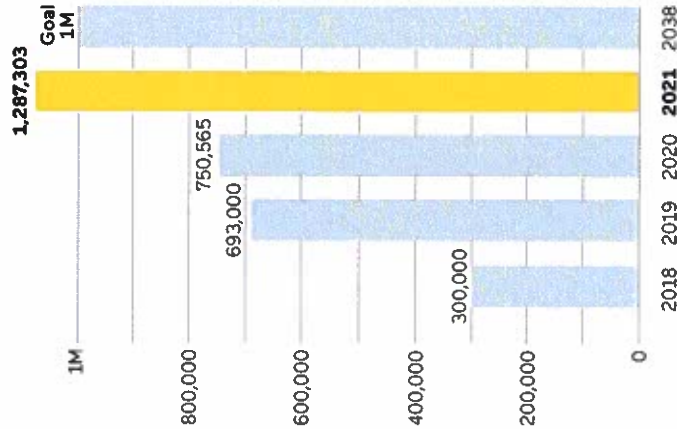
CUMULATIVE
COMMUNITY
MEMBERS
IMPACTED

73

WILDLIFE HABITAT
COUNCIL-CERTIFIED
SITES

Key Performance Indicators

PARTICIPANTS IN WM-SUPPORTED/HOSTED EDUCATION EVENTS AND PROGRAMS (CUMULATIVE)



PARTICIPANTS IN WM-SUPPORTED/HOSTED EDUCATION EVENTS AND PROGRAMS



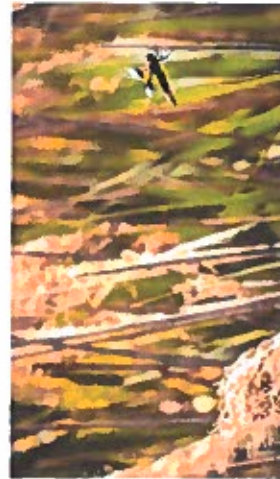
See more detail in
WM's ESG Data Center
under Social.

How We Are Making Progress on Social Impact

Environmental Conservation

One way we benefit people and communities is by supporting biodiversity in the communities where we operate. Nature-based solutions, in the form of wildlife habitat programs and other projects, can yield many benefits, from improving air quality and reducing water runoff to providing spaces for people to relax and play.

For 30 years, WM has enhanced and protected thousands of acres of land for wildlife with Wildlife Habitat Council (WHC), the conservation program for businesses. Through this, we transform land—primarily closed landfills and smaller buffer zones at transfer stations, recycling facilities and other facilities—into certified wildlife habitats. We currently promote sustainability, wildlife preservation, biodiversity and environmental education at over 70 WHC-certified sites across North America. Through certification, WHC confirms the ecosystem benefits of WM's wildlife habitat management and community environmental education programs.



Community Vitality

Our employees are often the driving force behind our support for people and communities in need. For example, in 2021, we organized food drives throughout the year, with several special events in honor of Martin Luther King Jr. Day as well as during the holiday season. We observed Earth Day with beach and park cleanups, tree planting events, scrap collection drives and educational programs for schools. WM Recycle Corps helps to tag carts, performs recycling and garbage audits and applied fresh decals to containers to help take the guesswork out of curbside recycling. We also help educate people about the importance of sustainability and recycling through landfill tours, virtual events and participation at local festivals.

Employees also step up to respond to extreme weather events across North America. For example, when the town of Waverly, Tennessee, experienced catastrophic flooding, WM and the local team delivered our "Dumpster Diner"—a 30-yard open-top container filled with nonperishable food, hand sanitizer and cleanup supplies. We also made a \$500,000 donation to the American Red Cross in 2021 to help people who were impacted by extreme winter weather in Kentucky and surrounding states.

Environmental Justice

WM strives to be a good neighbor in the communities in which we operate. This includes considering matters of environmental justice (EJ), which the U.S. EPA defines as "the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation and enforcement of environmental laws, regulations, and policies."

Over the past several decades, we have worked closely with the U.S. EPA and other stakeholders in developing unique tools related to EJ, including **EJSCREEN**. EJSCREEN maps WM's facility locations against factors like race and income to determine who is most affected by our operations. See a breakdown of income and demographic data for **all of our facilities**.

States and municipalities are increasingly adopting requirements including examining the potential for projects to disproportionately impact low-income and minority communities. WM supports policies that advance high standards of environmental performance and the fair treatment of people of all races, cultures and incomes.



Recognizing the increased focus on EJ, WM is marshaling experience from our existing best practice programs that have been implemented in communities across the country to develop a comprehensive, enterprise-wide program. Through the sharing of best practices throughout the company and the data-driven assessments, WM is developing programs to maintain a leadership role through our ongoing efforts to create an inclusive and equitable EJ program.



See more detail in WM's ESG Resource Hub under **Environmental Justice**.

SOCIAL IMPACT

Supplier Diversity

WM promotes supplier diversity, with a goal of achieving 10% growth in annual addressable spend with diverse suppliers through 2038. Between 2020 and 2021, we were proud to increase the amount of addressable spend toward diverse suppliers by over \$90 million.

Following the inaugural Share the Mic & the Money Now event in 2020, in 2021 we hosted the Share the GreenSM event, an initiative to advance female diversity in corporate supply chains. The virtual event engaged hundreds of women-owned businesses across the U.S. Leading up to the event, we provided a forum for business owners to learn and exchange ideas. After a 10-week selection period, 365 businesses had the opportunity to showcase their capabilities to major corporations. Of the businesses that qualified to pitch their ideas, 125 were chosen by at least one company for further discussions. Beyond benefiting women-owned businesses, the Share the Green event sparked newfound accountability among WM leaders regarding their role in increasing supplier diversity. Looking ahead, we plan to scale our supplier diversity program beyond our company, hosting events at industry conferences to educate other vendors and corporations on how to source from a diverse set of suppliers.

DIVERSE SUPPLIER SPEND (MILLIONS)

2018	\$234.2
2019	\$264.1
2020	\$244.2
2021	\$335.3

Workforce Development

WM people do essential work. It is critical that we maintain a stable workforce so that we can continue to provide reliable service to our customers. There is high demand for the skilled workers we employ, including truck drivers, route managers and maintenance technicians, and we compete for talent with employers in multiple industries.

We continue to strengthen WM as a workplace of choice through competitive pay, benefits, work environment and opportunities for growth. With opportunities for rewarding careers for people from a broad range of backgrounds, we help contribute to the health and prosperity of the communities where we operate.

We are committed to providing a living wage, which is defined as the minimum pay received for the basic number of working hours to ensure coverage of workers' and their families' basic needs. During the pandemic, we also guaranteed all full-time hourly employees' pay for a 40-hour work week, regardless of COVID-19-related service decreases. With approximately 8,500 union employees—about 20% of our workforce—we treat all employees fairly according to the practices and expectations of our collective bargaining agreements.

As we seek to strengthen our talent pipeline, we are connecting with prospective employees in new ways. In 2021, we streamlined our recruiting model for many high-volume roles, such as drivers and technicians. Rather than having to travel to a WM site multiple times for an interview, candidates can now conduct multiple interviews in a single visit. We have also launched a campus connection strategy through which we are engaging with high school students and encouraging them to consider future careers with WM.

As a result of these and other efforts, WM increased its hiring in 2021, filling more than 12,500 positions.

Through the **Innovative Employment Pathways** (IEP) program, WM and others are providing second-chance employment opportunities to overlooked and underserved community populations, including those who have experienced homelessness, displacement, incarceration and significant employment gaps.

Together with leading organizations specializing in job readiness programs, we are casting a wider net to reach nontraditional applicants.

The program begins with core training for all participants and a survey to determine what skills individuals bring and what additional training they might need. Participants then attend a "welcome day" at a WM facility where they learn more about the program and a typical day on the job. If they choose to enroll in IEP, individuals spend 90 days working as helpers, sorters and laborers at WM MRFs. During this period, they learn more about possible career paths as drivers, technicians and customer service representatives. After the 90-day period, IEP participants may have the opportunity to transition from temporary to permanent positions at WM. Since the program launched in 2019, IEP has engaged 456 participants. At our Philadelphia MRF, we've seen a 22% reduction in turnover since the program began.

When Michael Taber found himself homeless and unemployed, a job at WM—which he found through IEP—offered a path forward. [Read his story](#)



See more detail in WM's ESG Resource Hub under **Supply Chain**.

SOCIAL IMPACT

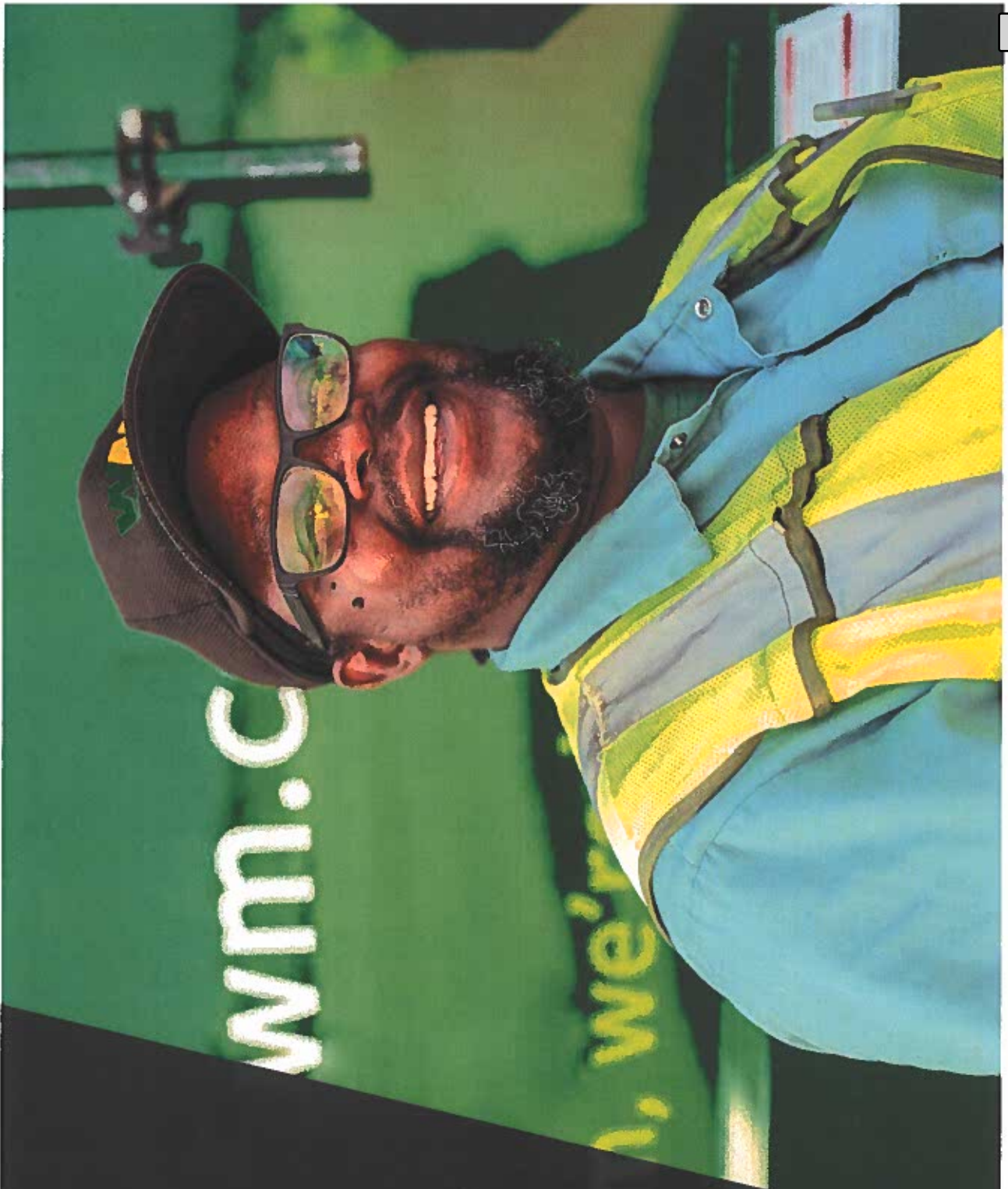
Support for Veterans and People with Disabilities
WM continues to create a more inclusive workplace for veterans and people with disabilities. We post all open positions on military and veteran network sites that specialize in promoting placement of veterans with private-sector employers, as well as government-owned job placement sites. We also engage in strategic alliances and marketing efforts with the Department of Labor Career One-Stop centers, Hirepurpose, Corporate Gray, U.S. Veterans Magazine and job fairs. To help retain the service members on our teams, we offer a military leave policy and donate to military causes in the U.S. and Canada.

We are continually working to better accommodate the needs of individuals with disabilities within our workforce. To support this effort, we survey our employees every five years, using the Department of Labor self-identification form CC-305, and employ a tracking system to identify commonly requested accommodations and describe best practices to address them.

WM has been proactive in assisting people with disabilities through our **Transition to Recovery Program** and by working with the Department of Labor on regulatory proposals to support people with disabilities. We participate in various professional and industry groups, including National Industry Liaison Group (NILG) and local chapters such as the Greater Houston Industry Liaison Group. NILG is the largest consortium of private-industry federal contractors working directly with the Department of Labor in shaping equal employment regulations and understanding their impact on the workforce.



People First



E.1.c

Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

Our People First Strategy

WM is committed to People First. We strive to give our 48,000-plus people the tools they need to develop and excel in their careers, and we empower employees to take care of our customers, neighbors and the environment. Whether managing routes, working in our facilities or serving our customers, WM employees play a vital role in the success of our business.

48,348

EMPLOYEES

80.3%

HOURLY

19.7%

SALARIED

30

AVERAGE HOURS OF

TRAINING PER EMPLOYEE

100%

OF EMPLOYEES

TRAINED ANNUALLY

In all actions and decisions regarding our employees, we are guided by our Commitments & Values, which are:

Commitments

- » **People First:** The proud, caring and resilient members of the WM family are the foundation of our success. We commit to taking care of each other, our customers, our communities and the environment.
- » **Success With Integrity:** Our success is based not only on the results we achieve, but on how we achieve them. We are committed to being accountable, honest, trustworthy, ethical and compliant in all we do.

Values

- » **Inclusion, Equity & Diversity:** We embrace and cultivate respect, trust, open communication and diversity of thought and people.
- » **Customers:** We place our customers at the center of what we do and aspire to delight them every day.
- » **Safety:** We have zero tolerance for unsafe actions and conditions, making safety a core value.
- » **Environment:** We are responsible stewards of the environment and champions for sustainability.

In the simplest terms, our Values come down to this: "Do the Right Thing. The Right Way." We continuously socialize our Commitments & Values through site-based programs; resources in English, Spanish and French; and through the support of our Culture Council and Ambassadors, who help educate fellow employees on the importance of these principles.



How We Are Making Progress Putting Our People First

Training and Development

WM offers learning and development solutions to help team members better perform their jobs and deepen their skills and educational backgrounds. By making these programs widely available, we are helping create a more level playing field that allows more people to thrive at WM. A few of our training and development offerings include:

Frontline Leadership Program

In 2021, we launched Leading Today, For Tomorrow, our first-ever enterprise-wide frontline leadership development program. The program is a 26-week immersive learning experience in which frontline managers progress through carefully selected trainings and activities designed to enable and empower them with the foundational leadership skills that all managers at WM should have. Managers also have access to digital coaches through the BetterUp platform, making coaching available to this population for the first time. The first cohort of participants completed the program in 2022, and 960 leaders registered for the second cohort. Participants included 31% women and 48% people of color. Hear from managers who participated in the first cohort of this program.

Engineer Training Program

Each of our active landfills is distinct and requires the construction of complex infrastructure like lined disposal cells, gas controls, roads and stormwater features. Our new Engineer Training Program aims to cultivate the next generation of talent doing this important work—as well as giving them an understanding of the full scope of WM's business. The 16 participants in the program's first cohort, including 44% women and 6% people of color, consisted of new hires as well as junior- to mid-level engineers. They completed 65 on-the-job-trainings over the course of 2021 and had the opportunity to meet with executives, including WM President and CEO Jim Fish, attend financial meetings, complete leadership exercises and tour disposal facilities.

Waste Watch®

For more than a decade, WM's Waste Watch® program has trained thousands of drivers to recognize and handle situations that don't seem right. Program participants learn to properly observe and report suspicious activities and emergencies to local public safety and law enforcement agencies. To become a Waste Watch®-certified driver, an employee must complete a formal training program, which includes instruction from WM corporate security and local law enforcement personnel and a written exam. The Waste Watch® program has received national acclaim, earning recognition from local municipalities and the National Sheriffs' Association's Award of Excellence in Neighborhood Watch.



Your TomorrowSM

Your TomorrowSM program, an education benefit created together with Guild Education, pays 100% of benefits-eligible employees' and dependents' tuition for 135+ business, technology, science and mathematics bachelor's degrees and master's programs, as well as specialized programs such as a certificate for women in leadership. WM was the first company to extend this type of benefit to family members. The program is currently available to U.S.-based team members, and we are reviewing offerings for employees in Canada and India.

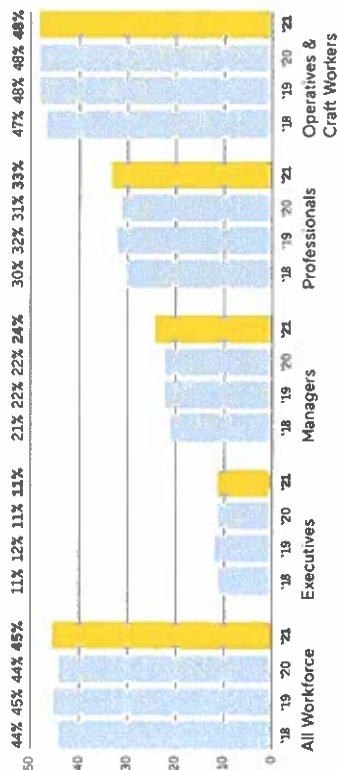
Inclusion, Equity & Diversity

For female and ethnic and racial diversity, we continue to strive for representation of our workforce equal or greater than available talent across the our industry.

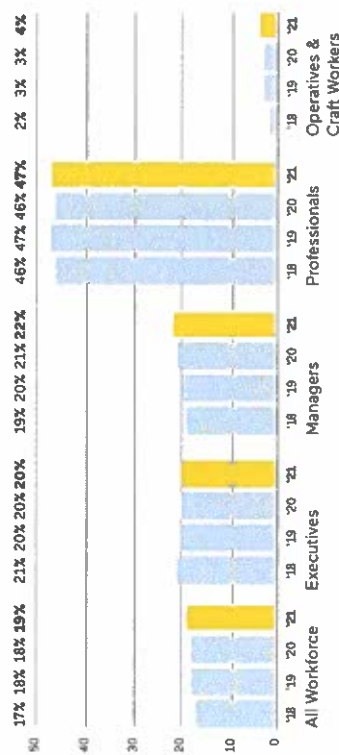
WM's efforts to create a more diverse and inclusive workforce represent a long-term commitment—indeed, respecting diversity is one of our core Values.

Since setting our representation goals, we have identified policies, practices and procedures that could enhance our ability to meet these goals; incorporated IE&D metrics into each market's monthly and quarterly business reviews; and launched internal and external campaigns to highlight employees from underrepresented groups in an effort to inspire current and future employees.

ETHNIC DIVERSITY—U.S. EMPLOYEES¹



FEMALE REPRESENTATION—U.S. WORKFORCE¹



¹Based on voluntary identification.

"I hope my presence helps pave the way for more women to follow." Hear from Taylor Krause and other WM women in driver roles.





Connecting Diverse Groups at WM

In 2020, WM launched its IE&D Leadership Council, which was tasked with making recommendations to ensure that our IE&D efforts are sustainable and are tied to the business strategy. One of the Council's accomplishments was the creation of our first employee Impact Groups. We launched two Impact Groups in 2021 and one in 2022:

- » **Unified**, our multicultural Impact Group, serves to attract, retain, celebrate and develop team members of all cultures. This group works to empower all employees through networking, mentoring, development, resource sharing and community engagement activities.
- » **Prism**, our LGBTQ+ Impact Group, serves as a welcoming space for employees who understand that sharing their authentic identity is powerful in fostering an inclusive environment where everyone can bring their full selves to work each day.
- » **Women's Empowerment Network (WEN)** Impact Group is focused on creating a workplace that empowers, encourages and supports women. WEN is dedicated to helping women advance their skills and leadership potential through growth, development and allyship.

WM is also actively growing our early career employee population through our newly formed Campus Connections group focused on establishing relationships with universities, technical and trade schools, military and high schools.

Programs and Networks for Women

While the waste industry has traditionally been male dominated, we are making significant strides to increase the representation of women. The percentage of women in professional, executive and Board positions at WM currently approaches or exceeds industry averages, and we aspire to lead the industry in female representation at every level.

To further address gender diversity challenges in frontline positions, we're taking steps to actively recruit, hire and develop women. We are a Gold level member of **Women in Trucking (WIT)**, an organization that encourages women to explore careers in transportation and works to address the barriers that women in this industry face. WM leaders serve on WIT's board and work closely with the organization and other trucking industry participants to address recruitment efforts. WM also works with The Mom Project, a talent marketplace for mothers looking to return to the workforce after a pause, or seeking jobs that fit with their lives, and Hirepurpose, an organization that helps connect women veterans with new roles.

3 Impact Groups

19 business champions

39 market-area chapters

Safety

Continuing Our Mission to Zero

We engage employees on safety practices through the Mission to Zero (M2Z) program, where the "Zero" represents zero tolerance for unsafe actions or conditions. By engaging employees around prevention rather than simply tracking outcomes, we strive to address hazards before they endanger employees.

In 2021, we focused on taking our already strong safety performance to the next level. We modernized our safety data reporting system, allowing for real-time tracking of safety assessments, issues and corrective actions. WM also conducted a comprehensive safety cultural assessment involving thousands of interviews and surveys and hundreds of site visits across the company. As a result of this work, we developed new workstreams designed to improve our safety culture and drive improvement in our safety metrics.

Driver Safety

Drivers on their collection routes face many safety risks that are beyond WM's control on a daily basis. We prepare them for the risks they may face with in-depth training. For example, the WM SAFETY Defensive Driving System provides safe driving instruction that is specific to waste-collection vehicles. The system is refreshed monthly with videos that address hazards in drivers' daily operating environments. Topics include safe backing, following distances, pedestrians, bicyclists, rollover prevention and more.

In 2021, we were pleased to reopen our training centers for drivers and technicians after a closure early in the pandemic. The centers, located in Glendale, Arizona, and Fort Myers, Florida, include maintenance shops, driver training courses, classrooms, computer labs and technician workstations to simulate typical experiences at WM facilities. Newly hired drivers and technicians selected from across the country travel to these centers for two-week, immersive onboarding programs designed to enhance their capabilities.

We also introduced a new driver retention framework and a professional development series for managers that provides monthly training on safety and compliance topics.

Beyond training, we are investing deeply in technology to keep drivers safe. We continue to transition from manual to automated collection technologies, which reduce the number of times our employees must exit the truck while collecting trash and recyclables. This technology helps reduce fatigue and the potential for incidents. A few features that we are incorporating into our trucks include:

A better collection truck

WM Smart TruckSM

Through WM SmartSM Truck technology, cameras mounted on collection trucks take photos of contamination in bins, which are used to provide feedback to customers. Beyond addressing contamination, this technology reduces the number of times drivers must leave the cabs of their vehicles.

Better brake lights

The more visible our trucks are on the roads, the safer we are. To help reduce rear-end collisions, we are upgrading to new brake lights that flash repeatedly to catch the attention of other drivers.



DriveCam[®]

DriveCam[®] camera is a video recorder that is automatically activated by sudden movements, allowing managers to see drivers' behavior and, if necessary, coach them on safer driving techniques.

Automatic side loading

Safety data tells us that our highest incident rate comes on residential rear-end-load collection routes. We are in the process of transitioning from rear-loading to side-loading trucks, which removes collection employees from the back of trucks where they could be at higher risk.

Advanced Driver Assistance Systems (ADAS)

Advanced driver systems include features like collision mitigation, active braking technology and vehicle telematics that communicate any needed repairs to our shops. Beyond the safety benefits, these enhancements lead to greater driver satisfaction and retention.



Facility Safety

WM has robust safety programs to protect employees in our post-collection facilities, which include transfer stations, MRFs and landfills. Worker absences and attrition pose safety risks in a facility, so we are diligent not only about keeping people safe, but also creating a workplace where people will want to stay long term.

Automation is a critical way we can improve safety in MRFs. WM's investments in **recycling infrastructure** will incorporate technology like optical sorters and robotics into these facilities. By automating some of the sorting that was once done manually, these technologies will help reduce injuries and free people up to work on other tasks. This enhances WM's ability to **attract new talent**.

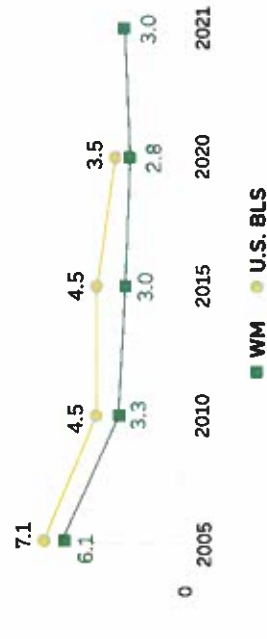
Our MRF operations are subject to the risk of fires, often due to lithium-ion batteries incorrectly placed in recycling bins that can ignite when the casing is compromised. Unfortunately, as the use of such batteries in consumer goods has increased, so has this risk. WM uses a fire suppression technology that automatically detects fire or smoke in the recycling stream, even when no workers are present. If needed, the system deploys a foam cannon to put out flames, reducing potential risks to our people and significant damage to our facilities. We expect to have this technology installed in all MRFs by the end of 2022.

Certain closed landfills, renewable energy plants, maintenance shops and recycling drop-off facilities are staffed by a single person. We monitor the safety of these "lone workers" by using mobile devices that send an alert signal when certain conditions are sensed, such as a gas leak, a fall or an impact, or when manually activated by the employee. The signal is then transmitted to a monitoring service, staffed 24/7, which notifies local emergency response personnel and operations teams.

Key Performance Indicators

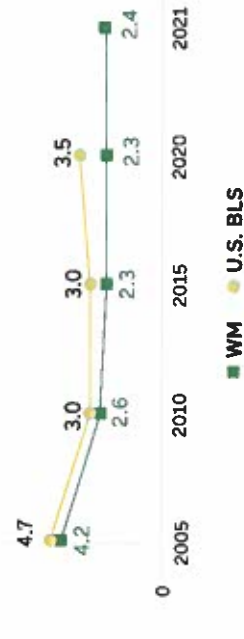
TOTAL RECORDABLE INJURY RATE (TRIR)¹ (INCIDENTS PER 100 EMPLOYEES) WM VS BLS² INDUSTRY AVERAGE

12.0



DAYS AWAY/RESTRICTED OR TRANSFER (DART) WM VS BLS² INDUSTRY AVERAGE

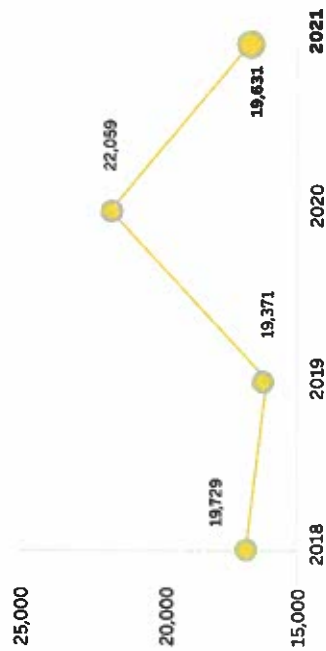
10.0



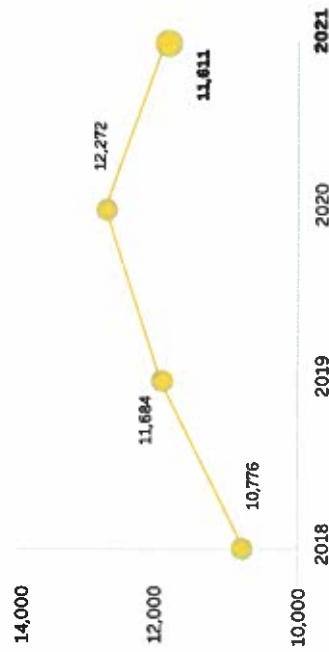
TRIR data is for the U.S. and Canada only.
BLS stands for U.S. Bureau of Labor Statistics.

Key Performance Indicators

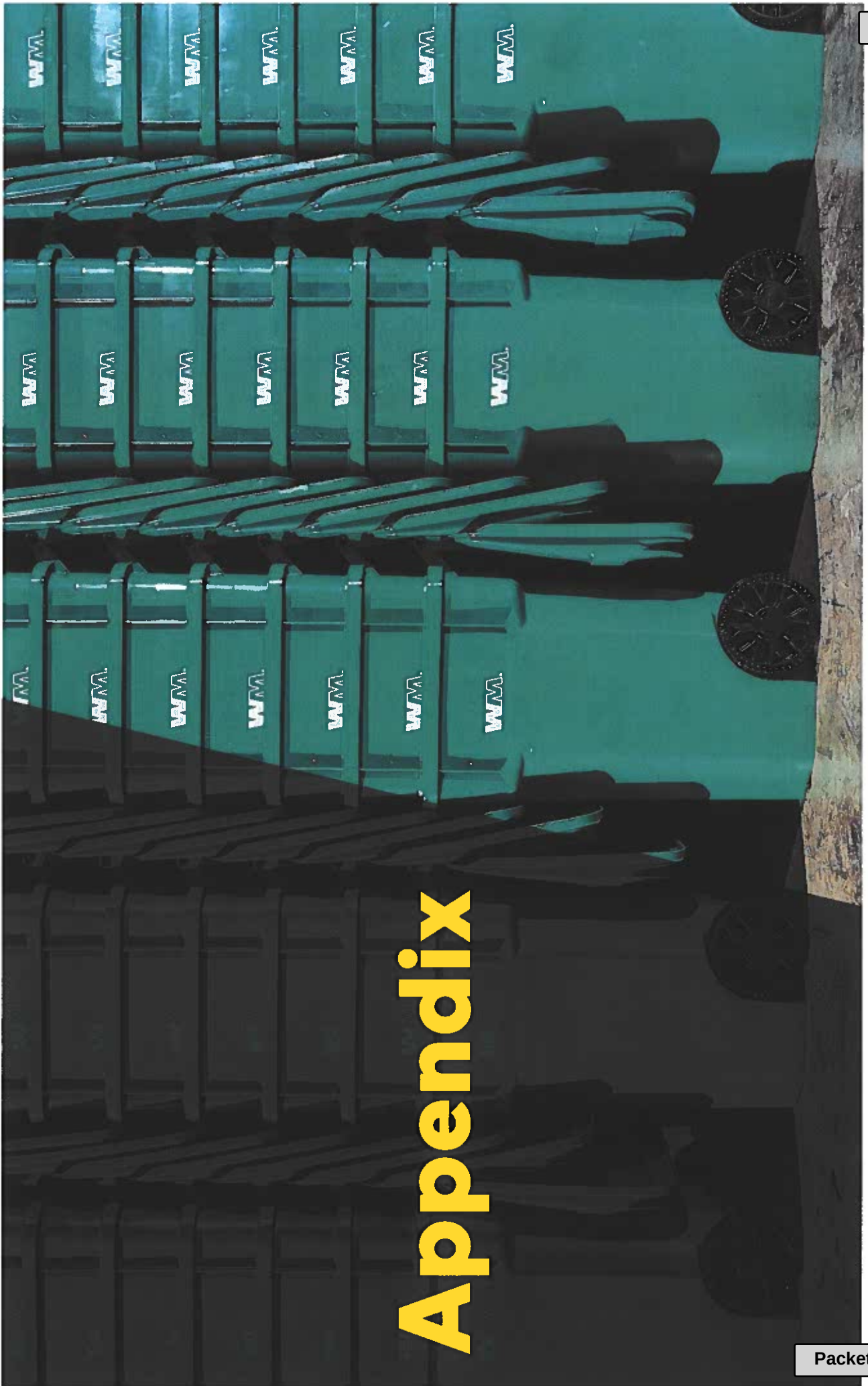
WM VEHICLE ACCIDENT RECORDABLE RATE (VARR)
(HOURS BETWEEN INCIDENTS)



WM HOURLY ACCIDENT RECORDABLE RATE (HARR)
(HOURS BETWEEN INCIDENTS)



For more information on how we are always striving for a safer tomorrow, see the Social section of our [ESG Resource Hub](#).



APPENDIX

UN SDGs

The United Nations introduced Sustainable Development Goals (SDGs) in 2015 to provide targets and indicators for broad global sustainability achievements. WM has been contributing to each of these goals since, and in 2020 we refined our approach by aligning our 2025 and 2038 goals with eight of the SDGs. We are committed to action that provides the greatest contributions locally to affect positive change globally.

Over the past year, we made positive contributions to the SDGs through our core services, employee benefits and training programs, renewable energy infrastructure, recycling investments, community support and more. The SDGs that WM aligns with are:

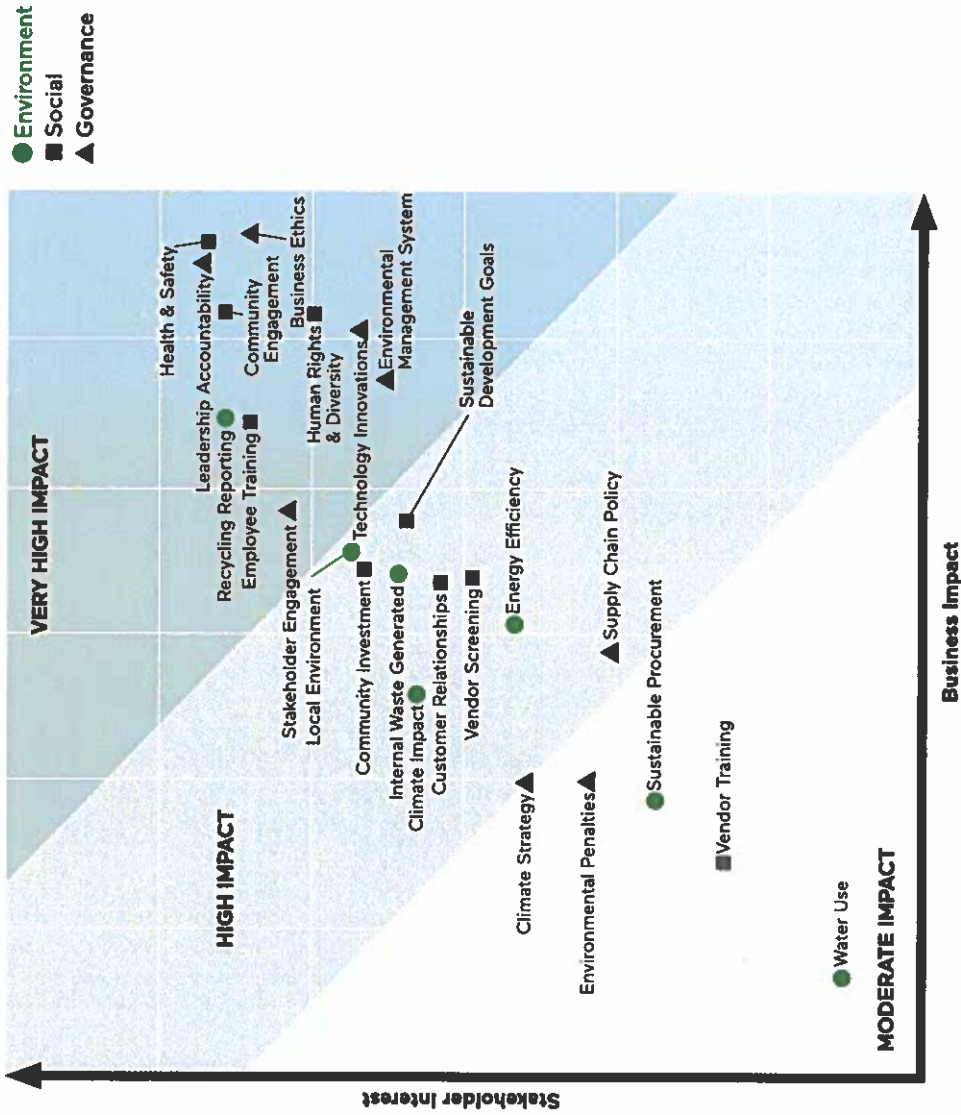
» Honored employees for safe and effective work through the WM Driver, Operator and Technician of the Year Program. » Incorporated new safety features into our collection trucks to protect drivers. » Reopened our driver training centers and trained 5,648 drivers in 2021.		» Made strides to hire female employees and team members from diverse backgrounds, with an emphasis on hiring them into leadership roles. » Launched Impact Groups to connect employees and plan initiatives that drive IE&D.	
» Continued to use landfill gas to create renewable electricity and renewable fuel, some of which is used in WM's fleet. » Piloted zero emissions electric truck at multiple sites to facilitate commercialization of this technology. » Hosted 57.9 MWh of solar, 100 MWh of wind, as well as solar electricity, at our closed landfills.		» Provided access to sustainable fuel for public transportation at natural gas fueling stations. » Collected trash, recyclables and organics from homes and businesses across North America.	
» Provided employment opportunities to overlooked and underserved community populations. » Paid tuition for employees and their family members to earn degrees in 135+ business, technology, science and mathematics bachelor's degrees and master's programs. » Launched a frontline leadership program to help develop our managers and supervisors.		» Maintained a suite of programs designed for safe disposal of hard-to-handle materials. » Hosted in-person and virtual events about recycling and environmental protection.	
» Continued to convert our fleet to run on CNG and increased our investments in dairy biogas. » Used technologies like WM Smart TruckSM to decrease recycling contamination, allowing us to recycle more effectively. » Announced plan to invest \$825 million in landfill gas infrastructure by 2025.		» Recognized the risks climate change poses to our business, as severe weather has the potential to disrupt service and damage our facilities and fleet. » Collaborated with a half-dozen organizations, including NASA, to measure and better manage fugitive emissions released from landfills. » Prepared for natural disasters so we can better respond and support our customers when they occur.	

APPENDIX

Materiality¹

The content of this report has been compiled and organized based upon insights from a materiality assessment conducted by an internal team. Our assessment examines issues, risks and opportunities that are material to our sustainability strategy. This helps us identify topics that are strategically important to our company and stakeholders while guiding decision-making across our value chain. Our material issues also help inform our aspirations, such as the new 2030 ESG Priorities established in 2022.

To learn more about WM's approach to reporting and materiality assessment process, visit the [ESG Resource Hub](#).



¹Our discussion of materiality and material topics or issues in this report is not an indication that such information is necessarily material to our company's investors in general pursuant to SEC disclosure requirements.

Data Center

Below you can find WM's ESG data for the past five years.
View this data online in our [ESG Data Center](#) and find more information on our [ESG Resource Hub](#).

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APPENDIX

Economic Impact	2017	2018	2019	2020	2021
Total Revenue (\$ in billions)	14.48	14.91	15.46	15.22	17.93
Adjusted Income from Operations (\$ in billions)	2.63	2.74	2.81	2.65	3.03
Adjusted Operating Margin	18.2%	18.4%	18.2%	17.4%	16.9%
Adjusted EPS	3.22	4.20	4.40	4.03	4.84
Free Cash Flow (\$ in billions)	1.77	2.08	2.11	2.66	2.53
Adjusted Operating EBITDA (\$ in billions)	4.00	4.21	4.38	4.32	5.03
Adjusted Operating EBITDA Margin	27.7%	28.3%	28.4%	28.4%	28.1%
Cash Dividends (\$ in millions)	750	802	876	927	970
Share Repurchases (\$ in millions)	750	1,004	248	402	1,350
Returned to Shareholders (\$ in billions)	1.5	1.8	1.1	1.3	2.3
Cash from Operations (\$ in billions)	3.2	3.6	3.9	3.4	4.3
Capital Expenditures (\$ in billions)	1.5	1.7	1.8	1.6	1.9

APPENDIX

Operations

Customer Service & Satisfaction

	2017	2018	2019	2020	2021
Enterprise Net Promoter Score	—	—	—	50.2	34.7
Overall Customer Satisfaction	54.9	55.3	58.7	68.3	60.5
Post-Contact Survey Customer Satisfaction	—	—	4.19	4.25	4.06

In 2020, WM engaged in activities to support employees, customers and communities as COVID-19 was declared a Public Health Emergency of International Concern (see pages 7 and 31 of our 2021 Sustainability Report for details). The reaction of our customers, who were grateful that WM continued to provide reliable service, is reflected in our 2020 NPS score. A decrease was anticipated in 2021.

Fleet

Collection Vehicles	17,200	17,269	17,000	19,690	18,927
Alternative Energy Vehicles	6,536	7,944	8,924	10,388	10,832
Percentage of Alternative Fuel Vehicles in Collection Fleet	38%	46%	50%	53%	57%
Percentage of Alternative Fuel Vehicles Using Renewable Natural Gas	30%	30%	40%	55%	53%

Facilities

Renewable Energy—Landfill Gas Beneficial Use Projects

Landfill Gas-to-Electricity Facilities	102	101	97	104	102
Landfill Gas-to-Natural Gas Facilities	13	15	15	16	16
Landfill Gas to Industrial Customers as a Direct Substitute for Fossil Fuels	18	14	12	26	26

Natural Gas Fueling Stations

	107	132	145	171	177
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Landfills

Active Hazardous Waste Landfills	5	5	5	5	5
Active Solid Waste Landfills	244	247	244	263	255

Transfer Stations

	305	314	302	348	340
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Materials Recovery Facilities (MRFs)

	85	88	103	103	96
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Organics Processing

	4	4	44	42	39
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APPENDIX

Operations continued

Recycling	2017	2018	2019	2020	2021
Recycled Material (tons)					
Paper	9,025,439	8,635,161	8,079,346	7,744,197	7,780,337
Mixed Organics	3,376,683	3,591,346	3,577,122	3,358,832	3,919,198
Fly Ash	972,894	1,168,061	1,149,000	996,799	884,281
Glass	771,043	720,594	666,838	615,853	584,756
Metal	487,770	475,278	476,645	384,404	417,452
Plastic	433,040	349,499	403,484	502,459	516,717
C&D/Wood	115,036	202,329	1,149,152	1,381,865	1,226,043
E-waste/Lamps/Batteries	31,295	19,404	9,110	32,122	3,567
Other	121,608	—	—	14,123	5,105
Total Recyclables Managed (tons)	15,334,808	15,161,672	15,510,697	15,030,654	15,337,456
The 2% increase in Total Recycled Materials in 2021 primarily comes from increased recycling of paper and organic material.					
"Other" material includes recycled concrete and other inert aggregate material in 2017, used oil in 2020 and used oil, tires and textiles in 2021.					
Percentage of Inbound Recycling Contamination	15%	18%	17%	16%	16%
Supply Chain					
Diverse Supplier Spend (\$ in millions)	191.0	234.2	264.1	244.2	335.3
Energy Intensity					
MWh/Tons Waste	0.07434	0.06971	0.07021	0.07399	0.07845
MWh/\$ Net Operating Revenue	0.00058	0.00054	0.00055	0.00055	0.00055
MWh/Employee	198.32	185.00	188.51	172.88	203.62
Fleet MWh/Tons Waste	0.05174	0.05156	0.05170	0.05943	0.05737
Other Energy MWh/Employee	60.27	48.18	49.68	47.31	54.71
MWh includes fuel associated with fleet, off-road vehicles, facilities and jet fuel; in other words, Fleet MWh and Other Energy MWh (off-road vehicles, facilities and jet fuel) combined make up Total MWh.					

APPENDIX

Environment

Greenhouse Gas Emissions (Metric Tons CO₂e)

Our 2021 carbon footprint includes a full year of emissions from Advanced Disposal Services (ADS), an acquisition completed on October 30, 2020, while our 2020 carbon footprint includes only two months of ADS emissions. Most of the increase in emissions in 2021 is due to the acquisition.

Scope 1

	2017	2018	2019	2020	2021
Landfill	13,633,140	14,536,271	13,965,549	14,602,131	15,299,582
Collection Fleet	1,345,898	1,321,914	1,209,237	1,019,617	1,171,967
Other Energy Use	710,955	413,959	449,846	461,473	503,775
Total Scope 1	15,689,993	16,272,144	15,624,632	16,083,220	16,975,323

The methodology used to calculate landfill emissions relies on multiple variables to estimate annual emissions, such as the amount of methane collected, and the tons and categories of waste received. The methodology relies on tons of waste that is in place as of January 1 of each year to estimate emissions for the rest of the reporting year, and therefore is not synchronized with other operational information or data in the reporting year, which runs from January through December.

Scope 2—Purchased Electricity

Location-Based	244,828	246,091	238,341	236,151	257,188
Market-Based	244,828	246,091	238,341	236,151	182,885

Location-Based reflects emissions from total electricity consumption. In 2021, WM retired RECs in accordance with the Greenhouse Gas Protocol Accounting Standard, reflected in the Scope 2 Market-Based emissions.

Scope 3

Purchased Goods & Services	470,255	428,823	1,610,356	1,515,191	1,136,734
Capital Goods	7,962,954	8,348,931	1,338,238	1,372,479	1,613,209
Fuel & Energy-Related Activities	—	—	—	423,504	325,520
Business Travel	20,545	19,693	20,672	9,037	9,266
Employee Commuting	208,391	215,288	221,200	177,563	199,333
Upstream Leased Assets	—	—	285	2,813	7,918
Downstream Leased Assets	1,934	2,409	1,716	1,250	1,163
Investments	—	30,228	19,198	1,157	1,108
Use of Sold Products	—	—	—	—	823
Downstream Transport	317	363	—	—	62,668
Total Scope 3	8,665,586	9,047,233	3,211,665	3,502,994	3,357,743

Our 2021 greenhouse gas (GHG) emissions inventory has received limited **third-party verification**. We currently do not seek external assurance for other elements of this report. We continue to improve our Scope 3 accounting and transparency year over year by working closely with the Supply Chain team and our suppliers. On occasion this leads us to shift emissions into different categories, eliminating some while expanding others. In 2021, WM was able to parse third-party transportation, reflected as Downstream Transport, from Purchased Goods and Services.

APPENDIX

Environment continued					
	2017	2018	2019	2020	2021
Biogenic Emissions					
Biogenic Scope 1	11,760,390	11,957,838	12,432,517	12,689,901	12,969,522
Biogenic Scope 3	2,964,528	3,024,651	2,944,529	2,797,824	1,146,269
Carbon Intensity					
CO ₂ e/\$ Net Revenue	0.00110	0.00111	0.00103	0.00107	0.00096
CO ₂ e per Tons of Waste Disposed (metric tons)	0.141	0.142	0.136	0.143	0.137
Emissions per 1,000 Miles Driven	2.87	2.74	2.40	2.02	2.20
Avoided GHG Emissions (Million Metric Tons CO₂e)					
Renewable Energy Generation	2.40	2.19	2.10	2.18	2.16
Reuse and Recycling of Materials	32.59	31.32	30.06	28.55	28.06
Carbon Permanently Sequestered	19.48	20.04	20.74	21.99	21.86
Total Avoided GHG Emissions	54.47	53.55	52.90	52.72	52.08
Landfill Gas Emissions					
Landfill Gas Emitted (MTCO ₂ e)	13,633,140	14,536,271	13,965,549	14,602,131	15,299,582
Percentage of Total	22%	23%	21%	22%	22%
Landfill Gas Captured (MTCO ₂ e)	49,010,808	49,655,869	51,088,479	51,136,297	53,562,528
Percentage of Total	78%	77%	79%	78%	78%
Landfill Gas Flared	45%	48%	47%	49%	55%
Landfill Gas Recovered for Beneficial Use	54%	52%	53%	51%	45%
WM Landfill Gas—Beneficial Use					
Equipment Capacity					
Landfill Gas-to-Electricity (MW)	410	416	402	380	377
Landfill Gas-to-Natural Gas (MW)	25	29	33	51	64
Total Equipment Capacity for Landfill Gas (MW)	443	444	435	431	441
Landfill Gas Converted to Energy for Sale/Use (MMBTU)					
Energy Consumption (MWh)	56,960,000	58,630,000	58,060,000	56,130,000	55,510,000
Non-Renewable Fuels	6,852,233	7,033,506	6,651,407	6,348,664	7,389,804
Non-Renewable Electricity	530,903	583,680	602,321	639,516	502,594
Total Non-Renewable Energy	7,383,136	7,617,185	7,253,728	6,988,180	7,892,398
Renewable Fuels	283,136	467,328	1,208,877	1,992,642	1,763,896
Renewable Electricity	0	122	1,362	958	188,542

APPENDIX

Environment continued					
	2017	2018	2019	2020	2021
Total Renewable Energy					
Total Fuels	283,136	467,449	1,210,238	1,993,600	1,952,438
Total Electricity	7,135,369	7,500,833	7,860,833	8,341,305	9,153,700
Total Energy	7,666,272	8,084,635	8,463,966	8,981,779	9,844,836
Percentage Renewable Energy	3.7%	5.8%	14.3%	22.2%	19.8%
Percentage Renewable Electricity	—	—	0.23%	0.15%	27.3%
Non-Compliance Associated With Environmental Impacts					
Number of Environmental Compliance Violations	1	7	1	7	5
Number of Significant Spills	4	6	4	4	8
TRI Chemical Containment at WM Hazardous Waste Facilities (Pounds)					
RCRA Subtitle C	30,177,412	255,687	30,885,281	25,208,739	26,777,679
Underground Injection	10,134,130	76,596	7940,553	6,466,667	4,983,532
Transfer Off-Site to Treatment / Containment	183,050	194,160	64,585	193,810	76,776
TRI data is reported a year behind					
Waste Generated					
Total Waste Generated (metric tons)	3,964	4,032	4,138	3,588	4,469
Total Waste Recycled (metric tons)	1,075	1,068	1,099	904	1,185
Percentage Recycled	27%	26%	27%	25%	27%
Total Waste to Landfill (metric tons)	2,889	2,964	3,039	2,684	3,284
Percentage Landfilled	73%	74%	73%	75%	73%
Total Waste to Incinerated (metric tons)	0	0	0	0	0
Percentage Incinerated	0%	0%	0%	0%	0%
Total Waste Generated per Employee (pounds)	210	209	208	192	203
Total waste generated in operations is calculated using an average waste and recycling generation tonnage per employee, per day for each of our facility types. Each WM facility type has its own waste factor, developed from audits conducted on site.					
Water Consumption (million cubic meters)					
Total Municipal Water Supplies (or from other water utilities)	2.30	2.90	3.50	2.80	3.34
Fresh Surface Water (lakes, rivers, etc.)	—	—	—	—	—
Fresh Groundwater	0.08	0.06	0.07	0.06	0.13
Total Withdrawal	2.38	2.96	3.57	2.86	3.46
Total Net Fresh Water Consumption	0.48	0.46	0.57	0.54	0.84
Water Returned to the Source of Extraction at Similar or Higher Quality as Raw Water Extracted	1.90	2.50	3.00	2.30	2.62

APPENDIX

Workforce

Workforce data is for WM's total workforce unless otherwise stated.

Employees	2017	2018	2019	2020	2021
Total Employees	41,958	43,624	44,758	48,042	48,348
Employees by Region					
U.S.	39,430	40,873	41,822	44,993	45,226
Canada	2,048	2,169	2,196	2,153	2,055
India	480	582	740	896	1,067
Employees by Payment Type					
Percentage Hourly	—	80.7%	80.3%	80.4%	80.3%
Percentage Salaried	—	19.3%	19.7%	19.6%	19.7%
Employee Turnover					
Voluntary Employee Turnover Rate	15.0	14.8	15.0	12.4	20.9
Employee Turnover Rate	20.9	20.5	20.4	16.7	25.4

WM was impacted by labor challenges facing many other companies as it relates to employee turnover in 2021. During this time of the "Great Resignation," WM remains committed to attracting, hiring and retaining employees and providing them a great place to work.

Diversity

By Age					
Percentage <30 Years Old	—	—	11.8%	10.9%	11.5%
Percentage 30–50 Years Old	—	—	50.0%	49.4%	48.8%
Percentage >50 Years	—	—	38.2%	39.7%	39.7%
Senior Leadership Team¹					
Percentage Ethnic Minority	—	—	22.2%	22.2%	20.0%
Percentage Women	—	—	33.3%	33.3%	30.0%
Company Officials and Managers¹					
Percentage Ethnic Minority	—	—	20.5%	20.2%	21.5%
Percentage Women	—	—	20.8%	21.5%	22.6%
Total Workforce (including United States, Canada & India)¹					
Percentage Ethnic Minority	—	—	41.6%	41.2%	42.0%
Percentage Women	—	—	18.1%	18.4%	19.3%
Percentage Women in All Management Positions	—	—	20.8%	21.5%	22.6%
Percentage Women in Top Management Positions	—	—	21.2%	23.0%	23.3%
Percentage Women in Junior Management Positions	—	—	20.8%	21.5%	22.7%
Percentage Women in Management Positions in Revenue-Generating Functions	—	—	—	8.1%	8.5%
Ratio of Basic Salary and Remuneration of Women to Men	—	—	1	1	0.97

¹ on voluntary identification.

APPENDIX

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated

	2017	2018	2019	2020	2021
Ethnic Diversity—U.S. Employees¹					
Percentage Executives	13.6%	11.4%	12.2%	11.3%	10.5%
Percentage Managers	20.9%	20.9%	22.0%	21.9%	23.5%
Percentage Professionals	29.2%	30.3%	31.5%	30.5%	33.0%
Percentage Operatives & Craft Workers	45.8%	46.9%	48.0%	47.7%	48.2%
Percentage All Workforce	42.4%	43.6%	44.5%	44.0%	44.9%
Female Representation—U.S. Workforce¹					
Percentage Executives	21.2%	21.4%	20.3%	19.7%	19.7%
Percentage Managers	18.2%	18.7%	19.8%	20.6%	21.7%
Percentage Professionals	45.3%	46.2%	47.3%	46.4%	47.1%
Percentage Operatives & Craft Workers	1.7%	2.1%	2.5%	2.9%	4.0%
Percentage All Workforce	17.1%	17.4%	18.0%	18.3%	19.1%
Self-Identified as Disabled¹					
	—	—	—	20%	20%
Veterans¹					
	—	—	—	5.30%	5.00%
Share as Percentage of Total Workforce¹					
Asian	—	—	—	1.5%	1.5%
Black or African American	—	—	—	18.0%	18.6%
Hispanic	—	—	—	20.8%	20.9%
White	—	—	—	51.5%	50.3%
Indigenous or Native	—	—	—	0.9%	1.0%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	—	—	—	7.3%	7.7%
Share in All Management Positions, as Percentage of Total Management Workforce¹					
Asian	—	—	—	1.8%	1.9%
Black or African American	—	—	—	7.1%	7.6%
Hispanic	—	—	—	11.0%	11.5%
White	—	—	—	73.6%	72.1%
Indigenous or Native	—	—	—	0.4%	0.5%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	—	—	—	6.1%	6.4%

¹Based on voluntary identification.

APPENDIX

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated.

	2017	2018	2019	2020	2021
Safety					
Days Away/Restricted or Transfer (DART)—Employees	2.7	2.9	2.2	2.3	2.4
Days Away/Restricted or Transfer (DART)—Contractors and Contingent Labor	0.130	0.150	0.110	0.110	0.087
Vehicle Accident Recordable Rate (VARR)	19,376	19,729	19,371	22,059	19,631
Hourly Accident Recordable Rate (HARR)	9,090	10,776	11,684	12,272	11,611
Total Recordable Injury Rate (incidents per 100 employees)	2.8	2.9	2.8	2.8	3.0
Hires					
Total Number of New Employee Hires	9,250	10,616	11,645	8,369	12,744
Percentage of Open Positions Filled by Internal Candidates (Internal hires)	33%	16%	9%	29%	22%

2021 EEO-1 TABLE (U.S. Only)

Job Categories	Hispanic or Latino					Non-Hispanic or Latino										Overall Totals					
	Male					Female					Male						Female				
	White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Pacific Islander		Asian	American Indian or Alaska Native	Two or More Races		
Executive/Senior Officials & Managers	1	1	0	2	0	1	11	2	0	0	0	1	11	2	0	1	0	0	76		
First/Mid Officials & Managers	458	156	9	76	12	27	742	287	9	76	12	27	742	128	2	34	5	11	4,974		
Professionals	84	93	3	107	1	11	476	64	3	107	1	11	476	92	4	79	1	7	1,596		
Technicians	1	0	0	0	0	1	5	3	0	0	0	1	5	0	0	0	0	14			
Sales Workers	148	230	1	19	2	8	832	104	1	19	2	8	832	218	5	16	9	24	2,433		
Administrative Support	322	766	6	17	7	17	2,075	220	6	17	7	17	2,075	842	14	52	27	56	5,071		
Craft Workers	855	18	11	55	27	32	67	327	11	55	27	32	67	9	0	1	0	3	3,804		
Operatives	5,942	188	96	167	165	185	358	5,227	96	167	165	185	358	418	8	8	15	23	24,260		
Laborers & Helpers	631	217	16	79	17	32	124	927	16	79	17	32	124	135	1	26	4	5	3,026		
Service Workers	8	1	0	0	0	2	3	5	0	0	0	2	3	2	0	0	0	0	34		
Total	8,450	1,670	142	522	231	316	4,693	7,165	142	522	231	316	4,693	1,846	34	217	61	129	45,288		
Previous Year Total	8,402	1,619	144	484	233	286	4,636	7,053	144	484	233	286	4,636	1,585	27	195	54	104	44,976		

APPENDIX

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated

Training	2017	2018	2019	2020	2021
Average Hours of Training per Employee	—	—	30	30	30
Average Spend on Training per Full-Time Employee (using blended learning techniques)	—	—	\$600	\$600	\$650
Total Annual Training Hours Among Full-Time Employees	—	—	492,770	332,578	438,631
Percentage New and Current Employees Trained on Code of Conduct	—	—	100%	100%	100%
Percentage Employees Offered Training	—	—	100%	100%	100%
Percentage Operational Divisions Receive Training Annually	—	—	100%	100%	100%
Percentage Environmental Professionals Received Safety Training Annually	—	—	100%	100%	100%
Percentage Drivers Received Safety Training Annually	—	—	100%	100%	100%
Percentage Employees Trained Annually	—	—	100%	100%	100%

Average hours of training per employee includes training completions tracked in WM's Talent Central System and an estimate of blended learning techniques (e.g., daily training huddles, weekly safety training, monthly observations and post-training reinforcement methods such as videos and practice sessions) that occur in the field.

Total annual training hours among full-time employees includes learning and development team salaries/contract labor, development costs, learning management system, travel, external products and services, materials.

New and current employees trained on Code of Conduct includes trainers' salaries, facilities, trucks and equipment, materials, travel/lodging/meals.

Employees trained annually includes training completions tracked in WM's Talent Central System and an estimate of blended learning techniques (e.g., daily training huddles, weekly safety training, monthly observations and post-training reinforcement methods such as videos and practice sessions) that occur in the field.

APPENDIX

Community	2017	2018	2019	2020	2021
Community Vitality					
Charitable Donations (\$ in millions)	17.2	13.0	14.8	14.2	12.8
In-Kind Services (\$ in millions)	1.9	1.9	1.6	1.2	1.5
Total Charitable Giving (\$ in millions)	17.2	14.9	16.4	15.4	14.3
Community Events Hosted and/or Participated in by WM	—	>4,000	3,496	860	1,096
Environmental Conservation					
Wildlife Habitat Council Certified Programs	90	83	79	75	73
Gold- and Silver-Certified Programs	—	—	38	32	35
Acres Actively Managed for Wildlife Preservation	20,000	19,823	17,917	14,709	13,721
Pollinator Gardens and Wildflower Meadows Projects	38	63	63	63	70
Habitat, Species and Education Certified Projects 'On-the-Ground'	—	255	217	190	177
Environmental Education					
Participants in WM-Supported/Hosted Education Events and Programs	—	300,000	393,000	57,565	536,738
Participants in WM-supported/hosted education events and programs number is significantly lower in 2020 due to constraints related to the pandemic.					

APPENDIX

Governance		2017	2018	2019	2020	2021
Board of Directors						
Percentage Ethnic Minority		20%	20%	33%	22%	22%
Percentage Women		20%	20%	22%	33%	33%
Annual Total Monetary Contributions to and Spending for Political Campaigns, Political Organizations, Lobbyists or Lobbying Organizations, Trade Associations and Other Tax-Exempt Groups						
Federal Lobbying, Interest Representation or Similar		\$411,000	\$264,344	\$250,000	\$260,000	\$310,000
Local, Regional or National Political Campaigns/Organizations/Candidates		\$400,724	\$572,558	\$392,814	\$210,350	\$223,817
Trade Associations or Tax-Exempt Groups (e.g., think tanks)		\$686,345	\$550,241	\$989,392	\$860,605	\$916,341
Other (e.g., spending related to ballot measures or referendums)		\$18,500	\$18,500	\$18,500	\$10,500	\$0
Total Contributions and Other Spending		\$1,516,569	\$1,405,643	\$1,650,706	\$1,341,455	\$1,450,158
Contributions to or Expenditures to Trade Associations to Influence Political Campaigns or Public Policy and Legislation						

Note the amounts are based on the information provided by the association or organization. WM PAC contributions are excluded and can be found in our publicly available disclosure Participation in the Political Process.

Name of Organization	Type of Organization	Description	2021
National Association of Manufacturers (NAM)	Trade association	WM works with NAM to address key issues facing the waste and recycling industries, including trade barriers to recycling, renewable electricity and fuel policies, congressional engagement on sustainability matters and environmental justice.	\$26,220
Environmental Technology Council (ETC)	Trade association	WM works with ETC to address specific issues facing our hazardous business units, including advocacy and agency outreach on improvements to the tracking of hazardous waste shipments, destruction and disposal of materials containing per- and polyfluoroalkyl substances, and the long-term storage and management of elemental mercury.	\$21,889
National Waste & Recycling Association (NWRA)	Trade association	WM works with NWRA to address a wide range of federal and state issues, including tax reform, incentives to increase domestic recycling infrastructure, environmental policies impacting landfill and recycling operations, extended producer liability, international recycling standards, vehicle safety and employee health issues, infrastructure permitting, safety, the impacts of tariffs on recycling markets, recycling infrastructure legislation, the emerging contaminant PFAS (commonly found in discarded household products) and other workforce development issues.	\$43,268
The Coalition for Renewable Natural Gas		WM advocates EPA's Renewable Fuel Standard Program as well as federal and state incentives to produce and use renewable transportation fuel and renewable electricity.	\$3,090
Institute for Scrap Recycling Industries (ISRI)		ISRI represents the interests of the scrap recycling industry and its members at the federal and state level as well as regulatory agencies and international bodies around the world. WM participates in several committees including the Paper Stock Industries (PSI), the Plastics Division and the MRF Committee.	\$12,971

APPENDIX

Governance continued

Issue or Topic	Corporate Position	Description of Position / Engagement	2021
Renewable energy: WM has invested in infrastructure to collect landfill gas for a variety of applications to create renewable energy. First, WM has installed 124 landfill gas-to-energy facilities, where we use the processed methane to generate electricity that is sold to utilities. EPA endorses landfill gas as a renewable energy resource, putting it in the same category as wind, solar and geothermal resources. Second, WM has installed four facilities that generate RNG from landfill gas. RNG, which is recognized as a renewable fuel by EPA, is used as transportation fuel in over 55% of our natural gas trucks. Third, WM collects, processes and cleans landfill gas to natural gas quality for delivery of the RNG to transmission pipelines to be used in the normal applications for natural gas. In each of these renewable energy applications, WM has reduced its reliance on fossil fuels.	Support	WM supports federal and state energy policies that facilitate the widespread development and use of renewable energy sources, including electricity and transportation fuel derived from landfill gas. With a third of our trucks running on RNG produced from landfill biogas, federal and state policies play an important role in our efforts to make significant investments to reduce GHG emissions associated with fossil fuel consumption. WM thus supports policies—including the Federal Renewable Fuel Standard, the California Low Carbon Fuel Standard, the Oregon Clean Fuels Program and state renewable portfolio standards—that encourage production of electricity and fuel from renewable sources such as municipal solid waste and provide attractive and stable returns to generators of renewable electricity and producers of RNG.	\$24,979
Recycling: Governments continue to seek ways to divert waste from landfills, while product manufacturers have established lofty recycling goals in order to find circular solutions for their packaging through increased recycling and recovery. Increased pressure by producers has led to efforts along the supply chain to recycle a broad range of materials. WM supports such programs when they make economic sense and strongly supports the development of education programs and market development to increase demand for recycling.	Support	WM has taken a national leadership role in support of policies to improve recycling education to ensure that a clean feedstock is delivered to our MRFs, and to support the development of domestic markets for recyclables. Material processed through our MRFs is recycled only after it has been manufactured into a new product, reducing the use of virgin materials. In 2019, WM made a commitment to purchase curbside carts with 10% post-consumer curbside plastic. We also continue to support education efforts through our Recycle Right® program. WM advocates for both education and market development for post-consumer content legislation.	\$82,459

Reports of Potential Misconduct

Discipline for substantiated allegations included: counseling, warnings, suspensions and terminations.

Reports of Potential Misconduct

Number of Reports of Potential Misconduct	2019	2020	2021
Percentage of Reports Made Through Confidential Integrity Helpline	2,558	2,938	3,489
Percentage of Reports Through Other Avenues Including People Organization (which includes our independent Investigation Team), Corporate Security, Internal Audit, Senior Leadership, and Compliance and Ethics	N/A	62%	62%
Percentage of Total Reports Made Anonymously	N/A	38%	38%
Percentage Employment Practices Matters (harassment, discrimination, unprofessional behavior, employee relations, etc.)	N/A	39%	33%
Percentage Fraud-Related Matters (bribery, business practices, fraud, payroll fraud, etc.)	75%	76%	83%
Percentage Security-Related Matters (burglary, identity theft, privacy concerns, property damage, workplace violence, etc.)	9%	8%	6%
Percentage Other Code of Conduct Matters (conflicts of interest, gifts and entertainment, etc.)	9%	6%	6%
	7%	10%	5%

Forward-Looking Information

This report contains forward-looking statements, including but not limited to statements of opinion, view or belief about the future; sustainability and business goals; plans and strategies to achieve such goals; business and growth plans and strategies; and any other future events, performance or results. You should view these statements with caution. All forward-looking statements are subject to risks and uncertainties that could cause actual results to be materially different, including but not limited to failure to implement our optimization, growth and overall business strategies; environmental and other regulations, including developments related to emerging contaminants, gas emissions and renewable fuel; significant environmental, safety or other incidents resulting in liabilities or brand damage; failure to obtain and maintain necessary permits; failure to attract, hire and retain key team members and a high quality workforce; changes in wage and labor related regulations; significant storms and destructive climate events; public health risk and other impacts of COVID-19 or similar pandemic conditions, including related regulations, resulting in increased costs and social, labor and commercial disruption; macroeconomic

pressures and market disruption resulting in labor, supply chain and transportation constraints and inflationary cost pressure; increased competition; pricing actions; commodity price fluctuations; impacts from Russia's invasion of Ukraine and the resulting geopolitical conflict and international response; failure to identify acquisition targets, consummate and integrate acquisitions; international trade restrictions; disposal alternatives and waste diversion; declining waste volumes; weakness in general economic conditions and capital markets; adoption of new tax legislation; fuel shortages; failure to develop and protect new technology; failure of technology to perform as expected; failure to prevent, detect and address cybersecurity incidents or comply with privacy regulations; negative outcomes of litigation or governmental proceedings; and decisions or developments that result in impairment charges. Please also see Waste Management, Inc.'s filings with the SEC, including Part I, Item 1A of its most recently filed Annual Report on Form 10-K, for additional information regarding these and other risks and uncertainties. We assume no obligation to update any forward-looking statement.

Assurance

Notes on the scope of the data, including changes to methodology from the prior reporting period, are included either with charts or in footnotes. Our 2021 greenhouse gas (GHG) emissions inventory has received limited third-party verification. We currently do not seek external assurance for other elements of this report.



sustainability.wm.com

Bond No. 873349**Bid Bond**

KNOW ALL MEN BY THESE PRESENTS that we Georgia Waste Systems, Inc., 1243 Beaver Ruin Road, Norcross, GA 30093 the Principal, and, Evergreen National Indemnity Company, 6150 Oak Tree Boulevard, Suite 440, Independence, OH 44131, the Surety, are hereby bound unto the City of Norcross, 65 Lawrenceville Street, Norcross, GA 30071 the Obligee, in the penal sum of Five Percent of the Amount Proposed Per Section (5% of APPS) the payment of which we bind ourselves, our heirs, executors, administrators, successors, and assigns, jointly and severally, by these presents.

WHEREAS, the Principal is herewith submitting a bid or proposal for RFP (PWUP 23 – 11): Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services.

NOW, THEREFORE, the condition of this obligation is that if the Principal shall be awarded the contract and the Obligee shall so notify the Surety, and if within the period specified in the contract, or if no period be specified, within twenty (20) days after the Principal's receipt of notice of award, the Principal enters into a contract and gives bond for the faithful performance of the contract, then this obligation shall be null and void; otherwise, the Principal and the Surety will pay to the Obligee the difference between the Principal's bid and the next lowest bid; or in the event the Obligee does not award the contract and resubmit the project for bidding, the Principal and the Surety will pay the Obligee an amount equal to the costs of the resubmission including the printing of new contract documents, and advertising, printing, and mailing notices to prospective bidders; but in no event shall the liability hereunder exceed the penal sum hereof; no shall the Surety be obligated to give bond for performance.

If the Obligee makes no award within (90) days of the execution date hereof, then this bond shall be null and void unless extended by written consent of Surety.

No liability of the Surety shall arise hereunder unless and until the Obligee delivers written notice of a claim to the Surety. Said notification must be sent within fifteen (15) days after the alleged breach giving rise to such claim; and no suit under this bond by or for the benefit of the Obligee may be instituted sooner than thirty (30) days or later than ninety (90) days after the Surety receives such notice. Failure to act in accordance with this paragraph shall nullify and void this bond and Surety's obligations hereunder.

Signed, sealed and executed this 3rd day of April 2023.

Georgia Waste Systems, Inc.
Principal

Evergreen National Indemnity Company
Surety

By: Julie K. Bowers
Julie K. Bowers, Attorney-In-Fact

By: Denise M. Borowy
Denise M. Borowy, Attorney-In-Fact

Witness: Hilary Frankenberry
Hilary Frankenberry, Witness

Witness: Patricia A. Temple
Patricia A. Temple, Witness

Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS that Waste Management, Inc. and each of its direct and indirect majority owned subsidiaries (the "WM Entities"), have constituted and appointed and do hereby appoint Kathleen P. Price, Denise M. Borowy, Hilarie D. Frankenberry, and Julie K. Bowers of Evergreen National Indemnity Company, each its true and lawful Attorney-in-fact to execute under such designation in its name, to affix the corporate seal approved by the WM Entities for such purpose, and to deliver for and on its behalf as surety thereon or otherwise bonds of any of the following classes, to wit:

1. Surety bonds to the United States of America or any agency thereof, and lease and miscellaneous surety bonds required or permitted under the laws, ordinances or regulations of any State, City, Town, Village, Board or any other body or organization, public or private.
2. Bonds on behalf of WM Entities in connection with bids, proposals or contracts.

The foregoing powers granted by the WM Entities shall be subject to and conditional upon the written direction of a duly appointed officer of the applicable WM Entity (or any designee of any such officer) to execute and deliver any such bonds.

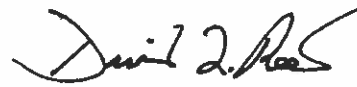
The signatures and attestations of such Attorneys-in-fact and the seal of the WM Entity may be affixed to any such bond, policy or to any certificate relating thereto by facsimile and any such bond, policy or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the applicable WM Entity when so affixed.

IN WITNESS WHEREOF, the WM Entities have caused these presents to be signed by the Vice President and Treasurer and its corporate seal to be hereto affixed. This power of attorney is in effect as of April 3, 2023.

Witness:



On behalf of Waste Management, Inc. and
each of the other WM Entities



David Reed
Vice President and Treasurer

EVERGREEN NATIONAL INDEMNITY COMPANY

Independence, Ohio

E.1.c

POWER OF ATTORNEY

Bid Bond No. **873349**

KNOW ALL MEN BY THESE PRESENTS: That the Evergreen National Indemnity Company, a corporation in the State of Ohio does hereby nominate, constitute and appoint: **Denise M. Borowy**

its true and lawful Attorney(s)-In-Fact to make, execute, attest, seal and deliver for and on its behalf, as Surety, and as its act and deed, where required, any and all bonds, undertakings, recognizances and written obligations in the nature thereof.

This Power of Attorney is granted and is signed by facsimile pursuant to the following Resolution adopted by its Board of Directors on the 23rd day of July, 2004:

"RESOLVED, That any two officers of the Company have the authority to make, execute and deliver a Power of Attorney constituting as Attorney(s)-in-fact such persons, firms, or corporations as may be selected from time to time.

FURTHER RESOLVED, that the signatures of such officers and the Seal of the Company may be affixed to any such Power of Attorney or any certificate relating thereto by facsimile; and any such Power of Attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Company; and any such powers so executed and certified by facsimile signatures and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached."

IN WITNESS WHEREOF, the Evergreen National Indemnity Company has caused its corporate seal to be affixed hereunto, and these presents to be signed by its duly authorized officers this 1st day of April, 2022.

EVERGREEN NATIONAL INDEMNITY COMPANY

By: 
Matthew T. Tucker, President

By: 
David A. Canzone, CFO

Notary Public)
State of Ohio)

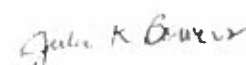
SS:

On this 1st day of April, 2022, before the subscriber, a Notary for the State of Ohio, duly commissioned and qualified, personally came Matthew T. Tucker and David A. Canzone of the Evergreen National Indemnity Company, to me personally known to be the individuals and officers described herein, and who executed the preceding instrument and acknowledged the execution of the same and being by me duly sworn, deposed and said that they are the officers of said Company aforesaid, and that the seal affixed to the preceding instrument is the Corporate Seal of said Company and the said Corporate Seal and signatures as officers were duly affixed and subscribed to the said instrument by the authority and direction of said Corporation, and that the resolution of said Company, referred to in the preceding instrument, is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal at Cleveland, Ohio, the day and year above written.



Julie K. Bowers
Notary Public
in and for the State of Ohio
My Commission Expires
August 13, 2024


Julie K. Bowers, Notary Public
My Commission Expires August 13, 2024

State of Ohio)

SS:

I, the undersigned, Secretary of the Evergreen National Indemnity Company, a stock corporation of the State of Ohio, DO HEREBY CERTIFY that the foregoing Power of Attorney remains in full force and has not been revoked; and furthermore that the Resolution of the Board of Directors, set forth herein above, is now in force.

Signed and sealed in Independence, Ohio, this 3rd day of April, 2023.




Wan C. Collier, Secretary

Attachment: A2) WM Proposal (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)



Evergreen National Indemnity Company

Certificate

2022

The following financial information was obtained from the Statutory Annual Statement filed by Evergreen National Indemnity Company with the Ohio Department of Insurance.

Statement of Income

Direct Written Premium	37,465,662
Reinsurance Assumed	2,510,439
Reinsurance Ceded	(23,071,703)
Net Written Premium	16,904,398
Change in Unearned	(87,859)
Net Earned Premium	16,816,539
Losses & LAE Incurred	3,514,447
Net Commission Expense	6,711,258
Other Expenses	4,392,816
Underwriting Gain/ (Loss)	2,198,018
Net Investment Income	2,249,785
Net Realized Capital Gains (Loss)	130,133
Other Income/ (Expense)	6,053
Income Before FIT	4,583,989
Federal Income Tax	778,092
Net Income	3,805,897

Balance Sheet

<u>Assets</u>	
Invested Assets	60,331,980
Uncollected premium and agents' balances	1,322,166
Reinsurance Recoverable	227,141
Other Assets	280,277
Total Assets	62,161,564
<u>Liabilities & Surplus</u>	
Unearned Premium Reserve	7,469,996
Loss & LAE Reserves	6,623,014
Ceded Reinsurance Payable	2,738,823
Amounts retained for others	1,607,393
Other Liabilities	2,731,838
Total Liabilities	21,171,064
Surplus	40,990,500
Total Liabilities & Surplus	62,161,564

I hereby certify that the above information is that contained in the Statutory Annual Statement filed by Evergreen National Indemnity Company with the Ohio Department of Insurance for the year ending December 31, 2022.


 David A. Canzone, Treasurer



**STATE OF GEORGIA
OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER
CERTIFICATE OF AUTHORITY**

WHEREAS, EVERGREEN NATIONAL INDEMNITY COMPANY, ORGANIZED UNDER THE LAWS AND REGULATIONS OF THE STATE OF OHIO, HAVING COMPLIED WITH THE REQUIREMENTS OF THE LAWS AND REGULATIONS OF THIS STATE AS ARE APPLICABLE TO SUCH ORGANIZATION, IT IS HEREBY LICENSED TO TRANSACT THE BUSINESS OF INSURANCE IN THE STATE OF GEORGIA ACCORDING TO THE LAWS THEREOF, WITH RESPECT TO THE FOLLOWING CLASSES AND/OR LINES OF INSURANCE:

PROPERTY; MARINE AND TRANS; CASUALTY (INCL WORKERS' COMP); SURETY

NOTHING CONTAINED IN THIS LICENSE AUTHORIZES THE LICENSEE TO ENGAGE IN OR WRITE ANY CLASSES OR KINDS OF INSURANCE IN THIS STATE FOR WHICH THE LICENSEE IS NOT AUTHORIZED IN ITS STATE OF DOMICILE.

PURSUANT TO O.C.G.A. SECTION 33-3-16(a), THIS CERTIFICATE OF AUTHORITY EXPIRES AT 11:59 P.M. ON JUNE 30, 2023, UNLESS SUSPENDED OR REVOKED IN THE MANNER PROVIDED BY LAW.

GIVEN UNDER MY HAND AND SEAL OF OFFICE
THIS DAY, JUNE 10, 2022

JOHN F. KING
COMMISSIONER OF INSURANCE



A handwritten signature in black ink, appearing to read "John F. King".

LICENSE NUMBER: 2000952
NAIC NUMBER: 12750

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11
Addendum # 1

Q: Under 7.1.2 Service Provisions for Residential Yard Waste Collection, sentence reads, "Yard Trimming collection service will be offered by Contractor, chargeable service to City residents. Contractor will collect yard trimmings from subscribing residences on designated collection day". There is no subscription yard waste service in Norcross.

A: No subscription is required; collection of yard waste must be included with solid waste services on the same day on a weekly basis.

Q: The due date of April 3rd, what time are the proposals required to be dropped off?

A: All proposals from interested vendors must be dropped off at 345 Lively Ave, Norcross, GA 30071 on April 3rd at 11:00 am.

Q: In the background and on the pricing page, does that include the commercial businesses carts around downtown currently being serviced?

A: Please include the following in the proposal:

119 – 95-gallon Solid Waste carts

62 – 95-gallon recycle carts

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11
Addendum # 3

1. **Section 7.1.2 page 13 Yard Waste:** The second sentence states "chargeable service to City residents". Please clarify if yard waste is an elective service or is billed directly to residents.

Please disregard this statement, collection of yard waste must be included with Solid waste and recycling services on the same bill, Yard Waste is not an elective service or a subscription service, it's an automatic service that must be included with Solid waste, recycling, and Bulky items services.

2. **Section 7.1.3-page 13 Bulk Waste:** Please clarify the difference between the "on-call", "one time per week" and "alternate" options described in this section. What is the city asking for here? Does this mean we run a weekly route for only those who call in?

The "on-call" is to be included with the weekly services (Solid Waste, Recycling, and Yard Waste), the customer calls in the provider to request the pickup, the provider collects the item on the day of collection service. The item must be collected on the customer's regular pick-up day. Bulk waste service is once per week.

3. **How many tons of residential MSW are collected?**

The total residential MSW tonnage collected is approximately 4,558 tons each year, this total includes the bulk item tonnage collected in the same truck.

4. **How many tons of residential recycle are collected?**

The total residential recycle tonnage collected is approximately 821 tons each year.

5. **How many tons of residential Yard Waste are collected?**

The total amount of residential Yard Waste collected is estimated to be 12,500 to 14,000 Cubic yards per year.

6. **How many tons of residential Bulk are collected?**

Please refer to response to question #3 above.

7. **Section 7.1.8 on pages 15-16 City Services:** Please provide the frequency of collection for each location.

The location, size and frequency of collection is as shown below on table #2 on Addendum #3

8. **Section 7.9.1 page 18:** please confirm if "new" carts will be required for all vendors.

Yes, new carts will be required from all vendors, however vendors can provide alternatives that will reduce the overall costs to the city's customers.

9. Who does the billing for residential services?

City of Norcross does the billing for residential services.

10. Who does the billing for commercial services?

City of Norcross does the billing for Commercial services.

11. Section 8-page 19 Fee Schedule: please clarify the column titled "Alternative Monthly Charge per Unit". What is this pricing for?

Please refer to the revised table (3) shown on Addendum #3

12. Section 8-page 19 Fee Schedule: Please clarify "Organic/Compostable Curb-side pick-up". How does this differ from the yard waste collection service?

For sustainability purposes, the city is considering the idea to collect Organic/compostable food scraps separately than Yard waste. The contractor is to describe how those services will be achieved and to provide the costs associated with completing the collection.

13. Table 5 on page 20: Please provide the number of single stream containers for each frequency.

There are currently 44 front end load containers, 36 collected once per week and 2 are twice per week and 6 are three times per week. Please refer to the updated Table (5) shown on Addendum #3

14. Table 7 page 20: Please provide a space to list delivery fees.

Delivery chargers are for table 6 only.

15. Table 7 page 20 states at the bottom "Contractor is fully responsible for 100% expenses associated with compactor installations". Please clarify what this applies to.**

For any future compactors, the user is responsible for the full costs of installation, the existing compactors, provider will be responsible for any costs associated with transitioning these compactors to the new provider. Please detail the transition in the proposal, provider can also suggest alternatives for transitioning existing compactors to reduce customers costs.

16. Table 9-page 21 lists recycling and bulk pickup at 345 Lively. These are too vague. Please clarify what level of service. Containers, qty, frequency volume, etc.

Please disregard these 2 rows on that table. Please refer to the updated Table (9) shown on Addendum #3

17. Table 10 page 21: Please explain what this table represents.

This table is to be used in conjunction with the detailed provisions under section 7.1.6 "service provision for Multi dwelling recycling services". The contractor is required to explain in the proposal how recycling services for the multi family dwelling properties will be provided.

- 18. Section 10.9-page 28 Bond:** This section is titled Bid Bond, however states "If awarded" and seems to describe amounts typically tied to a performance bond. Please clarify if a bid bond is required. If so what amount?

Proposals must be accompanied by a certified check or cashier's check or acceptable bid bond in an amount not less than five percent (5%) of the amount proposed per section, and failure to submit a bid bond will be cause for rejection.

- 19. Insurance Page 27 describes the insurance limits. Why is the Excess Umbrella so high? We typically see \$5mil here on most contracts. extra cost will be passed thru?**

City will accept the \$5mil limit, please ignore the \$10 mil.

- 20. Will temp roll off services be included in this franchise?**

Yes, temporary roll off services is to be included in this franchise.

- 21. Section 5B Definitions, page 10 "Term". Please add that any renewals will not be automatic, but upon mutual agreement of both parties.**

Terms could be negotiated upon award of the contract.

- 22. Section 7.8.1 page 17 "Reporting", how can vendors provide exact tonnages, as routes may not be entirely from the city?**

It is the responsibility of the provider to separate tonnages as much as practicable, the city requires that only the tonnage collected from the city limits be reported.

- 23. Section 7.9.1 page 18 "Specifications": Please clarify if the city logo carts are required. This adds significant cost to the production and storage of the carts which is then passed on to your citizens. Please consider allowing carts with just vendor logo.**

City will allow for carts with just vendor logo. No city logo will be required.

- 24. Section 7.10 "Processing Facilities": Most facilities are reporting 7% as the contamination rate and will reject loads above that level. Please change the 15% listed here.**

City wants to keep the rate @15%

- 25. Section 7.10 will vendors be able to bill the city for the associated costs that come with a contaminated load.**

The city will bill the customer for front-end load recycling.

- 26. Are any of the frontload containers vertical compactors?**

There are currently 9 Vertical compactors.

- 27. Table 7 on page 20: Please indicate which compactors are customer owned.**

Only 2 compactors are owned by the businesses.

1-12-yard rental

4- 35-yard all rental

19-40 yards stationary compactors (17 are rental)

Please refer to the updated Table (7) shown on Addendum #3

28. Table 8 page 20: Is this pricing to be per unit, per month? Please clarify.

Table 8 has been revised to per unit. Please also notice the change in Months of October and February.

29. Section 10.12-page 29 Termination: please add language that allows the vendor to cure the issue within a specific time.

Please refer to Section 7.4 – Missed Collections and complaint hearing for details with regards to resolution of complaints. Upon reward, further language can be added to allow for curing issues.

30. Section 10.19.2-page 31 CPI: Based on recent CPI numbers, it is very likely that the CPI will exceed the 2.5% cap listed in this section. That causes bidders to front-load the rates to cover that risk. This translates into higher prices for the citizens when the inflation is unknown. Please consider removing the cap and allow the natural CPI adjustment each year.

Once awarded, the provider can increase the rates for all services effective on each anniversary of the effective date of the agreement in an amount equal to the percentage increase in the Consumer Price Index for all urban consumers (Water, Sewer and trash collection services) U.S. City average, as published by the United States Department of Labor, Bureau of Statistics (the "CPI"). All increase will be capped at 5%.

31. Section 10.19.3 page 32 states "The City prefers a two-to-three-year contract period with a fixed fee." but the previous section allows an annual rate adjustment. Please clarify.

Please disregard this statement.

32. How many current customers have recycling service for commercial, will the current recycling customers be made to switch vendors? Will email or app be allowed?

There are currently 44 commercial recycling customers within the city, customers will be required to switch vendors, the vendor will be required to provide in the proposal, all details regarding the transition to the new vendor shall be provided in the proposal, any changes to the new vendors will be handled by the City's Administrative Services department.

33. Is there a noise ordinance or time of service? For commercial/roll off, does the 7am-7pm time frame apply to commercial and roll-off?

Yes, there is a noise ordinance that is enforced by the city.

34. Liquidated Damages – section 10.11 – does this language apply to all services, or just residential?

Liquidated damages apply to all services.

- 35. How will the calls/complaints/new services be handled? Will that be directed to the service provider, or will the customers contact the city first or the vendor direct? Will email or app be allowed?**

All calls/complaints will be handled by the provider. New services, cancellations and the change in number of times for collections will be handled by the city's staff. Email correspondence is acceptable between the provider and the city, any other outlets will need to be agreed upon award of the contract.

- 36. Personnel – can we designate multiple people by service type?**

The provider is to designate personnel that will effectively facilitate the requirements of the project.

- 37. Will stickers be allowed to identify City of Norcross containers?**

Please provide costs for new carts, however the vendor is to provide alternative options if this will result in savings to the city's customers.

- 38. Are temporary containers part of this franchise agreement with selected vendor holding an exclusive franchise? Can you provide a yearly total of hauls?**

Yes, temporary containers for commercial customers are part of this franchise agreement with the selected vendor. The approximate total number of hauls is 100 hauls a year.

- 39. Is yard waste service and composting services mandatory in responding to this RFP for the other requested services response to be considered by the city?**

Yard waste service is mandatory in responding to the RFP. The only service that could be quoted separately is the leaf vacuum services. Yard waste is required with residential solid waste, Recycling, and commercial services. Please ignore the composting services requirement.

- 40. Page 5 of the RFP reads you are going to read the names of the proposal and the rates, is the city going to read the rates out loud?**

At the meeting, only the vendors companies' names submitting a proposal will be read out loud, no rates will be read out loud.

- 41. Are there alleys or narrow streets in the city where we can't use larger automated trucks?**

Yes, there are several city-owned and privately-owned streets that are only accessible by rear-end load trucks.

- 42. What is the recycling participation rate?**

The recycling participation rate is estimated to be at 85%

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ _____	N/A
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly unlimited curbside yard waste services	\$ _____	N/A
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Organic/Compostable Curb-side pick-up (Describe service)	N/A	\$ _____

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services												
Size	1 x week		2 x week		3 x week		4 x week		5 x week		6 x week	Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost	cost
2-yard	107	\$_____	5	\$_____	1	\$_____		\$_____		\$_____	\$_____	\$_____
4-yard	101	\$_____	10	\$_____	2	\$_____	1	\$_____	1	\$_____	\$_____	\$_____
6-yard	77	\$_____	29	\$_____	35	\$_____	1	\$_____	1	\$_____	\$_____	\$_____
8-yard	140	\$_____	99	\$_____	56	\$_____	8	\$_____	23	\$_____	\$_____	\$_____

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ _____	2 \$ _____	6 \$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ _____	\$ _____	\$ _____	\$ _____
20-yard	12	\$ _____	\$ _____	\$ _____	\$ _____
30-yard	42	\$ _____	\$ _____	\$ _____	\$ _____

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
20-yard Open Top	21 **	\$ _____	\$ _____	\$ _____
30-yard Open Top	56 ***	\$ _____	\$ _____	\$ _____
40-yard Open Top	10	\$ _____	\$ _____	\$ _____
12-yard Compactor (Skin Alley)	1	\$ _____	\$ _____	\$ _____
35-yard Compactor	4	\$ _____	\$ _____	\$ _____
40-yard Compactor	19	\$ _____	\$ _____	\$ _____
40-yard Recycle Compactor	3	\$ _____	\$ _____	\$ _____

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ _____
November	\$ _____
December	\$ _____
January	\$ _____
February (First 2 weeks)	\$ _____

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ _____

8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ _____
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ _____
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ _____

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ _____
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ _____
Norcross ME Development (6885 Jimmy Carter Blvd)	UC	144	\$ _____
Prose (5420 Buford Highway)	UC	280	\$ _____
Walton (Mitchell & Garner)	ID	180	\$ _____
Oasis Buford Highway near Beaver Run	ID	70	\$ _____

C = Complete

UC = Under Construction

ID = In design

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week
Maintenance Warehouse			1 time / week
Public Works, Utilities & Parks Building	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
The Crossing Parking Lot	95 S. Peachtree Street	2–8-yard dumpster	1 time / week
Community Center	10 College Street	8-yard dumpster	1 time / week
Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Lillian Webb Park	Off Britt Ave.	6-yard dumpster	1 time / week

In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services

RFP PWUP 23-11

Addendum # 4 To replace tables attached to Addendum #3 and add table 11

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly <u>Solid waste service</u> from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ _____	\$ _____
• Weekly Single Stream <u>Recyclable pickup service</u> from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	\$ _____
• Weekly <u>additional Solid waste service</u> from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly <u>additional Recyclable pickup service</u> from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly unlimited curbside <u>yard waste services</u>	\$ _____	N/A
• Weekly <u>Backdoor * Solid waste service</u> from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly <u>Backdoor * Recyclable pickup service</u> from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly <u>additional Backdoor * Solid waste service</u> from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly <u>additional Backdoor * Recyclable service</u> from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Organic/Compostable Curb-side pick-up (<u>Describe service</u>)	N/A	\$ _____

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services												
Size	1 x week		2 x week		3 x week		4 x week		5 x week		6 x week	Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost	cost
2-yard	107	\$_____	5	\$_____	1	\$_____		\$_____		\$_____	\$_____	\$_____
4-yard	101	\$_____	10	\$_____	2	\$_____	1	\$_____	1	\$_____	\$_____	\$_____
6-yard	77	\$_____	29	\$_____	35	\$_____	1	\$_____	1	\$_____	\$_____	\$_____
8-yard	140	\$_____	99	\$_____	56	\$_____	8	\$_____	23	\$_____	\$_____	\$_____

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ _____	2 \$ _____	6 \$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ _____	\$ _____	\$ _____	\$ _____
20-yard	12	\$ _____	\$ _____	\$ _____	\$ _____
30-yard	42	\$ _____	\$ _____	\$ _____	\$ _____

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
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30-yard Open Top	56 ***	\$ _____	\$ _____	\$ _____
40-yard Open Top	10	\$ _____	\$ _____	\$ _____
12-yard Compactor (Skin Alley)	1	\$ _____	\$ _____	\$ _____
35-yard Compactor	4	\$ _____	\$ _____	\$ _____
40-yard Compactor	19	\$ _____	\$ _____	\$ _____
40-yard Recycle Compactor	3	\$ _____	\$ _____	\$ _____

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ _____
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December	\$ _____
January	\$ _____
February (First 2 weeks)	\$ _____

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ _____
8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ _____
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As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ _____
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Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ _____
Prose (5420 Buford Highway)	UC	280	\$ _____
Walton (Mitchell & Garner)	ID	180	\$ _____
Oasis Buford Highway near Beaver Run	ID	70	\$ _____

C = Complete

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ID = In design

Table (11)

Downtown Commercial with Cart Service	
119 Commercial 95-gallon Solid Waste carts	\$ _____
36 Commercial 95-gallon Solid Waste carts (Second Cart)	\$ _____
62 Commercial 95-gallon Recycling carts	\$ _____
27 Commercial 95-gallon Recycling carts (Second Cart)	\$ _____

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week
Maintenance Warehouse			1 time / week
Public Works, Utilities & Parks Building	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
The Crossing Parking Lot	95 S. Peachtree Street	2 – 8-yard dumpster	1 time / week
Community Center	10 College Street	8-yard dumpster	1 time / week
Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Lillian Webb Park	Off Britt Ave.	6-yard dumpster	1 time / week



14| EXCEPTIONS NEGOTIATING POINTS

WM has the right to negotiate a successful contract of mutual benefit.

WM would like to discuss/negotiate the last sentence in Section 7.4 "deduct damages as per contract from the regular scheduled payment to the Company". There are no liquidated damages in our current contract.

WM would like to discuss/negotiate Section 10.11 "Liquidated Damages". There are no liquidated damages in our current contract.

WM learned on Friday March 24th of the new cart requirement. There is a two week approval process for new capital so we could not meet the deadline to plug in an exact number for new carts. The City did allow for an alternate to new carts if it reduces the overall costs to the City's customers. We believe using existing carts in fact does reduce the overall costs to the City's customers.

WM would like to discuss/negotiate the CPI cap at 5%. Although we don't believe CPI would exceed the 5% cap, we would like some protection against unforeseen circumstances.

WM would like to discuss/negotiate potential cost pass through costs if the recycling processing charges are increased. The recycling market is volatile and these costs are beyond our control.

WM would like to discuss/negotiate overage charges in our commercial line of business that has become industry standard.

15 Top 10 Reasons to keep us

- 1). 19 years of customer knowledge
- 2). We are a local city of Norcross business inside the city limits
- 3). No transition process with another company
- 4). Been a true partner through sponsorships and donations to city
- 5). Carts are already logoed with the city's brand and are in good shape
- 6). Proven track record providing good service to city
- 7). Waste Management is a strong environmental resource for city
- 8). Sustainability record for city, CNG trucks, Green Waste, etc.
- 9). Rear-End load service, no education process using Automated Trucks
- 10). One call does it all, we handle calls for all lines of service

March 31, 2023

Norcross Team,

We came in at the same rate we are billing you now for residential garbage, bulk waste, recycling service, green waste service, and vacuum service despite Imagescapes bump in their price to us.

The commercial front end load rates are the exact same as to what we bill you know.

The commercial hand pick up garbage and commercial hand pick up rates are the exact same as to what we bill you now.

The roll off rates are different because of the way you asked for pricing in the RFP, but we did offer up an alternative to the way we bill you and the way city bills the customer.

Norcross was my first city account in my career and our facility is inside Norcross City limits and I am not sure if the city has a purchasing policy with preferences or considerations that allow for variances.

If there are any questions, please reach out to me because I think we are a good team together and our service is off the chain.

As a kicker, Blake agreed that he would provide vacuum service for the entire month of October and February instead of the last 2 weeks of October and the first 2 weeks of February.

I hope we scored high on the RFP, and I hope to keep your business.



In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services

RFP PWUP 23-11

Addendum # 4 To replace tables attached to Addendum #3 and add table 11

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ <u>26.08</u> New Carts	\$ <u>19.08</u> Existing carts
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	Included in rate \$ <u>above</u> New carts	• Included in rate \$ <u>above</u> Existing carts
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>10.00</u>	N/A \$10.00 existing carts
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>10.00</u>	N/A \$10.00 existing carts
• Weekly unlimited curbside yard waste services	\$ <u>3.15</u>	\$3.15 N/A
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>No extra charge</u>	N/A No extra charge
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ <u>No extra charge</u>	N/A No extra charge
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	Unknown quantity No Bid \$ _____	N/A Unknown quantity No Bid
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	Unknown quantity No Bid \$ _____	Unknown quantity No Bid N/A
• Weekly Organic/Compostable Curb-side pick-up (Describe service)	N/A	\$ <u>No Bid</u> , not available yet

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

\$19.08 garbage/recycle/bulk + \$3.15 green waste + \$4.50 vacuum service = \$26.73 same as current rate

\$26.08 garbage/recycle/bulk + \$3.15 green waste + \$4.50 vacuum service = \$33.73 per month, new carts

Table (4)

Commercial Front End Collection Services											
Size	1 x week		2 x week		3 x week		4 x week		5 x week		Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost
2-yard	107	\$ <u>68.98</u>	5	\$ <u>115.08</u>	1	\$ <u>161.13</u>		\$ <u>213.43</u>		\$ <u>260.40</u>	\$ <u>75</u>
4-yard	101	\$ <u>90.37</u>	10	\$ <u>155.89</u>	2	\$ <u>219.86</u>	1	\$ <u>361.49</u>	1	\$ <u>383.37</u>	\$ <u>75</u>
6-yard	77	\$ <u>114.07</u>	29	\$ <u>200.60</u>	35	\$ <u>287.09</u>	1	\$ <u>375.27</u>	1	\$ <u>460.14</u>	\$ <u>75</u>
8-yard	140	\$ <u>137.84</u>	99	\$ <u>248.12</u>	56	\$ <u>358.15</u>	8	\$ <u>468.46</u>	23	\$ <u>578.65</u>	\$ <u>75</u>

Same rates as current commercial front end load rates, no changes

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ <u>105</u>	2 \$ <u>196</u>	6 \$ <u>287</u>	\$ <u>378</u>	\$ <u>469</u>	\$ <u>75</u>	\$ <u>75</u>

Cardboard Only

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ <u>150</u>	\$ <u>225</u>	\$ <u>58/ton</u>	\$ <u>125</u>
20-yard	12	\$ <u>150</u>	\$ <u>225</u>	\$ <u>58/ton</u>	\$ <u>125</u>
30-yard	42	\$ <u>150</u>	\$ <u>225</u>	\$ <u>58/ton</u>	\$ <u>125</u>

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
20-yard Open Top	21 **	\$ <u>150</u>	\$ <u>275</u>	\$ <u>58/ton</u>
30-yard Open Top	56 ***	\$ <u>150</u>	\$ <u>275</u>	\$ <u>58/ton</u>
40-yard Open Top	10	\$ <u>150</u>	\$ <u>275</u>	\$ <u>58/ton</u>
12-yard Compactor (Skin Alley)	1	\$ <u>550</u>	\$ <u>350</u>	\$ <u>58/ton</u>
35-yard Compactor	4	\$ <u>550</u>	\$ <u>400</u>	\$ <u>58/ton</u>
40-yard Compactor	19	\$ <u>550</u>	\$ <u>400</u>	\$ <u>58/ton</u>
40-yard Recycle Compactor	3	\$ <u>550</u>	\$ <u>500</u>	\$ <u>135/ton</u>

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department. Rate for glass recycling container is \$600 per haul

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

See alternative below to the way it is priced out currently, flat rate

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ <u>4.50</u>
November	\$ <u>4.50</u>
December	\$ <u>4.50</u>
January	\$ <u>4.50</u>
February (First 2 weeks)	\$ <u>4.50</u>

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ <u>No Charge</u>
8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ <u>No Charge</u>
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ <u>\$225 per haul, \$58/ton for MSW or if recycling, current processing rate applies</u>
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ <u>No Charge</u>

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ <u>476.60</u>
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ <u>476.60</u>
Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ <u>476.60</u>
Prose (5420 Buford Highway)	UC	280	\$ <u>476.60</u>
Walton (Mitchell & Garner)	ID	180	\$ <u>476.60</u>
Oasis Buford Highway near Beaver Run	ID	70	\$ <u>476.60</u>

C = Complete

UC = Under Construction

ID = In design

Recommended Standard Service to multi-family recycling service

1 front load cardboard 3 times per week, \$287.00 per month

10 96 gallon carts 1 time per week at \$18.96 per unit, \$189.60 per month

$\$287 + \$189.60 = \$476.60$

Table (11)

Downtown Commercial with Cart Service	
119 Commercial 95-gallon Solid Waste carts	\$ <u>26.43</u>
36 Commercial 95-gallon Solid Waste carts (Second Cart)	\$ <u>18.20</u>
62 Commercial 95-gallon Recycling carts	\$ <u>18.96</u>
27 Commercial 95-gallon Recycling carts (Second Cart)	\$ <u>18.20</u>

Same rates as current rates, no change

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week
Maintenance Warehouse	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
Public Works, Utilities & Parks Building	95 S. Peachtree Street	2–8-yard dumpster	1 time / week
The Crossing Parking Lot	10 College Street	8-yard dumpster	1 time / week
Community Center	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Pinnacle Park	Off Britt Ave.	6-yard dumpster	1 time / week
Lillian Webb Park			

Alternative Roll Off Rates, flat rate, same methodology as the way WM and city bills customers now

Temp Open tops, \$350 per haul, \$125 per month rent, if over 4 tons, \$58 per ton, Perm Open tops, \$450 per haul, \$150 rent, if over 4 tons, \$58 per ton

12 yard compactor, \$500 per haul, \$550 per month rent, if over 4 tons, \$58 per ton

35 and 40 yard compactors, \$600 per haul, \$550 per month rent, if over 6 tons, \$58 per ton

CORE VALUES

The Core Values of Waste Pro USA are fundamental and enduring principles that guide every facet of our business. They are the foundation of our corporate behavior and our daily operations. They are a collective commitment by Waste Pro USA employees, to those we serve and to each other. They determine the culture of our organization, how we work with each other, our customers, suppliers, and the communities we serve. These Core Values are at the heart of what makes Waste Pro USA the **Distinguishable Difference**.



 wasteprousa.com
 [@Waste_Pro_USA](https://twitter.com/Waste_Pro_USA)
 [wasteprousa](https://www.facebook.com/wasteprousa)



Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

WE ARE COMMITTED TO THESE VALUES

THEY GUIDE OUR DECISIONS AND ACTIONS



PASSIONATE CUSTOMER AND COMMUNITY SERVICE

We're different. Our customers can feel a "Distinguishable Difference" in everything we do.

We care about them. We respect them and listen carefully for what they need and want. We pay great attention to detail, always looking for something to improve. We like making things better.

We're good neighbors, willing to lend a helping hand and support the communities that support us so well.

We want all our customers to be happy and loyal, and we love it when they tell their friends about the good work we do.

INTEGRITY AND SINCERITY

We set high standards for ourselves.

We value the great reputation we've built on that. We do the right thing, even when the right thing is hard.

We keep the promises we make to ourselves and others. We each take responsibility for creating and nourishing the culture we've built on trust, truth, acceptance and sincerity. We keep it real.

THE SUCCESS OF OUR PEOPLE

We have heart (and soul). We care about our co-workers and their families. We understand the important role work plays in our lives, so we make our workplace a positive place. We see clearly how we all contribute to the success of the business. We learn from and challenge each other to grow personally and professionally.

We support each other by showing up to work with enthusiasm, excitement, creativity and caring.

We celebrate our successes and reward great performance.

We encourage our "entrepreneurial spirit" and enjoy the freedom to be ourselves. We appreciate each other.

RESPECT

We treat our employees, customers, partners and suppliers with respect, appreciation and sensitivity. We learn from and celebrate different points of view. We value our unique backgrounds, skills and talents.

We work together, building and nurturing relationships that will stand the test of time. We love and respect our blue sky and green earth, and vow to protect it.

TEAMWORK

One company, one team, whatever it takes. Together we succeed. We love to collaborate and we love to compete. We're engaged, motivated and working towards the same goals. We can count on each other for support in all areas of our lives.

We communicate openly, with caring. We work together for the good of us all and have fun doing it.

PRIDE

We're Waste Pro. We're Professionals and we're proud.

We are a family.

We're part of a company with passion, purpose and vision. We have big dreams and the courage to create them. We face our challenges with courage, creativity and enthusiasm. We're part of the best team in the business. We're Waste Pro Proud.

SAFETY

We are committed to the health and well being of all our team members. We work proactively to reduce risk and drive improvement. We keep our eyes open and challenge the status-quo to protect each other and make it a safe workplace for all.

We take our training seriously and keep our skills updated. We keep our equipment in mint shape and our surroundings orderly and clean. We strive for 100% safe.



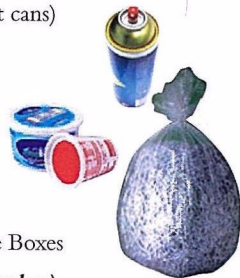
RECYCLE MORE

New black recycle carts will not be emptied until your first designated start date in October. Please refer to your solid waste calendar or visit www.monroenc.org for more information. Reduce the amount of waste going to the landfill by recycling as many items as possible.

(Please rinse all food, drink, or other residues from items first.)

NEW! BEGINNING October 1, 2012, PLEASE RECYCLE THESE ITEMS

- Empty Aerosol Cans (no paint cans)
- All Plastics 1-7
(no Styrofoam, bags, or wrap)
- Wide-Mouth Plastic Containers & Lids
- Rigid Plastic Containers & Small Hard Plastic Toys
- Milk & Juice Cartons, & Juice Boxes
- Shredded Paper *(placed in clear bag)*



PLEASE CONTINUE TO RECYCLE THESE ITEMS

- Aluminum Cans
- Metal Food Cans & Lids
- Glass Bottles & Jars
- Cereal & Food Boxes
- Cardboard Boxes Flattened
- Mixed Paper, Newspapers with Inserts, & Junk Mail
- Paperback Books
- Magazines & Phonebooks
- Spiral Paper Cans
(with plastic lids detached)



NOT TO BE RECYCLED

- Pizza Boxes
- Styrofoam
- Paint Cans
- Plastic Bags

CART PLACEMENT

Automated collection requires special attention when setting out your carts!

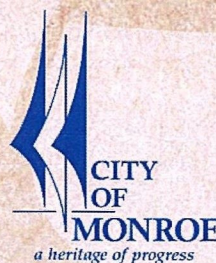
Be sure your recycling and garbage carts' wheels are facing the house within 3 feet of curb.



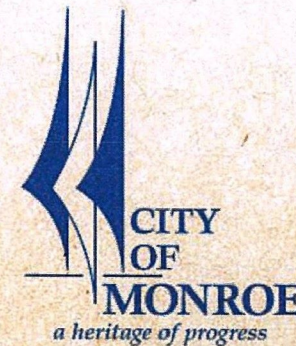
Leave a 2-foot space between your two carts and between the carts and obstructions like mailboxes, parked cars, utility poles, etc. All garbage must be bagged and fit inside your cart with the lid fully closed.



Never block streets, sidewalks, mailboxes or driveways.



For more information please visit,
www.monroenc.org or call 704-821-7578.



**We're
Rolling-Out
Improvements
Starting
October 1, 2012!**



REDUCE

NEW CARTS

Two new 96-gallon carts (*1 for solid waste, 1 for recyclables*) will be delivered to each resident during the month of September.



Continue to use your current recycle bin until your first designated service day in Oct. New black carts will not be emptied prior to that start day, so it is important not to use them until that time.

AUTOMATED COLLECTION

New, automated collection service for garbage and recycling begins: **October 1, 2012**

New, more efficient trucks help keep our air a little cleaner!



RECYCLING

Waste Pro's new, fully automated collection vehicles will collect your recycling every-other-week. Please reference your calendar for collection week or visit www.monroenc.org for more information.

GARBAGE

Garbage will be picked up every week.

REUSE

CURBSIDE YARD WASTE COLLECTION

- Yard Waste means grass, leaves, limbs, trimmings, or other plant or vegetative material.
- Collected curbside weekly on your regular service day. Material must be bundled and tied or put into **clear** plastic or **paper** bags.
- Limbs must be no longer than 4 feet in length and 2 inches in diameter.
- Expanded loose leaf pick up will be collected by City of Monroe Parks and Recreations from October to February.

WHY CLEAR PLASTIC BAGS?



Clear bags allow the service crew to verify contents, and confirm that no garbage or other prohibited items are inside the bag.

REMEMBER

- Yard Waste is prohibited from municipal landfills in the State of North Carolina.
- Please do not put any yard waste material in your household solid waste cart.

CUSTOMER CARE

For residential service questions, cart repairs or replacements please contact **Waste Pro 704-821-7578** or by using the **TracEZ system found on the City of Monroe's website, www.monroenc.org**

RECYCLE

CURBSIDE BULK & ELECTRONIC WASTE PICKUP

City of Monroe offers every other week curbside bulk pick-up. Please refer to your solid waste calendar for your scheduled pick-up week or visit www.monroenc.org for more information. Bulk pick-up will occur on your normal service day of that week.

BULK WASTE

Bulky waste refers to items too large to fit into recycle or garbage carts. Bulky items will be picked up every other week. (*appliances, furniture, bicycles, tires, scrap metal, etc.*)



E-WASTE



Electronic waste is anything with a computer circuit board. (*cell phones, computers, radios, televisions, etc.*) E-waste will be picked up by appointment.

Please contact Waste Pro at 704-821-7578 or by using the TracEZ system



Please contact Waste Pro at 704-821-7578 for more information.

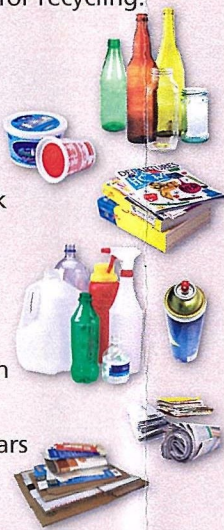
Recycle

Beginning every other week (EOW) on October 9, 2013, continue to reduce the amount of waste going to the landfill by recycling as many items as possible in the larger 95 gallon roll cart labeled for recycling.

Recycle these items:

Containers and Paper

- Plastic Bottles, Buckets, Tubs & Containers #1 through #7
- Phone & Paperback Books, Junk Mail, Magazines, Catalogs, Newspapers & Inserts, Office Paper, File Folders & Paper Bags
- Pizza Boxes, Food Boxes, Paper Milk Cartons, Cardboard (flatten all boxes)
- Clear, Green and Brown Glass Jars and Bottles
- Aluminum Containers, Metal Containers, Empty Aerosol Containers



DO NOT place any of these items in garbage or recycling roll carts:

- Batteries
- Chemicals & Solvents
- Motor Oil
- Electronics
- Oil Filters
- Oil Filters
- Cooking Oil
- Hazardous Materials
- Paints

Take these items to a Beaufort County Convenience Center. Visit www.bcgov.net/recycle to find a list of all items accepted at the Convenience Center.

Find dates and locations for Special Collection Events at www.bcgov.net/recycle



REDUCE

the amount of waste you produce.

REUSE

items or give them away.

RECYCLE

and compost as much as possible.

MAKE IT A HABIT!



Starting September 30, 2013

Waste Pro will begin providing **Curbside Solid Waste Collection Service for the Town of Port Royal Residents and Small Commercial Businesses using Automatic Side Load Equipment!**

New 95 gallon roll cart(s) for garbage will be distributed the last week of September (9/23/13 - 9/28/13). Your current garbage roll cart will be re-labeled for recyclable items at that time. Recycle service will change to every other week (EOW) service. Wednesday will continue as your recycle service day (EOW). The first service day for your recycle roll cart will be on **Wednesday, October 9, 2013**. You may keep the old 18 gallon bin. If you do not want to keep your old, empty 18 gallon recycle bin(s) for recyclables, place the empty bin(s) on the curb for removal on **Wednesday, October 2, 2013**.

Carts

Beginning the first week in October of 2013 on your scheduled service day, Waste Pro will service your 95 gallon garbage roll cart once weekly.



Recycling Roll Cart



Garbage Roll Cart

Schedule

SOLID WASTE

Weekly

*See separate flyer for your service day schedule.

YARD WASTE

The Town of Port Royal will continue to provide weekly yard debris pickup service. (See attached brochure for more details.)

RECYCLE

Your recycle schedule will change to every other week (EOW) service for collection on Wednesdays.

RECYCLABLES

Place loose recyclables inside cart (bagging and sorting is not necessary). **Do not recycle any plastic bags or Styrofoam products. Place in garbage roll cart.**

OTHER WASTE

For information on how to dispose of other items, please call the Town of Port Royal at 843-986-2211 or visit the Beaufort County website, www.bcgov.net/recycle.

GARBAGE

Bag all garbage before placing inside cart. **DO NOT COMBINE GARBAGE AND RECYCLABLES IN THE SAME CONTAINER.**



Town of Port Royal



Customer Care

For all inquiries, use the link to Waste Pro's TracEZ System found on the Town of Port Royal's website, www.portroyal.org. Or, for residential service questions, recycle information, or to request garbage roll cart repairs or replacements, contact Waste Pro at 843-986-5000. For yard debris questions or to request recycle roll cart repairs and to schedule bulky items pick-up (appliances, furniture, & mattresses **ONLY**), please contact the Town of Port Royal at 843-986-2211.

SEE ATTACHED BROCHURE

Construction debris will **NO LONGER** be collected from roadsides.

Cart Placement

Place your garbage roll carts, recycle roll carts and yard debris at the edge of the road **no later than 7 a.m. on the day of collection and remove carts and bins after they are serviced on your collection day**. A temporary spot will be placed on the ground for where your new garbage roll cart should be placed on service day.



Be sure your garbage roll carts' wheels are facing the house within 3 feet of the edge of the road.



Leave a 2-foot space between roll carts and a 3-foot space between the roll carts and obstructions like mailboxes, parked cars, utility poles, etc. All garbage must be bagged and fit inside your garbage roll cart with the lid fully closed (if you need additional carts, contact the Town of Port Royal at 843-986-2211).

Never block streets, sidewalks, mailboxes or driveways. For more information, please call 843-986-2211.



April 3, 2023

City of Norcross
345 Lively Ave
Norcross, GA 30071
Attn: Matthew Zaki, PE, CFM

**Re: PWUP 23-11 Proposal for Residential and Commercial Solid Waste,
Recycling Collection Yard Waste and/or Bulk item and Disposal Services**

Dear Mr. Zaki,

Waste Pro of Georgia, Inc. (Waste Pro) is pleased to have the opportunity to provide the enclosed proposal for solid waste & recycling collection services. We have received and examined the RFP along with all addendums. **Our proposal is in all respects fair and in good faith without collusion or fraud.** We are prepared to begin the work requested. As you review our proposal, please check our references. We think that you will see that Waste Pro is uniquely qualified to provide the solid waste and recycling services.

Waste Pro is primarily a municipal collection company. We concentrate our resources and efforts on municipal collection contracts, not industrial, commercial services, or landfills. In total, Waste Pro holds exclusive municipal solid waste and recycling franchises with over 500 cities and counties serving over 2,000,000 residences. We are financially strong and ready to begin services on your contract.

Customer service is our number one priority. Our drivers are experienced and courteous. We have one of the lowest employee turnover rates in the industry and a safety rating which far exceeds industry standards. We encourage our employees to "go the extra mile" regarding servicing our customers. We use a program called Trac EZ which monitors all service issues. Your city will have full access to this program and its reporting.

Being a private company allows Waste Pro the versatility to react to and address the City's needs and requests.

3512 Oakcliff Rd. Doraville, GA 30340

980-255-3800

www.wasteprousa.com

Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)



Waste Pro understands the need for municipalities to "Go Green". From our trucks to our containers for special event recycling, Waste Pro is your choice for going green. Currently our vehicles employ particulate systems to make the air clean. We engage in residential, business, municipal and special events recycling. Waste Pro is your cutting-edge choice for making your city a "Greener Place to Live".

Waste Pro understands the importance of having a local presence. Waste Pro has an office in and hires people that live in your area. **Customer calls will be answered locally by a real person dedicated to communicating with the city**, not an automated attendant. We also believe in being part of the community. Waste Pro contributes to and participates in local business and charitable organizations. All of this we do because we believe that we should be part of the communities that we service.

We have put forth a great deal of information in this proposal to respond to the requested services and pricing. Waste Pro open to negotiate all items in the RFP. We look forward to being your next partner and providing your solid waste collection services that are the "Distinguishable Difference".

Sincerely,

Bob Wolk
Director of Government Relations

Waste Pro Contacts:

Bob Wolk, Municipal Acct.	rwolk@wasteprousa.com	386-547-2350
3512 Oakcliff Road Doraville GA 30340		Fax 678-240-4250
Jennifer Herring, Division MGR	jherring@wasteprousa.com	704-886-4472
3512 Oakcliff Road Doraville GA 30340		Fax 678-240-4250



Executive Summary:



WASTE PRO USA, INC. (Waste Pro) is headquartered in Longwood, Florida and is managed by the southeastern United States' most experienced team of Waste Professionals. Waste Pro has grown to become one of this country's largest privately-owned waste collection, recycling and disposal companies with revenues exceeding \$700 million and a team of more than 3,700 professionals.

Founded in 2001 by industry legend John J. Jennings, Waste Pro became known as a "people" company from the beginning because our employees and our customers worked hand-in-hand to create a "Distinguishable Difference" in the waste industry. John Jennings, the son of a garbageman on Long Island, started his first waste collection company in 1973, with no thought of how large the company could become – he knew only that his customers paid for a service and he wanted to provide the best service he could. He wanted to distinguish himself from the competition. And he did! Business began to grow and expand in residential and commercial waste services in Central Florida. By 1992, Jennings Environmental Services had rapidly expanded through organic growth and acquisitions.

John Jennings met John Drury, then a Regional Vice President for BFI, in 1979. John Drury later became President of BFI and subsequently Chairman and CEO of USA Waste Services, Inc. (USA). As both companies grew, a professional friendship developed between the two men leading to a transaction in 1996 in which Jennings Environmental Services became the first-tier subsidiary of USA under the leadership of John Jennings in Florida and the Caribbean. Jennings Environmental Services and USA grew rapidly and, in fact, acquired Waste Management, Inc. in July of 1998. Because Waste Management dwarfed USA in size, the board of directors elected to change the USA name to Waste Management.

The Jennings Team was, and remains today, comprised of individuals who prefer day-to-day contact with both our employees and our customers. Our philosophy is drastically different than the corporate bureaucratic makeup of the big national companies. Our preference to deal with local vendors was deemed unacceptable. Our personal touch with our employees and their families was thought to be old-fashioned.

Waste Pro Today

From over 80 operating locations in eleven Southeastern states, Waste Pro today is managed by a highly experienced team of Regional Vice Presidents, Division Managers and support staff. Headquartered in Longwood, FL, a highly experienced senior management team is focused on one function: support the regions in administration, marketing and operations. In 2018, Sean Jennings, son of our founder, was named President and serves as our Chief Operating Officer.



City of Norcross, Georgia
Request for Proposals
Solid Waste & Recyclable Collection Services
Submittal Date: April 3, 2023; 11:00 a.m.

The more than 3,000 heavy trucks (including many powered by Compressed Natural Gas) that are in service are built for longevity and safely. They also provide a safe, productive, and comfortable work base for our employees. The trucks are kept clean and have a striking environmentally themed color scheme with customized signage to represent local themes in each community. The trucks are equipped with 360-degree closed circuit television and audio for safety purposes.



Chairman- John Jennings, President & CEO Sean Jennings:

Waste Pro Corporate: 2101 W. SR424 Suite 315 Longwood, FL 32779
407-869-8800

Waste Pro of Ga Inc.: 3512 Oakcliff Rd Doraville GA 30340
770-777-1447

Waste Pro has been in business since 2001. We offer Residential, Commercial & Industrial waste collection services. We have received and examined the RFP along with any addendums. Our proposal is in all respects fair and in good faith without collusion or fraud. We are prepared to begin the work requested.



**Point of Contact:**

Bid process contact: Bob Wolk, Municipal Acct. rwolk@wasteprousa.com
386-547-2350 3512 Oakcliff Road Doraville GA 30340

Operational contact: Jennifer Herring, Division MGR jherring@wasteprousa.com
704-886-4472 3512 Oakcliff Road Doraville GA 30340

Project Team:

Waste Pro currently employs over 150 full time employees in the Athens/Atlanta/North Ga area and over 4000 full time employees in the southeast.

DIVISION MANAGER-The Division Manager has primary responsibility for support, accounting and operational procedures at the division. This position is accountable for the growth and development of the division's revenue, the success and development of the division staff, and be the end of the line manager for all functions at the division level. This manager will build rapport and interact with both internal and external customers including employees, individual businesses, and municipal staff. This position is responsible for developing the budget and objectives to be accomplished for each year.

OFFICE MANAGER-The Office Manager is responsible for the day to day administrative, customer service, and accounting functions within the office. Supervision of billing clerks, collections department, customer service department, payables and payroll/HR functions is required. The Office Manager will be responsible to assisting the Regional Staff, the Division Manager, the Operations Manager and the Sales Manager to complete all reporting requirements.

OPERATIONS MANAGER-The Site Manager has primary responsibility for providing oversight, coordination, supervision, planning, administration, training and logistical support to our facilities. Work effort weighs heavily on the safe and successful collection, transportation and disposal of residential/commercial solid waste and recyclables.

MUNICIPAL ACCOUNT MANAGER-The Municipal Account Manager provides for the short- and long-term growth of WP revenues through superior business development efforts, strong communication with municipal clients, relationship building, client retention and team selling efforts.

Summary of Proposed Services:

Residential & Commercial solid waste, yard waste, bulk & recycling services. City location services. Vacuum truck service.



Telephone: +1 404-302-3838

Website: wtwco.com

E-mail: lisa.pless@wtwco.com

March 27, 2023

Waste Pro of Georgia, Inc.
Attn: Robert Wolk
3512 Oakcliff Rd
Doraville, GA 30340-3003

**RE: City of Norcross, GA
RFP (PWUP 23-11) Provide Residential and Commercial Solid Waste, Recycling,
Yard Waste and Bulk Items Collection and Disposal Services**

Bid Date: April 3, 2023

As you requested, we are pleased to provide the attached bid bond documents. This bid bond has been executed based upon the information we received from your office.

Please note the bond must be signed by an authorized representative of your company and if applicable, sealed with the corporate seal. We urge you to check all bond documents, including signatures, dates, amounts, job description, Power of Attorney and any other attachments to avoid the possibility of having a low bid rejected. Additionally, please verify that the bid bond form attached is the form required by the specifications.

The Bid Bond authorization is based upon your original estimates. If the bid exceeds this estimate by 10% or more, the bond must be reauthorized by the surety. Please contact us for additional authority.

Your proposal results are very important. Please send your proposal results to my email address shown above as soon as they are available.

Thank you for the opportunity to service your surety needs. Should you have any questions, please do not hesitate to contact me or any member of your Willis surety team.

Sincerely,

Lisa A. Pless

Contractor Name:

1. _____
2. _____
3. _____

Contract Price:

\$ _____
\$ _____
\$ _____

Willis Towers Watson Southeast, Inc.
5 Concourse Pkwy, 18th Floor
Atlanta, GA 30328

Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)



BID BOND

BOND NO. Bid Bond

KNOW ALL MEN BY THESE PRESENTS, That we, Waste Pro of Georgia, Inc.
3512 Oakcliff Road, Doraville, GA 30340-3003 as Principal, and Atlantic Specialty Insurance Company, a
 corporation duly organized under the laws of the State of New York, as Surety, are held and firmly bound unto
City of Norcross as Obligee, in
 the sum of Five Percent of Amount Bid
 (\$ 5%) Dollars for the payment of which Principal and Surety bind ourselves, our heirs, executors,
 administrators, successors and assigns, jointly and severally.

WHEREAS, Principal has submitted a bid for RFP (PWUP 23-11) - Provide Residential and Commercial Solid Waste,
Recycling, Yard Waste and Bulk Items Collection and Disposal Services, the Project.

NOW, THEREFORE, if the Obligee accepts the bid of the Principal and the Principal enters into a Contract with the
 Obligee for the Project; or, if the Principal pays the Obligee the amount of this Bond or the difference between Principal's
 bid and the next lowest bid for the Project, whichever is less: this obligation is null and void, otherwise to remain in full
 force and effect.

Signed and sealed this 3rd day of April, 2023.

Austin Wolk
 Witness

Waste Pro of Georgia, Inc.

BY:

[Signature]
 Principal

ITS:

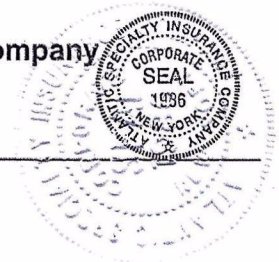
DIR. GOVT. RELATIONS BOB WOLK

Chaun M. Wilson
 Witness Chaun M. Wilson

Atlantic Specialty Insurance Company

BY:

[Signature]
 Attorney-In-Fact Lisa A. Pless



Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

605 Highway 169 North, Suite 800
 Plymouth, Minnesota, USA 55441
 Web: intactspecialty.com/surety
 E-mail: surety@intactinsurance.com



Power of Attorney

Surety Bond No: Bid Bond

Principal: Waste Pro of Georgia, Inc.

Obligee: City of Norcross

KNOW ALL MEN BY THESE PRESENTS, that ATLANTIC SPECIALTY INSURANCE COMPANY, a New York corporation with its principal office in Plymouth, Minnesota, does hereby constitute and appoint: Lisa A. Pless, each individually if there be more than one named, its true and lawful Attorney-in-Fact, to make, execute, seal and deliver, for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof; provided that no bond or undertaking executed under this authority shall exceed in amount the sum of: **sixty million dollars (\$60,000,000)** and the execution of such bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof in pursuance of these presents, shall be as binding upon said Company as if they had been fully signed by an authorized officer of the Company and sealed with the Company seal. This Power of Attorney is made and executed by authority of the following resolutions adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the President, any Senior Vice President or Vice-President (each an "Authorized Officer") may execute for and in behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and affix the seal of the Company thereto; and that the Authorized Officer may appoint and authorize an Attorney-in-Fact to execute on behalf of the Company any and all such instruments and to affix the Company seal thereto; and that the Authorized Officer may at any time remove any such Attorney-in-Fact and revoke all power and authority given to any such Attorney-in-Fact.

Resolved: That the Attorney-in-Fact may be given full power and authority to execute for and in the name and on behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and any such instrument executed by any such Attorney-in-Fact shall be as binding upon the Company as if signed and sealed by an Authorized Officer and, further, the Attorney-in-Fact is hereby authorized to verify any affidavit required to be attached to bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof.

This power of attorney is signed and sealed by facsimile under the authority of the following Resolution adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the signature of an Authorized Officer, the signature of the Secretary or the Assistant Secretary, and the Company seal may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing an Attorney-in-Fact for purposes only of executing and sealing any bond, undertaking, recognizance or other written obligation in the nature thereof, and any such signature and seal where so used, being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed.

IN WITNESS WHEREOF, ATLANTIC SPECIALTY INSURANCE COMPANY has caused these presents to be signed by an Authorized Officer and the seal of the Company to be affixed this fifth day of March, 2020.

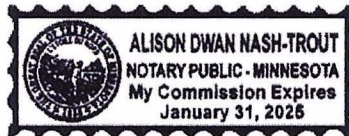
STATE OF MINNESOTA
HENNEPIN COUNTY



By

Paul J. Brehm, Senior Vice President

On this fifth day of March, 2020, before me personally came Paul J. Brehm, Senior Vice President of ATLANTIC SPECIALTY INSURANCE COMPANY, to me personally known to be the individual and officer described in and who executed the preceding instrument, and he acknowledged the execution of the same, and being by me duly sworn, that he is the said officer of the Company aforesaid, and that the seal affixed to the preceding instrument is the seal of said Company and that the said seal and the signature as such officer was duly affixed and subscribed to the said instrument by the authority and at the direction of the Company.



Notary Public

I, the undersigned, Assistant Secretary of ATLANTIC SPECIALTY INSURANCE COMPANY, a New York Corporation, do hereby certify that the foregoing power of attorney is in full force and has not been revoked, and the resolutions set forth above are now in force.

Signed and sealed. Dated 3rd day of April, 2023.



Christopher V. Jerry, Secretary



Atlantic Specialty Insurance Company
Period Ended 12/31/2021

Dollars displayed in thousands

Admitted Assets		Liabilities and Surplus	
Investments:		Liabilities	
Bonds	\$ 1,827,267	Loss Reserves	\$ 1,012,842
Preferred Stocks	-	Loss Adjustment Expense Reserves	307,403
Common Stocks	907,728	Total Loss & LAE Reserves	1,320,246
Mortgage Loans	-		
Real Estate	-	Unearned Premium Reserve	655,993
Contract Loans	-	Total Reinsurance Liabilities	24,180
Derivatives	-	Commissions, Other Expenses, and Taxes due	63,766
Cash, Cash Equivalents & Short Term Investments	174,241	Derivatives	-
Other Investments	20,131	Payable to Parent, Subs or Affiliates	-
Total Cash & Investments	2,929,367	All Other Liabilities	442,340
		Total Liabilities	2,506,525
Premiums and Considerations Due	288,964		
Reinsurance Recoverable	24,105	Capital and Surplus	
Receivable from Parent, Subsidiary or Affiliates	56,353	Common Capital Stock	9,001
All Other Admitted Assets	59,690	Preferred Capital Stock	-
Total Admitted Assets	3,358,479	Surplus Notes	-
		Unassigned Surplus	165,606
		Other Including Gross Contributed	677,347
		Capital & Surplus	851,954
		Total Liabilities and C&S	3,358,479

State of Minnesota
County of Hennepin

I, Kara Barrow, Secretary of Atlantic Specialty Insurance Company do hereby certify that the foregoing statement is a correct exhibit of the assets and liabilities of the said Company, on the 31st day of December, 2021, according to the best of my information, knowledge and belief.

Secretary

Subscribed and sworn to, before me, a Notary Public of the State of Minnesota on this 14th day of March, 2022.

Notary Public



My Commission Expires January 31, 2025



Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)



ATLANTIC SPECIALTY INSURANCE COMPANY

March 27, 2023

Obligee: **City of Norcross, GA**
345 Lively Avenue
Norcross, GA 30071

Re: **Request for Proposals (PWUP 23-11) – Provide Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services for City of Norcross, GA**

GOOD GUY LETTER/RFP

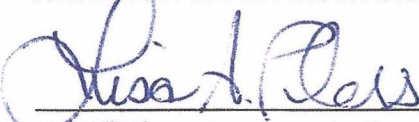
This letter is to advise you that Waste Pro of Georgia, Inc. is a valued surety client of Atlantic Specialty Insurance Company, which is one of the main underwriting companies of the Intact Insurance. Waste Pro of Georgia, Inc. remains in good standing and is afforded surety capacity of \$5MM for a single project and \$25MM in the aggregate.

It is our opinion that Waste Pro of Georgia, Inc. is qualified to perform contracts that fall within this range and their normal scope. If you should award the RFP (PWUP 23-11) Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services Contract for City of Norcross, GA to Waste Pro of Georgia, Inc. as described above, Atlantic Specialty Insurance Company will issue a Performance Bond as security for the faithful performance of this Contract in the amount of 100% of the annual revenue of the contract and shall be renewed each year thereafter throughout the term of any Contract developed as a result of this RFP on behalf of Waste Pro of Georgia, Inc. This letter is not an assumption of liability, nor is it a bid bond or a performance bond. It is issued only as a bonding reference requested from us by our client. Intact's decision to issue surety bonds on behalf of Waste Pro of Georgia, Inc. will be subject to our standard underwriting including but not limited to acceptance of the financial condition of our client, contract terms and conditions, bonds forms and project financing.

Intact Insurance (TSX: IFC)) is A+ rated by A.M. Best with a financial size category of XV and is included in The Department of the Treasury's Listing of Certified Companies.

Sincerely,

ATLANTIC SPECIALTY INSURANCE COMPANY


 Lisa A. Pless, Attorney-in-Fact



One State Street Plaza, Floor 31

New York, NY 10004

intactspecialty.com/surety

Packet Pg. 206

Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

Power of Attorney

KNOW ALL MEN BY THESE PRESENTS, that ATLANTIC SPECIALTY INSURANCE COMPANY, a New York corporation with its principal office in Plymouth, Minnesota, does hereby constitute and appoint: **Lisa A. Pless, Chaun M. Wilson**, each individually if there be more than one named, its true and lawful Attorney-in-Fact, to make, execute, seal and deliver, for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, provided that no bond or undertaking executed under this authority shall exceed in amount the sum of: **unlimited** and the execution of such bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof in pursuance of these presents, shall be as binding upon said Company as if they had been fully signed by an authorized officer of the Company and sealed with the Company seal. This Power of Attorney is made and executed by authority of the following resolutions adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the President, any Senior Vice President or Vice-President (each an "Authorized Officer") may execute for and in behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and affix the seal of the Company thereto; and that the Authorized Officer may appoint and authorize an Attorney-in-Fact to execute on behalf of the Company any and all such instruments and to affix the Company seal thereto; and that the Authorized Officer may at any time remove any such Attorney-in-Fact and revoke all power and authority given to any such Attorney-in-Fact.

Resolved: That the Attorney-in-Fact may be given full power and authority to execute for and in the name and on behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and any such instrument executed by any such Attorney-in-Fact shall be as binding upon the Company as if signed and sealed by an Authorized Officer and, further, the Attorney-in-Fact is hereby authorized to verify any affidavit required to be attached to bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof.

This power of attorney is signed and sealed by facsimile under the authority of the following Resolution adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the signature of an Authorized Officer, the signature of the Secretary or the Assistant Secretary, and the Company seal may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing an Attorney-in-Fact for purposes only of executing and sealing any bond, undertaking, recognizance or other written obligation in the nature thereof, and any such signature and seal where so used, being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as the manually affixed.

IN WITNESS WHEREOF, ATLANTIC SPECIALTY INSURANCE COMPANY has caused these presents to be signed by an Authorized Officer and the seal of the Company to be affixed this twenty-seventh day of April, 2020.

STATE OF MINNESOTA
HENNEPIN COUNTY

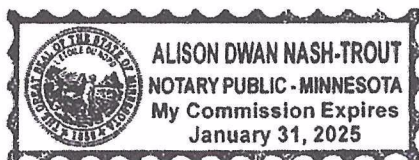
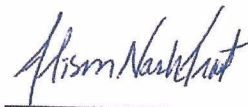


By



Paul J. Brehm, Senior Vice President

On this twenty-seventh day of April, 2020, before me personally came Paul J. Brehm, Senior Vice President of ATLANTIC SPECIALTY INSURANCE COMPANY, to me personally known to be the individual and officer described in and who executed the preceding instrument, and he acknowledged the execution of the same, and being by me duly sworn, that he is the said officer of the Company aforesaid, and that the seal affixed to the preceding instrument is the seal of said Company and that the said seal and the signature as such officer was duly affixed and subscribed to the said instrument by the authority and at the direction of the Company.

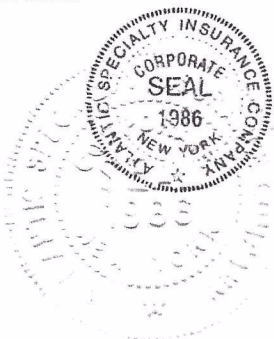



Notary Public

I, the undersigned, Secretary of ATLANTIC SPECIALTY INSURANCE COMPANY, a New York Corporation, do hereby certify that the foregoing power of attorney is in force and has not been revoked, and the resolutions set forth above are now in force.

Signed and sealed. Dated 27th day of March, 2023.

This Power of Attorney expires
January 31, 2025




Kara Barrow, Secretary



Atlantic Specialty Insurance Company
Period Ended 12/31/2021

Dollars displayed in thousands

Admitted Assets		Liabilities and Surplus	
Investments:		Liabilities	
Bonds	\$ 1,827,267	Loss Reserves	\$ 1,012,842
Preferred Stocks	-	Loss Adjustment Expense Reserves	307,403
Common Stocks	907,728	Total Loss & LAE Reserves	1,320,246
Mortgage Loans	-		
Real Estate	-	Unearned Premium Reserve	655,993
Contract Loans	-	Total Reinsurance Liabilities	24,180
Derivatives	-	Commissions, Other Expenses, and Taxes due	63,766
Cash, Cash Equivalents & Short Term Investments	174,241	Derivatives	-
Other Investments	20,131	Payable to Parent, Subs or Affiliates	-
Total Cash & Investments	2,929,367	All Other Liabilities	442,340
		Total Liabilities	2,506,525
Premiums and Considerations Due	288,964		
Reinsurance Recoverable	24,105	Capital and Surplus	
Receivable from Parent, Subsidiary or Affiliates	56,353	Common Capital Stock	9,001
All Other Admitted Assets	59,690	Preferred Capital Stock	-
Total Admitted Assets	3,358,479	Surplus Notes	-
		Unassigned Surplus	165,606
		Other Including Gross Contributed	677,347
		Capital & Surplus	851,954
		Total Liabilities and C&S	3,358,479

State of Minnesota
County of Hennepin

I, Kara Barrow, Secretary of Atlantic Specialty Insurance Company do hereby certify that the foregoing statement is a correct exhibit of the assets and liabilities of the said Company, on the 31st day of December, 2021, according to the best of my information, knowledge and belief.

Secretary

Subscribed and sworn to, before me, a Notary Public of the State of Minnesota on this 14th day of March, 2022.

Notary Public



My Commission Expires January 31, 2025





Qualifications & Resumes of Key Personnel

John J. Jennings – Chairman & CEO

John J. Jennings is the founder and visionary behind Waste Pro's mission to create more sustainable, cost-effective waste and recycling solutions. As Chairman of the Board and Chief Executive Officer, he has transformed Waste Pro into one of the fastest growing solid waste companies in the United States, receiving national recognition for his strategic direction and development of innovative initiatives.



Prior to launching Waste Pro USA, Inc. in 2001, Jennings had an established reputation as a prominent leader in the recycling and waste disposal industry. From 1992 to 1995, Jennings served as chief executive officer of Jennings Environmental Services, the largest, privately-owned waste disposal company in Central Florida. Upon merging with USA Waste Services, Inc. in 1996, Jennings Environmental Services became a subsidiary and Jennings was named Regional Vice President for the Florida and Caribbean division. Commanding a management team composed of many of Waste Pro's current leaders, Jennings oversaw more than 160 municipal contracts that served 1.8 million residences and 20,000 commercial enterprises.

Today, Waste Pro provides unparalleled collection and processing services from more than 75 local and regional operating facilities in Florida, Georgia, North and South Carolina, Alabama, Mississippi, Louisiana, Arkansas, and Tennessee. By adhering to the Jennings' Philosophy—a customer-centric approach that maintains the highest level of service and operational capacity—Waste Pro has grown into one of the largest, full-service, vertically integrated waste management companies. In 2019 our revenue exceeded \$727 million, our staff consisted of 3,800 highly skilled professionals, and our mobile fleet contained over 2,900 heavy trucks. Yet, our success is not merely reflected in numbers. Under the direction of Jennings, Waste Pro has earned recognition as an environmentally friendly, industry-leading company dedicated to protecting local, regional, and global ecosystems. Jennings serves on industry regulatory panels, government committees, and has been a featured speaker on environmental issues and policies at both the national and international level. In 2011, he was unanimously elected to the National Solid Waste Management Association Hall of Fame, became a finalist for the Ernest & Young Entrepreneur of the Year Award, and was the honorary keynote speaker of the 2011 Executive Roundtable for America's Solid Waste Leaders.



Although Jennings' vision and insight has landed Waste Pro on a national stage, it is his loyalty to his humble beginnings and core values that has made Waste Pro the company of customer-choice. His father, Michael Jennings, was an Irish immigrant who worked as a garbage man in Long Island. Putting in long hours each day, Michael Jennings taught his son the importance of a



diligent work ethic, telling him that the quality of work you deliver is the reflection of who you are as a person. Jennings attended Holy Cross High School in Queens, New York, where he was later elected to the school's Hall of Fame for his Waste Pro accomplishments. He went on to earn his Bachelor of Science degree in Management and an MBA in Finance from St. John's University, in addition to the Chartered Investment Analysis degree from New York Institute of Finance. Early in his career, Jennings developed astute business savvy by working as a trader/analyst on the New York Stock Exchange.

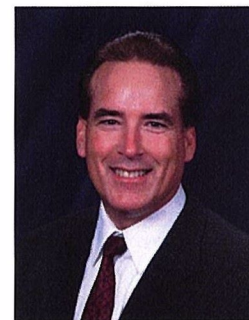
Sean Jennings – President

Sean Jennings, son of Waste Pro Founder/Chairman/CEO John Jennings, has been exposed to every facet of the waste and recycling business throughout his life and more formally since joining the industry officially in 2012. Sean is a third-generation garbage man and native Floridian from Longwood. He previously served as the Division Manager of Waste Pro's Sarasota-Bradenton Regional Operations and Recycling Facility. In addition, he is as a Corporate Officer of Waste Pro USA, Inc. Following graduation from the University of Alabama, where he majored in economics and finance, Sean spent a year working in collection and landfill disposal in Costa Rica. Upon his return to the States, he spent a year in operations and landfill construction in Georgia and Mississippi. In 2014, Sean became the Division Manager for the Tampa-Clearwater area and then assumed management of the Bradenton-Sarasota Division in 2016, building CNG and recycling facilities to meet the needs of Manatee County's seven-year contract extension. In addition to his role as President, Sean serves on numerous community boards. In 2018, he was honored with *Waste360's* 40 Under 40 Award. Sean was also a member of Waste Pro's inaugural Leaders Initiative class. Sean currently resides in Sarasota, FL.



Cort Sabina - Chief Financial Officer

Cort Sabina has 29 years of in-depth accounting and financial management experience. At Waste Pro, he has served as Corporate Controller, Vice President and Chief Accounting Officer and is presently Vice President and Chief Financial Officer. Cort was elected to the Waste Pro board of directors in March 2015. Cort's experience began with one of the Nation's largest Taft-Hartley Health and Welfare and Pension Funds, Central States Southeast and Southwest areas Health and Welfare and Pension Funds in Chicago. During his 10 years with Central States, he held a variety of positions including Staff Auditor and Audit Manager. Widening his accounting skills in public accounting, he joined the "big four" firm Ernst & Young in Chicago, IL. He followed that role as Division Controller with Allied Waste in the Chicago market.





In 2000, Cort moved to Florida to join Florida Recycling Services (FRS). Following an acquisition by Waste Services (Progressive Waste), Cort continued with the company as a District/Regional Controller. Cort joined the management team of Waste Pro USA as Corporate Controller in July 2006. Cort is a member of the Rollins College Financial Leadership Network (FLN) as part of the CFO Council. Cort is also an Advisory Board Member of the FICFO (Florida Institute of CFO's) and an Advisory Board Member for Blackstone Global Insurance.

Tim Dolan – Vice President of Municipal Marketing

Tim Dolan is the Vice President of Municipal Marketing for Waste Pro. A graduate of North Carolina State with a bachelor's degree in History, Tim oversees the municipal marketing process companywide. He works closely with the Regional Vice Presidents and the municipal marketing team who build relationships with city and county leaders across Waste Pro's eleven-state footprint to secure new and renewed business. Tim began his career in the waste industry working summers at just 15 years old. He has been with Waste Pro for nearly 20 years, first as a Division Manager in Orlando, one of the region's largest divisions. He was promoted to Central Florida Regional Vice President in 2006 and in his time in that role, led one of Waste Pro's most successful regions by building meaningful and lasting relationships with local city, county, and municipal governments.

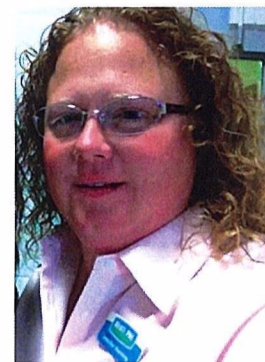


Major contracts led by Dolan include Daytona Beach, Lake Mary, Longwood, Cape Canaveral, Sanford, Seminole County, Winter Park, Maitland, and most recently, Oviedo. In addition to his participation in numerous community organizations and events, Tim serves on the Board of Community Leaders and Elected Officials as well as Florida Citrus Sports.

Jennifer Herring – Division Manager.

Jennifer Herring has more than a decade of managerial experience. She began her career in 2003 as a Route and Safety Manager for a national solid waste company. Then, in 2008, she joined Aramark Uniform Services as a District Manager, a position which she held for three years.

Jennifer joined Waste Pro as Operations Manager in 2011. She was promoted to Division Manager in 2014, first at Waste Pro's Concord Division then the South Charlotte Division in 2018. In South Charlotte, she managed more than 50 employees operating 35 trucks each day, servicing approximately 32,000 residential customers and 1,500 commercial customers in Monroe, Belmont, Bessemer Town, Village of Lake Park, Marshville, and Fort Mill, SC.



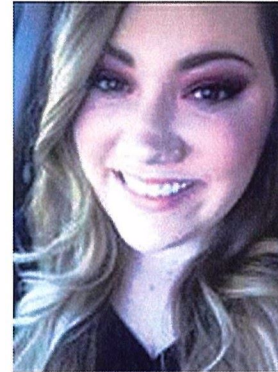


City of Norcross, Georgia
Request for Proposals
Solid Waste & Recycling Collection Services
Submittal Date: April 3, 2023; 11:00 a.m.

In 2015, Jennifer was selected to sit on an advisory panel at Waste Expo in Las Vegas, where she spoke to an audience of nearly 100 industry leaders about the challenges of frontline management. Additionally, Jennifer was a member of the inaugural class of Waste Pro's Leadership Initiative, a mentorship program designed to develop a vibrant second generation of future leaders. Throughout her time as part of the Waste Pro team, she has been instrumental in expanding the customer base and developing relationships with key local officials and members of the business community.

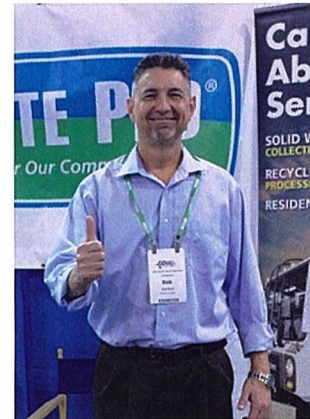
Berkley Ginn – Office Manager

Berkley has over 11 years of experience in several areas of the solid waste and recycling industry. Her experience in the waste business has given her an understanding of billing, accounts receivable, accounts payable, collections, routing, dispatch, payroll, Human Resources and customer service. This has given her a well-rounded education in the industry and makes her a perfect fit at Waste Pro for our Office Manager. Berkley supervises 8 customer service reps and works closely with all Managers at Waste Pro. Berkley thoroughly enjoys interacting with the other Managers at Waste Pro and Waste Pro customers.



Bob Wolk- Region Municipal Marketing Director

Bob has 30 years management experience in various industries and 15 years in the waste industry. With fifteen years large retail management, three years as a local business owner and eleven years in management with Waste Pro, he has extensive training and experience in operations management, customer service, administrative management, and business management. Bob is currently responsible for 10 municipal service contracts in the Atlanta and Athens area. Bob Studied at Santa Fe College in Gainesville Fl.



Bob Wolk is the point of contact for this contract:

Bob Wolk, Municipal Accts. rwolk@wasteprousa.com
3512 Oakcliff Road, Doraville Ga 30340

386-547-2350
Fax 678-240-4250



City of Duluth, Georgia

Request for Bids

Solid Waste & Recycling Collection Services

Submittal Date: Feb 21, 2022; 2:00 p.m.

METHODOLOGY/APPROACH:

Transition Management: Waste Pro currently operates over 230 municipal contracts in the Southeast from over 80 Operating facilities. These contracts service over 2,000,000 residential customers. Included in our current municipal contracts are Gwinnett County Georgia (46,000 homes), Port St. Lucie/St. Lucie County (81,000 homes), the City of Jacksonville (71,000 homes), Lee County (60,000 homes) and the City of Tallahassee (47,000 homes).

One of the primary reasons that we have grown is our attention to detail during the process of startup. We take the worry out of transitioning.

Waste Pro will begin working immediately after award to ensure that everything is in place and we hit the ground running on day one. We will start by utilizing the best operational and maintenance management in our industry. Once in place, they will be key in the day-to-day procurement of the fleet, containers and personnel and start communication with the City. We utilize Microsoft Project to plan our startups. Our transition process is outlined below:





Transition Implementation Schedule:

Plan TimeLine: Times based on previous transition performance and manufacturers lead times. Total time estimate approx. 45-60 days. (These are average times for typical startups. Waste Pro has rolled out large startups in as little as 4 days under emergency requests)

Transition Phase 1-Preparation:

1. Transition Team:

- a. Transition team meetings will begin.
- b. Project Plan checklist issued to the City.

2. Information Verification:

- a. Address lists: Gather important information about the customer's service locations and any special requirements.
- b. Identify special needs, integrate routes (back door, extra containers etc.)
- c. Identify safety issues & plan (tight areas, overhead wires, narrow streets)

3. Staging: Coordinate with City for best staging area for incoming equipment.

4. Equipment:

- a. Containers- Waste Pro has a large inventory of containers and has purchasing power for needed new equipment.
- b. Trucks- Vehicles will be transferred in from our start-up holding stock or purchased for this project. Extra deliver & collection vehicles will be transferred in for the project start up and remain for the first few weeks.

5. Personnel: Transfer, hiring & training staff is an ongoing process at Waste Pro. Employees are trained on contractual responsibilities and other industry standards. We operate a state-of-the-art training center featuring simulated driving technology, classroom training and hands on driver obstacle courses to prepare drivers for duty.

Transition Phase 2- Roll Out

1. **Staging:** Equipment delivered to the staging area to staging areas.
2. **Delivery:** Our container crews will receive incoming loads of containers at the staging area. Assembly & delivery of containers will launch from this area.
6. **Communication-** Daily progress updates will occur. Startup flyer to delivered to residents about service (Day of svc., limits, cart placement, recycling, etc.).
3. **Cleanup:** Once deliveries are complete a cleanup crew is brought in to inspect and clean up the staging area.

Transition Phase 3- Follow Up:

1. **Internal:** Follow up meeting with the City. Discuss billing, reporting & points of contact.
2. **External:** Issue public education info to new customers where needed.



Daily Operations

The first step in completing the required services is operations. If you perform the service correctly then there are no complaints. Some of our basic preparation guidelines are as follows:

- All employees are put through a comprehensive training and orientation program letting them know company policies and procedures.
- Employees are taught the “Waste Pro way” and what is expected of them professionally and with regard to customer service.
- New employees are then placed on a route and trained for two weeks before they are allowed to operate unsupervised.
- Employees are educated on the specific needs of the municipality that they service and what the rules and regulations are.
- Routes are set up so that the solid waste and recycling routes follow the same path. This way whichever truck is running behind the other can call in late set outs and get them picked up.
- A weekly bonus program rewards employees for exemplary customer service.
- **The Route Managers responsibility is to ride behind all routes to pick up misses or late set outs.**

We check and double check our work to eliminate complaints.

Daily operations after startup will flow directly from the training period into full operations. All personnel having been trained and on routes will continue in the presence of the transition team and extra staff for an additional four weeks to identify and adjust any issues.

Additionally Waste Pro has historically been very involved in community support activities and internal support activities for staff. Waste Pro occasionally has employee cookouts and many bonus and award celebrations for its staff for good performance. The City will be included in those functions.

Waste Pro excels in large and small markets. Please feel free call any of our municipalities that we service to talk about our record. Our record as being the premier service company in our industry is one that we are proud of.

Multi-Family Units:

Waste Pro can service multi family units thru various methods. We will work with each complex to determine the best service method for that community. Service methods could include frontload containers, compactors, centralized carts, or bins.



Daily Workflow:

A. Crew Out:

- a. **Start Times:** All routes have an assigned start time. Driver supervisors will start 30 minutes prior to start times.
 - i. **Punch in Process:** Prior to punch in, Supervisor will inspect the drivers:
 1. Appearance/Attitude
 2. Proper attire/ Safety equipment
 3. Proper paperwork
 - b. **Supervisor Roll Out:** Supervisors will proceed to the routes by 8:30am

B. Daytime Activities:

- a. **Flow of Communication**
 - i. All communications will flow through the dispatchers. They will be the "HUB" for all information.
- b. **Route Management**
 - i. Supervisors will perform Proactive route management.
 1. Drive out in front of route areas to identify issues ahead of time.
 2. Meet up with routes throughout the day to check status. Identify & replace damaged containers.
 3. Drive behind route areas- collect late set outs/misses
 - ii. Route status updates sent to office at 11am, 2pm, 4pm & end of route.

C. Check In Process

- a. **Post trip Safety Lane-** All vehicles must be inspected:
 - i. Tire air pressure checks
 - ii. Air tank drains
 - iii. Check and fill fluids
 - iv. VCR Review with driver (Vehicle Condition Report)
- b. **Punch out Process-** P.M. dispatcher or supervisor will check drivers out for the day:
 - i. Proper end of day paperwork
 - ii. Route sheet noting any issues- not outs etc.
 - iii. Hot list & cover sheet follow up.
 - iv. Disposal tickets & Fuel tickets



HOURS OF COLLECTION:

Collection operations will typically start at 6:00 AM and continue until no later than 7:00 PM. ***Waste Pro is willing to work with the city to determine the hours that best serve your community.*** Customer service center hours are from 8:00am-5:00pm.

HOLIDAY SCHEDULING:

Waste Pro observes the following holidays and any day in which the disposal locations may be closed. (New Year's Day, Thanksgiving Day, Christmas Day). In cases where a holiday falls on a collection day, the route schedule for the rest of the week would shift back one day ending on Saturday.

RATE OF MISSED PICK UPS/STANDARDS:

Waste Pro operates at a much lower rate than industry standards. We see miss rates typically less than a fraction of 1%. Constant communication between the city and our on-site managers help to eliminate issues as they arise.

EMPLOYEE TURNOVER RATE:

Waste Pro USA has an employee turnover rate of 3.54%. Our location in Atlanta has a rate of 2.86%





COMPLAINTS/CUSTOMER SERVICE:

Waste Pro takes commitment to customer service seriously. We continuously improve and upgrade the quality of our staff to better serve our customers:

The most important part of the Customer Service process begins with our drivers and customer service reps (CSRs). Waste Pro employs the most qualified and experienced drivers, in fact many of our drivers have received the Waste Pro \$10,000 safety award. A very difficult achievement with high customer service demands. This demonstrates very well the top quality of drivers that we employ. Some of the award guidelines are as follows:



- No missed days of work
- Positive attitude towards customers!
- No customer complaints
- No property damage or vehicle damage
- No injuries or accidents
- No breakdowns caused by the driver
- Trucks must be kept clean inside and out

Striving to achieve this award makes for great performance. We have these types of programs to guarantee and demonstrate our commitment to the customer experience.

Our Customer Service Reps are another very important part of the customer service process. Waste Pro invests much in hiring, training and coaching our front-line CSRs and back up CSRs for every account.

- **Customer issues are received and documented.**
- **Issue is assigned for to the appropriate party (i.e. billing, operations etc.)**
- **Resolution is reported back to customer service representative.**
- **Customer is contacted to ensure that there has been adequate resolution.**
- **Manager reviews all issues daily for resolution by end of the business day.**
- **CSR's are trained on specific service requirements of a municipality.**



INTERNAL/EXTERNAL COMMUNICATIONS:

Communication is an important part of success. Waste Pro hires locally and your calls will be answered by a live person dedicated to your account. Waste Pro uses the following guidelines to communicate information.

- A. **Initial contact:** Information comes in from customers via phone, web entry or email. The issue or request is documented, and appropriate department identified to resolve.
- B. **Internal action:** A work order is generated by our system and assigned to the department needed (Operations, billing, etc.). All orders are reviewed at the end of day by the service manager.
- C. **Follow up:** Once resolution is verified, follow up calls, emails, etc. are initiated to the customer to verify satisfaction with the result.

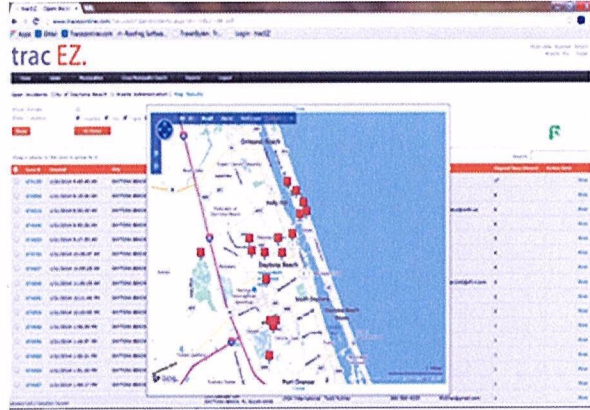




SOFTWARE/HARDWARE USED TO MANAGE SERVICE:

Customer Service- Quality Control Systems:

Waste Pro utilizes a state-of-the-art customer communication system that receives, tracks and reports all customer complaints, concerns and requests. The system is web based and available to the City at no charge. Trac EZ records all incoming issues and a clock begins to time the speed at which issues are resolved. This allows us to constantly measure ourselves and how well we serve the citizens. Another great feature is the reporting functions that allow the City to run periodic reports to gauge the performance of the contractor. The system would be available on the City websites.



In the event one of our customers does have an issue, we go through a 5 step process using Trac EZ..

1. A customer issue is received through the **Trac EZ** system or called in and entered into **Trac EZ**.
2. The issue is then assigned for resolution to the appropriate party (i.e. billing, operations etc.) by the designated customer service representative for the City.
3. Resolution is reported back to the designated customer service representative and the work order is closed out in **Trac EZ**.
4. The customer is contacted to make sure that there has been adequate resolution to their issue.
5. **The Route Manager reviews all issues daily to make sure that all items are resolved by the end of the business day.**

No customer issue will go unanswered at the end of the day.



SAFETY TRAINING:

Picking up and recycling garbage is a dangerous business. At Waste Pro, millions of dollars are spent every year to ensure that our employees are trained and our customers are SAFE.

We take driver safety so seriously that Waste Pro is the ONLY Company in the industry that awards drivers a \$10,000 bonus for three years of no accidents, incidents or citations. During the past ten years, we have given out more than 50 safety bonuses. We work proactively to reduce risks and strengthen driver improvement. Waste Pro implements the following safety procedures:

- Thorough new hire safety training.
- Extensive hands-on training for all employees.
- Ongoing safety training related to safety in the workplace.
- Regularly scheduled, mandatory safety meetings at every facility.
- Safety reward programs and bonuses.





Remedial Action Plan:

A. **Spill prevention-** Waste Pro utilizes a few spill prevention and containment processes. It starts during the manufacturing of our vehicles. The new vehicles are equipped with tightly woven nylon hose armor (LifeGuard) that protects all fluid lines from wear and contains leaks to prevent spillage. The process continues at the route "Pre-trip" inspection. At this time the vehicle is inspected by the driver and the supervisor looking for any issues. Finally, during the "Post trip" safety inspection the vehicle is looked over again by the driver and a highly trained mechanic to identify leaks. If there is a spill, each vehicle comes standard with "spill kits" designed to capture the spill. Waste Pro utilizes local clean up companies when needed.

B. **Equipment failure-** When a vehicle or other equipment fails to perform, the drivers notify the supervisor, who initiates a process by which we move other assets from the division or a nearby division to take the place of that vehicle. We have described those back up assets above and can typically replace the down vehicle within 2 hours.

C. **Human Error-** Occasionally a process breaks down do to human error. Waste Pro invests a good deal of effort into preventing this as described under the daily operations process listed above. Ultimately, the supervisors are constantly on the lookout for issues that would arise and cause a problem.

HAULING & DISPOSAL:

Waste Pro has the following disposal site options available for this project: Other locations may be available, and Waste Pro is willing to work with the City if they have a preference.

Trash & Bulk:

BJ Transfer Station

6461 Corley Road Norcross Ga 30071

(561) 345-0414

Recyclables:

Rock Ten Lawrenceville Transfer Station

350 Maltbie St, Lawrenceville, GA 30046

(770) 513-2442

Yard Waste:

Metro Green Recycling

4351 Pleasantdale Rd, Doraville, GA 30340

(770) 326-6000



DESCRIPTION OF FLEET

We have a known reputation for ***cleanliness and outstanding appearance of our equipment.*** Each day vehicles are inspected to ensure that they live up to the high standards we have.

All vehicles will be equipped with Third Eye surround camera systems and GPS location systems.

Vehicles are cleaned inside and out at least once per week or more often as needed. Touch up paint is used to cover scratches. When it becomes necessary, the vehicle will be completely repainted and refurbished.

A. Vehicles

- 25–32-yard capacity MR Style Rear Loaders. Age of 6 years or less.
- Gated Communities & tight streets: 25-yard Mack MR Style single axle Rear Loader.
- In some cases, automated side loaders are also used.



B. Back up equipment

- Waste Pro has several truck yards in and around Athens and Atlanta. In addition to the vehicles intended for this project there are extra vehicles within a local fleet of 115 vehicles that would be drawn from if needed.

C. Containers:

- 95-gallon medium density plastic collection carts.





City of Duluth, Georgia
Request for Bids
Solid Waste & Recycling Collection Services
Submittal Date: Feb 21, 2022; 2:00 p.m.



Education and Outreach has always been a partnership effort with the communities we serve. We believe that teaching the young people of today the importance of recycling, we can better affect the environmental results of the future. Additionally, educating today's citizens about the challenges we face in the recycling effort generates more overall success.

Providing educational material to local schools and participation in student

recycling presentations is one way Waste Pro educates young recyclers. And we offer our recycle trucks on vehicle days to show how recyclables are collected. Since we operate the largest recycling center in Atlanta, we host field trips for local schools to see what happens to the material once collected.

Public education efforts come from a variety of Publications and website info. We use our website to provide general knowledge for those looking for information. Mailers and periodic news ads are used when information or changes arise that the public needs to know and hang tags are used when a message needs to be sent to an individual recycler.



Residents are encouraged to participate in recycling programs. We will assist the City in promoting recycling in our educational pieces and on our website. Waste Pro will provide this service at no charge to the City or the residents



Waste Pro is committed to working with the city on communication efforts.



Capabilities and Qualifications

Services: Residential and Commercial Collection, Recycling, Processing and Disposal of public and private solid waste. Waste Pro has NEVER had a contract cancelled prior to its expiration date for any reason.

Current Service Areas: Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, and Tennessee.

Office Locations: More than 80 separate operating facilities including landfills in nine regional market areas. Operating locations in 62 of Florida's 67 counties. More than one million square feet of office and industrial space on 500 acres.

Customers: More than 20 million residential and commercial customer services a month to a base of more than two million residential customers, serving more than 500 cities in over 300 exclusive municipal franchises and forty thousand commercial customers.

Employees: More than 4,000 motivated and decentralized employees, led by Regional Vice Presidents and a streamlined corporate staff in Longwood, Florida.

Fleet: Waste Pro maintains a fleet of more than 2,800 clean, state of the art trucks, featuring high impact community-oriented graphics. Every truck incorporates the 3rd Eye, 360-degree onboard camera system.

Our fleet is estimated to be valued at more than \$500 million. In 2011, Waste Pro announced a \$100 million investment in Compressed Natural Gas-powered collection and recycling trucks. Our first CNG fueling facility in Ft. Pierce, Florida, opened its doors in August of 2012, along with additional fueling facilities in Daytona, Palm Coast, Pompano, Jacksonville, and Sarasota following. Waste Pro's seventh facility was completed in 2017 in Sanford, FL.

MRF's: We maintain state of the art recycling processing facilities in Ocala, FL; Sarasota/Bradenton, FL and Atlanta, GA.

Revenue Growth: Since 2001, Waste Pro experienced unprecedented revenue growth. A recapitalization in 2014 brought Waste Pro's valuation above the one-billion-dollar mark. Our 2020 revenues exceeded \$700 million. The company is fiscally sound and poised for even more dramatic growth

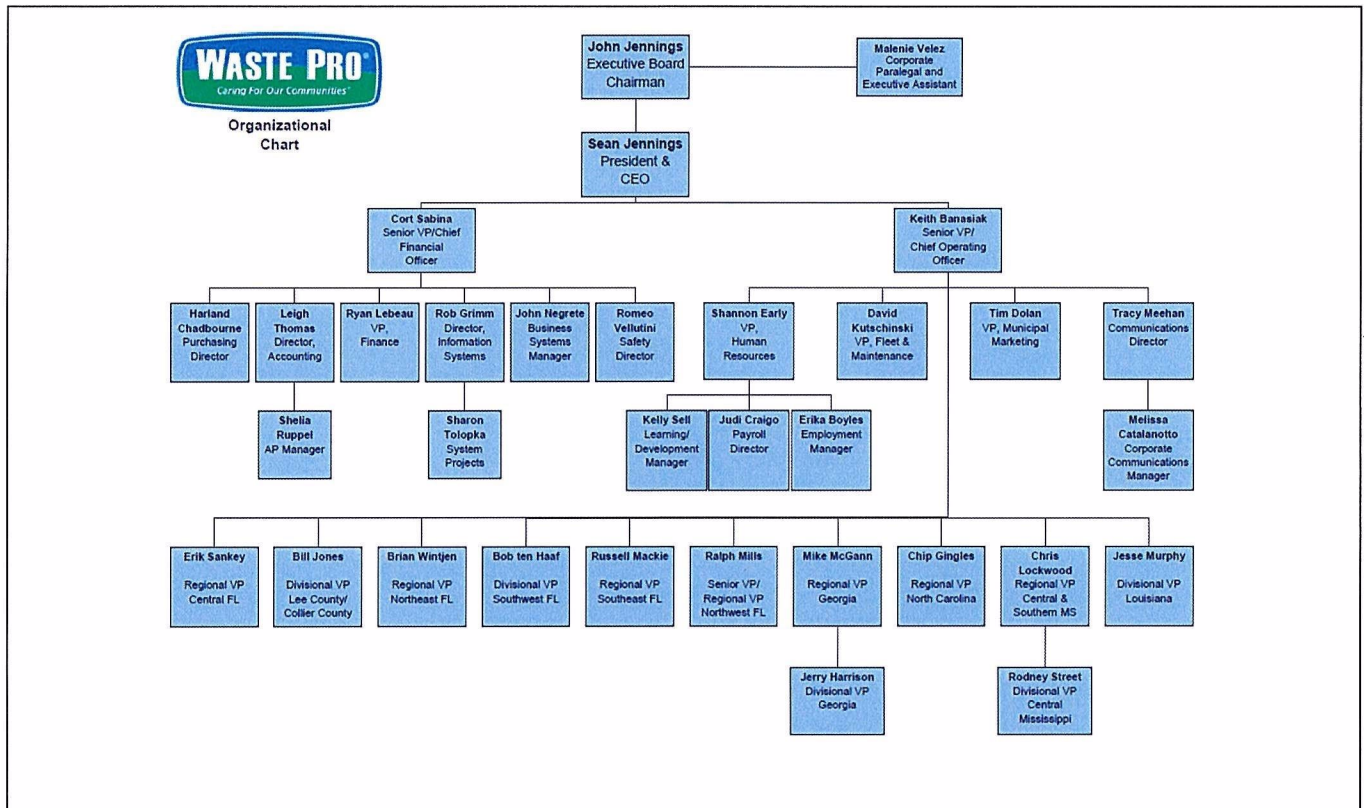
**REFERENCES:**

Name: City of Canton GA	10,000 Homes
Services: Trash and Recycle Collection Services	
Contact: Nathan Ingram, Asst. CM 770-704-1523	nathan.ingram@cantonga.gov
 Gwinnett County GA	47,000 Homes
Services: Residential Trash, Yard Waste, Recycling & Bulk Collection Services	
Contact: Susan Paul, Director 678-735-9271	Susan.Paul@gwinnettcountry.com
 City of Morrow GA	1,000 Homes & 200 Businesses
Services: Residential & Commercial Trash Collection Services	
Contact: Jeff Baker, City Manager 404-804-2529	jbaker@cityofmorrow.com
 City of Hampton GA	3,000 Homes
Services: Residential & Light Commercial Trash Collection Services	
Contact: Alex Cohilas, City Manager 770-946-4306	acohilas@hamptonga.gov
 City of Hapeville GA	2,300 Homes
Services: Residential Trash, Yard Waste & Recycling Collection Services	
Contact: Lee Sudduth, PW Director 404-669-2124	lsudduth@hapeville.org
 City of Austell GA	3,200 Homes
Services: Residential Trash & Recycling Collection Services	
Contact: Bo Garrison, PW Director 678-794-7268	bogarrison@austellga.gov
 City of Commerce GA	2,500 Homes
Services: Trash and Recycle Collection Services	
Contact: Councilman Bobby Redmon 404-557-5911	bredmon@commercega.org
 City of Waleska GA	3,000 Homes
Services: Residential Trash, Yard Waste & Recycle Collection Services	
Contact: Robyn Smith, Clerk 770-479-2912	rsmith@cityofwaleska.com
Contact: Mayor Helen Lamb 770-479-2912	maryhelenlamb@cityofwaleska.com

Additional references available upon request



Company Organization:



Company History:

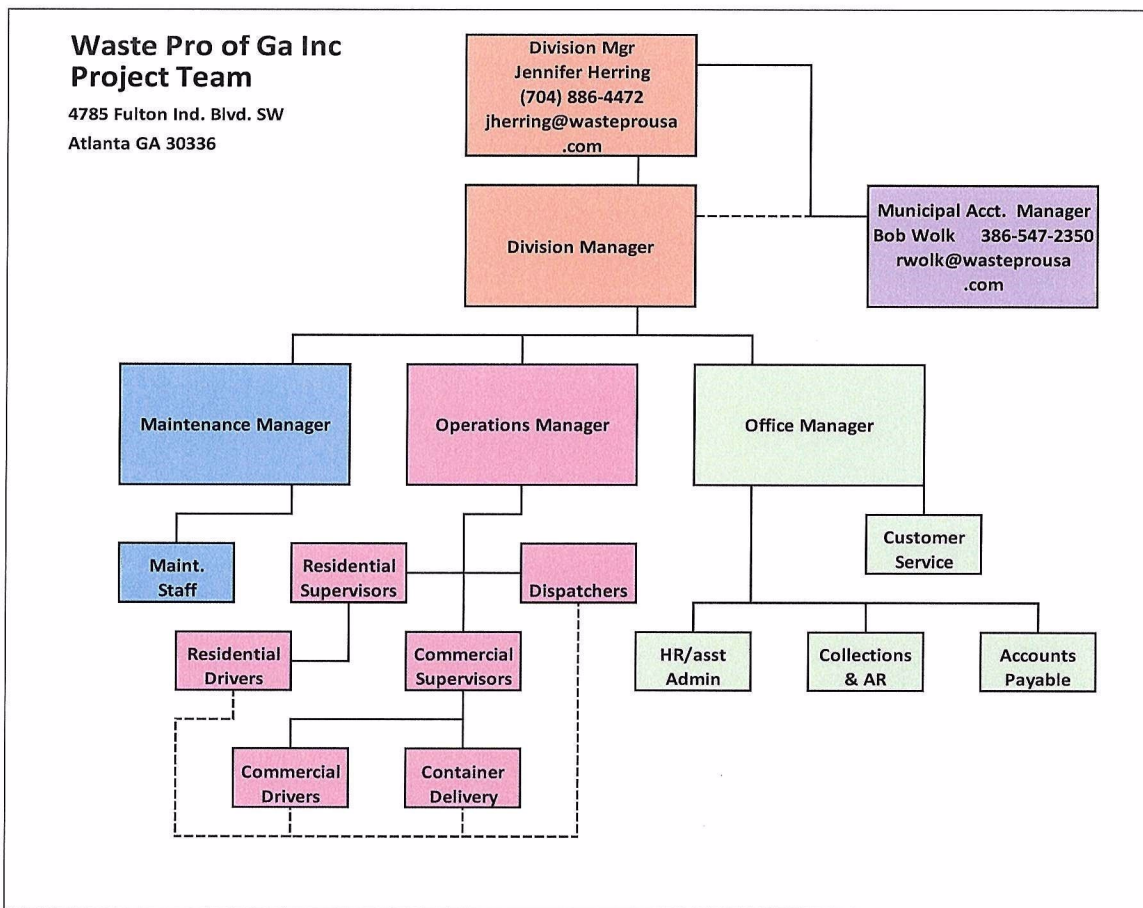
Founded in 2001 by industry legend John J. Jennings, Waste Pro became known as a “people” company from the beginning because our employees and our customers worked hand-in-hand to create a “Distinguishable Difference” in the waste industry. John Jennings, the son of a garbage man on Long Island, started his first waste collection company in 1973, with no thought of how large the company could become – he knew only that his customers paid for a service, and he wanted to provide the best service he could. He wanted to distinguish himself from the competition. And he did! Business began to grow and expand in residential and commercial waste services in Central Florida. By 1992, Jennings Environmental Services had rapidly expanded through organic growth and acquisitions.

John Jennings met John Drury, then a Regional Vice President for BFI, in 1979. John Drury later became President of BFI and subsequently Chairman and CEO of USA Waste Services, Inc. (USA). As both companies grew, a professional friendship developed between the two men leading to a transaction in 1996 in which Jennings Environmental Services became the first-tier subsidiary of USA under the leadership of John Jennings in Florida and the Caribbean. Jennings



Environmental Services and USA grew rapidly and, in fact, acquired Waste Management, Inc. in July of 1998. Because Waste Management dwarfed USA in size, the board of directors elected to change the USA name to Waste Management.

The Jennings Team was, and remains today, comprised of individuals who prefer day-to-day contact with both our employees and our customers. Our philosophy is drastically different than the corporate bureaucratic makeup of the big national companies. Our preference to deal with local vendors was deemed unacceptable. Our personal touch with our employees and their families was thought to be old-fashioned. In January of 2000, the entire Jennings team decided to leave Waste Management and the rest is history.



In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11

Addendum # 4 To replace tables attached to Addendum #3 and add table 11

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ <u>16.74</u>	\$ <u>N/A</u>
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ <u>8.26</u>	\$ <u>6.46</u> Bi-weekly Recycle
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>14.74</u>	N/A
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>6.26</u>	N/A
• Weekly unlimited curbside yard waste services	\$ <u>4.24</u>	N/A
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>20.74</u> <u>over 3%</u>	N/A
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ <u>12.26</u> <u>over 3%</u>	N/A
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>18.74</u>	N/A
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	\$ <u>10.26</u>	N/A
• Weekly Organic/Compostable Curb-side pick-up (Describe service)	N/A	\$ <u>No Bid</u>

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services											
Size	1 x week		2 x week		3 x week		4 x week		5 x week		Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	
2-yard	107	\$ <u>91.25</u>	5	\$ <u>162.62</u>	1	\$ <u>234.00</u>		\$ <u>305.38</u>		\$ <u>376.75</u>	\$ <u>448.13</u> \$ <u>45.00</u>
4-yard	101	\$ <u>118.79</u>	10	\$ <u>217.70</u>	2	\$ <u>316.61</u>	1	\$ <u>415.52</u>	1	\$ <u>514.44</u>	\$ <u>613.35</u> \$ <u>59.00</u>
6-yard	77	\$ <u>146.32</u>	29	\$ <u>272.77</u>	35	\$ <u>399.22</u>	1	\$ <u>525.67</u>	1	\$ <u>652.12</u>	\$ <u>778.57</u> \$ <u>73.00</u>
8-yard	140	\$ <u>173.86</u>	99	\$ <u>327.85</u>	56	\$ <u>481.83</u>	8	\$ <u>635.82</u>	23	\$ <u>789.81</u>	\$ <u>943.79</u> \$ <u>87.00</u>

Attachment: A3- Waste Pro - RFP (23-6734 : Residential and Commercial Solid Waste, Recycling, Yard Waste and Bulk Items)

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ <u>185.32</u>	2 \$ <u>370.65</u>	6 \$ <u>555.97</u>	\$ <u>741.30</u>	\$ <u>926.62</u>	\$ <u>93.00</u>	\$ <u>95.00</u> per ton

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton	\$ <u>95.00</u>
20-yard	12	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton	\$ <u>95.00</u>
30-yard	42	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton	\$ <u>95.00</u>

*Temp rental fees only apply if over 30 days

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
20-yard Open Top	21 **	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton
30-yard Open Top	56 ***	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton
40-yard Open Top	10	\$ <u>82.00</u>	\$ <u>204.00</u>	MSW \$68/ton C&D \$60/ton
12-yard Compactor (Skin Alley)	1	\$ <u>599.00</u>	\$ <u>225.00</u>	\$ <u>68.00/ton</u>
35-yard Compactor	4	\$ <u>750.00</u>	\$ <u>250.00</u>	\$ <u>68.00/ton</u>
40-yard Compactor	19	\$ <u>750.00</u>	\$ <u>250.00</u>	\$ <u>68.00/ton</u>
40-yard Recycle Compactor	3	\$ <u>750.00</u>	\$ <u>250.00</u>	\$ ***** See Note

**** Glass bottle see note below

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

**** 20 yard glass: \$450.00/haul. We will offer a rebate on processor that exceed the cost of hauling and rental "if" a

***** Single stream recyclables \$80/ton, OCC only \$50/ton

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ <u>44,520.00</u>
November	\$ <u>127,200.00</u>
December	\$ <u>63,600.00</u>
January	\$ <u>63,600.00</u>
February (First 2 weeks)	\$ <u>44,520.00</u>

*** This service will be sub-contracted to Russell Landscaping

\$6.4/w h

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ <u>Included at no charge</u>
8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ <u>Included at no charge</u>
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ <u>City to pay processing/disposal only</u>
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ <u>Included at no charge</u>

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ <u>TBD</u>
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ <u>TBD</u>
Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ <u>TBD</u>
Prose (5420 Buford Highway)	UC	280	\$ <u>TBD</u>
Walton (Mitchell & Garner)	ID	180	\$ <u>TBD</u>
Oasis Buford Highway near Beaver Ruin	ID	70	\$ <u>TBD</u>

C = Complete

UC = Under Construction

ID = In design

***Waste Pro will meet with each of these communities to determine the best option for the service.

Table (11)

Downtown Commercial with Cart Service		
119 Commercial 95-gallon Solid Waste carts	\$ <u>2468.06/mo</u>	\$20.74/cart
36 Commercial 95-gallon Solid Waste carts (Second Cart)	\$ <u>674.64/mo</u>	\$18.74/cart
62 Commercial 95-gallon Recycling carts	\$ <u>760.12/mo</u>	\$12.26/cart
27 Commercial 95-gallon Recycling carts (Second Cart)	\$ <u>277.02/mo</u>	\$10.26/cart

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week
Maintenance Warehouse			1 time / week
Public Works, Utilities & Parks Building	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
The Crossing Parking Lot	95 S. Peachtree Street	2–8-yard dumpster	1 time / week
Community Center	10 College Street	8-yard dumpster	1 time / week
Pinnacle Park	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Lillian Webb Park	Off Britt Ave.	6-yard dumpster	1 time / week

RFP PWUP 23-11 – Russell Landscape**9.1.3 – Cover Letter****April 3rd, 2023**

RE: City of Norcross– PWUP 23-11

As the residential yard waste collection and leaf removal service provider for the City of Norcross, Russell Landscape's primary objective will be to provide an unparalleled experience of all those who reside in Norcross through an efficient and economical means of yard waste removal to ensure all who receive the service are satisfied. We are well versed in working on similar high-profile sites with a clear of the level of expectation, and we are capable of delivering it. Working in concert with the City of Norcross team to manage and collect the waste through a systematic phased approach will continue to be a principle focus for Russell Landscape.

Clear communication will be key in the day-to-day management and continual service of the City's 4,479 residential customers. Our dedicated account manager will closely manage each crew and the city submissions through Request Tracker while also noting any potential future issues with weather or customer concerns that the City management should be aware of. Any issues will be communicated to city management as needed. Prompt response to the requests of the citizens of Norcross will be of the highest priority, as outlined in the RFP.

As one of the largest commercial landscape companies in the southeast, and the largest headquartered in Georgia, we have a vast amount of support available beyond the crews dedicated to the management of the City of Norcross green waste. In the unusual event of severe storm, surprise events, or other unknown need, our staff of over 600 will always be available to get across whatever finish line presents itself. We would be honored to expand our partnership to include management of your green waste.

Truly,

Ross Wetherald
Business Development
Russell Landscape
(470) 760-7576 (cell)
RossW@RussellLandscape.com

****I do hereby attest that this information is true, accurate and complete to the best of my knowledge according to the information provided in RFP PWUP 23-11.*

Russell Landscape

Authorized to execute by Service Provider

Ross Wetherald

Russell Landscape – Business Development

4300 Woodward Way, Sugar Hill, GA 30518

(470) 760-7576 (cell)

(770) 446-3552 (office)

(770) 441-9061 (fax)

Authorized to contract by Service Provider

Todd Beasley

Russell Landscape – Chief Financial Officer

4300 Woodward Way, Sugar Hill, GA 30518

(470) 208-8750 (cell)

(770) 446-3552 (office)

(770) 441-9061 (fax)

9.1.4 - Executive Summary

After careful calculation of the estimated labor hours and equipment needs required to provide yard waste removal and leaf removal, Russell Landscape will provide the following summary. Russell Landscape has estimated the specific number of man hours required to service each individual area of the City provided map as well as the City as a whole.

Russell Landscape will utilize two, three-person yard waste removal crews operating in a 3-ton landscape truck to accomplish the bulk of the residential yard waste removal in four ten-hour days. Russell Landscape will accomplish the bulk of the leaf removal with two, three-person leaf removal crews operating in 3-ton leaf vacuum trucks in October, December, January, and February in approximately four ten-hour days. Russell Landscape will utilize four, three-person leaf removal crews in November.

However, should additional support be required, supplemental crews will be available to address any additional requests or complete any service visit items that were not completed during the initial visits. Each truck will be equipped with all safety equipment necessary to safely perform work in these high traffic areas as well.

All Russell Landscape service teams mentioned above will be under the direct supervision of Assistant Branch Manager, Alex Espinosa. He will serve as the main point of contact as well as be responsible for the coordination of all activities of Russell Landscape employees managing the yard waste and leaf removal for the City of Norcross. Alex will in turn report to his Branch Manager, Eddie Murillo, and our Chief Operating Officer, Hugh Cooper. This team of individuals will work seamlessly to ensure all quality expectations are being met and exceeded. Biographies are listed below.

An important aspect of note is that not only does Russell Landscape wish to serve the City of Norcross for debris removal, we wish to ***expand an existing relationship***. In 2023, Russell Landscape began the weekly landscape maintenance of the City of Norcross Parks and Facilities. In our desire to deliver the goals set forth by the City, we intend to use this partnership with the yard waste and leaf removal as a way to strengthen this relationship. When able, Russell Landscape intends to use the organic debris generated from the citizens of Norcross to use as mulch for the government facilities that support them. Note that Russell Landscape would only use appropriate debris to create that mulch, and not include bags, leaves, trash, etc. We feel that this could be a point of pride for the citizens and the City in their furtherance of good environmental stewardship and sustainability.

9.1.5 – Minimum Criteria

“Describe your approach to service using Technology.”

- Russell Landscape uses a variety of tools in the daily operations of our crews. One such tool is the utilization of Global Positioning Satellite information to track and monitor crews for efficiency and route completion, the use of software to document existing conditions and report to City staff of problems pertaining to collection services (cars parked in the way of debris that cannot be collected on service day), etc. Russell Landscape understands that tremendous value can be rendered from technology and embraces that change in our rapidly evolving world.

“Describe your Truck Fleet. Will you use rear end load trucks or automated sideload trucks? What is the contractor’s approach regarding the use of alternative fuels and fully integrated electric trucks?”

- Russell Landscape currently utilizes nearly 200 vehicles on a daily basis throughout our area of operations throughout the southeast. Russell Landscape expects to employ landscape bed body trucks, dump trucks, and compactor trucks during the yard waste removal process of this annual scope of work. During the Fall transition to leaf removal, Russell Landscape will use covered leaf collection trucks equipped with vacuums. Russell Landscape currently has no alternative fuel vehicles but is constantly exploring their possible use in our industry. As good stewards of the environment, Russell Landscape follows the Clean Fuel Fleet Program set forth by the State of Georgia.

All Russell Landscape vehicles are held to a high standard that are inspected for cleanliness weekly, and for maintenance daily.

“Describe your customer service plan in detail.”

- Russell Landscape plans on intently listening to the feedback of the City team as their experience will be invaluable in our success in delivering the best possible product to the City of Norcross and its citizenry. Additionally, Russell Landscape intends to use clear communication in regard to promptly bringing emerging issues to the attention of City staff whenever possible. We find that being proactive is a crucial part of being able to deliver the best customer service possible. Greater detail is provided below.

“Describe your company history, experience, and qualifications.”

- Founded in 1987 by Dr. W.E. “Bill” Russell, Russell Landscape is a family owned and managed commercial landscape company. Based in Sugar Hill, Georgia, it has grown to be one of the largest landscape firms in the southeast, and the largest headquartered in Georgia. Russell Landscape is capable of successfully managing any job of any size and offers a complete scope of diverse landscape services catering to municipalities, community improvement districts, commercial buildings, retail centers, schools, homeowners associations, and townhome and condominium communities. These services include landscape design and installation, hardscapes, irrigation, maintenance, chemical, technical services, and yard waste removal. Russell Landscape has received numerous awards from the Urban Agriculture Council, for projects both installed and maintained. The company has consistently been listed in the Atlanta Business Chronicle’s best commercial landscape contractors for more than 20 years and is also listed in the Top 60 landscape contractors in the country. Russell Landscape has been fortunate enough to provide maintenance and installation services to numerous municipalities and community improvement districts throughout metro Atlanta including the City of Norcross, the City of Lawrenceville, the City of Chamblee, the City of Atlanta, the City of Alpharetta, the City of Sandy Springs, the Lilburn CID, the Cumberland CID, the Gwinnett Place CID, the Metro South CID, the North Fulton CID, and the Sugarloaf CID, to name a few.

Russell Landscape produced approximately 62 million dollars in annual landscape revenues in 2022 while providing landscape services to over 1,000 properties. At Russell, we take pride in our work and are committed to providing our customers the highest level of professional, personalized services, available in the industry. Our goal is to create a memorable and impactful environment for all users while ensuring our customer's expectations are at the forefront. Russell Landscape’s vast support system is populated with highly educated and trained landscape professionals specializing in each facet of our business. The company has four local branch locations; Sugar Hill, Mableton, Canton, and our Atlanta branch located in Doraville, so ample support is available in the event it is needed. We take great pride in the people that represent our company and the over 600 Russell Landscape employees have the full support of Georgia’s largest locally owned landscape contractor. The company, its ownership, and team of employees have always strived to be good stewards to the community and the environment. Each year Russell Landscape donates a great deal of time and resources to raise funds for different sectors of the community. The company is also highly focused on issues relating to clean water, conservation, and the protection of our environment. We are involved with the U.S. Green Building

Council, Urban Agriculture Council, North Fulton Water Council, and the Clean and Beautiful Campaign. Our ownership and executive team believe these initiatives and affiliations help create a specific company culture in which every employee strives toward the same goal, which translates to delivery of the highest level of service available in the industry.

“Provide resumes of key staff that the city will interact with.”

- Hugh Cooper has been the Chief Operations Officer for Russell Landscape for 8 years and has been a leader in the landscape industry for nearly 30 years. He holds a Bachelor of Science in Landscape Architecture and a minor in Horticulture from the University of Georgia. He is a member of the Georgia Turfgrass Association, the Urban Agriculture Council, and the Georgia Community Association Institute. Hugh has spent his entire career managing ornamental landscape in the southeast and is a wealth of knowledge that will ensure no pest, disease, or fertility issues go untreated. Hugh will be integrally involved with the service and management of the City of Norcross and is available via e-mail at HughC@RussellLandscape.com or cell phone at 678-537-1155.
- Brandon Thomas, Vice President of Customer Experience, has been a VP with our company since 2007 and has been a part of the Russell team since 2000. He holds a Bachelor of Science in Landscape Horticulture Degree from Auburn University, Class of 1999. He has over 20 years of experience in the landscape industry and is a Georgia Certified Landscape Professional and a Georgia Ornamental and Turf Category 24 license holder. He is also a member of the Georgia Turfgrass Association, the Urban Agriculture Council, and the Georgia Community Association Institute. Brandon will oversee the service and management of the City of Norcross at the company leadership level and will be available via e-mail at BrandonT@RussellLandscape.com or cell phone at 770-391-8068.
- Eddie Murillo, Branch Manager of our Atlanta branch, will be handling the day to day management of the Norcross yard waste and leaf removal with Alex. Eddie has nearly 20 years of construction and landscape experience and quickly rose through the ranks after starting on a maintenance crew in his early 20's. He methodically learned each aspect of our business from the ground up working on, and later running, crews in each specialty department to get a thorough understanding of the seasonal color, horticultural services, irrigation services, maintenance, and installation departments. Additionally, he is a category 24 pesticide application license holder. This dedication and experience have earned the respect of his peers and superiors and shaped him into the strong leader and customer service expert he is today. Eddie can be reached via email at EddieM@RussellLandscape.com or cell phone at 404-266-7370.

- Alex Espinosa, Assistant Branch Manager in our Atlanta branch, will be handling the day-to-day management of the City of Norcross crews. Alex is an Atlanta native with over 10 years of landscape experience and quickly rose through the ranks after he began doing landscape work during the summers while in his early teens. His experience with managing similar municipal and right of way projects as well as his experience with installation, irrigation, and irrigation services gives him a strong foundation to support his team and customer base. Alex also manages the other yard waste collection contracts Russell Landscape currently provides for, making him the ideal candidate for this position. Alex can be reached via email at alexe@RussellLandscape.com or cell phone at 470-266-8653.

“Describe your financial capacity and ability?”

- Please find our FY 2022 Statements below.

Russell Landscape, LLC
Statement of Assets, Liabilities and Equity
As of December 31, 2022

Assets

Current Assets:

Cash in Checking	\$ 3,779,719
Payroll Cash	4,934
Accounts Receivable	4,612,646
Investments-Rockefeller	1,711,916
Costs in Excess of Billings	1,570,181
Prepaid Expenses	671,321
Inventory	<u>529,184</u>

Total Current Assets	<u>12,879,901</u>
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Non-Current Assets

Intercompany Receivables	1,896,928
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Fixed Assets

Buildings and Improvements	664,027
Less Accumulated Depreciation	<u>(192,215)</u>

Net Fixed Assets	471,812
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Total Non-Current Assets	<u>2,368,740</u>
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Total Assets	\$ <u>15,248,641</u>
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*See Independent Accountant's Compilation Report

Russell Landscape, LLC
 Statements of Revenue and Expenses
 For the Twelve Months Period Ended December 31, 2022

Revenue:

Landscaping Revenue	\$ 22,903,743
Other Services Income	17,738,750
Miscellaneous Income	<u>137,997</u>
Total Revenue	\$ 40,780,480

Cost of Goods Sold:

Direct Costs	22,412,486
Indirect Costs	<u>1,235,572</u>
Total Cost of Goods Sold	23,648,058
Gross Profit	17,132,422

Selling and Administrative Expenses:

Branch Overhead	11,517,545
Corporate Overhead	<u>4,485,549</u>
Total Expenses	<u>16,003,094</u>

Net Income	\$ <u>1,129,328</u>
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*See Independent Accountant's Compilation Report

“Provide your transition plan in detail.”

- Russell Landscape intends to continue the current schedule in place as much as possible until a determination can be made if any changes need to take place for optimized efficiency or an increased level of service. We would welcome the opportunity to discuss this with the current provider or available City staff to create the best method of routing for regular waste removal.

The response to this RFP is based on the industry standard 40-hour work week, comprising of four ten-hour days, Monday through Thursday keeping Fridays open to allow for weather interruptions. Should the crews be unable to conduct their job duties safely or efficiently due to inclement weather, the working schedule will be moved to the next available workday, which often necessitates working into later in the week. Should the City require a Monday through Friday schedule, we would be open to discussing the matter.

- Russell Landscape will establish a yard waste pick up route at least 10 days prior to the start of the contract which the City may use to notify all customers who wish to elicit those services.
- Meet with City of Norcross staff prior to first day of service with maintenance team to discuss ad hoc reports, monthly reports, and annual reports. There will be a clear level of expectation set by both the City of Norcross for their desired level of detail and completeness in these reports, as well as a firm understanding by the Russell Landscape team of how the reports are to be generated, issued, and their importance.
- In the first 30 days Russell Landscape will conduct inspections of service locations with the Norcross team. Provide typed results of inspection with items to address within the first 30 days by Russell's operational team. Ensure all have a clear understanding of the primary concerns and expectations to ensure service improvement from day one. Review routing methods and make any required changes.
- Conduct our 2nd inspection with the Norcross team in the first 60 days to review prior month's results and insure all items have been addressed. Provide a written report and grade the service from an overall impression to determine focus for next 30 days. Again, review routing and make any necessary changes.
- After 90 days, conduct our 3rd inspection with the Norcross team, review previous property inspections to insure all items have been addressed. Provide service inspection report and grade the crews work tasks thus far.

"Describe your contracts in GA similar size and scope? List five or more current references in the Atlanta Area with contact information and scope of service. List any municipal contracts in the Atlanta area with contact information that proposer lost for any reason within the last 10 years."

References:

DeKalb County

- Residential direct yard waste removal for DeKalb County residents resulting in over 6,500 tons collected and recycled annually. We also provide ROW trash removal services for DeKalb County.
Service time: 2022-Present
3720 Leroy Scott Drive, Decatur, GA 30032
Tracy Hutchinson, Division Director, DeKalb County Public Works Dept.
tahutchinson@dekalbcountyga.gov
(404) 294-2177
Eric Holston, Asst. Dir. of Residential Sanitation, DeKalb County Public Works Dept.
emholston@dekalbcountyga.gov
(470) 389-4573

City of Atlanta

- Resident direct yard waste removal for a large section of the City of Atlanta resulting in over 4,000 tons collected annually. Also provide ROW maintenance and trash removal through Operation Clean Sweep.
Service time: 2021-Present
5563 Trinity Ave SW, Atlanta, GA 30303
Moses Tejuoso, Deputy Program Management Officer
Motejuoso@atlantaga.gov
404-307-0886

City of Chamblee

- Provide seasonal leaf collection and removal for City residents resulting in over 17,200 cubic yards of leaves removed in five months each season.
Service time: 2018 – Present
5468 Peachtree Rd, Chamblee, GA 30341
Earl Davis, Sanitation Supervisor
EDavis@chambleega.gov
470-685-0209

City of Lawrenceville

- Approximately 75 acres of managed landscape area including facilities, medians, and right of way.
Service time: 2014 – Present
70 S Clayton Street, Lawrenceville, GA, 30046
Barry Mock, Assistant City Manager
Barry.Mock@lawrencevillega.org
770-277-7532

Cumberland CID

- Approximately 40 acres of managed landscape area including interchanges, medians, and right of way.
Service time – 2012 – 2020 & 2022 – Present
1100 Circle 75 Pkwy #1000, Atlanta, GA 30339
Kyethea Clark, Director of Operations
kckark@cumberlandcid.org
(770) 859-2324

Gwinnett Place CID

- Approximately 30 acres of managed landscape area including interchanges, medians, and right of way.
Service time: 2006 - Present
3700 Crestwood Parkway, Suite 680; Duluth, GA 30096
Joe Allen, Executive Director
jallen@gwinnettplace.com
678-924-8171

Similar Completed Project

Installation and maintenance of the following have been completed within the last 10 years, this is not an all inclusive list:

City of Atlanta Landscape Management
 City of Lawrenceville Landscape Management
 City of Chamblee Landscape Management
 City of South Fulton Landscape Management
 City of Savannah Landscape Management
 City of Hendersonville Interchange Landscape Management
 Metro South CID Landscape Management
 Lilburn CID Landscape Management
 Aerotropolis Atlanta CIDs Landscape Management
 Cumberland CID Landscape Management
 Town Center CID Landscape Management
 Gwinnett Place CID Landscape Management
 Gateway 85 CID Landscape Management
 Sugarloaf CID Landscape Management
 Evermore CID Landscape Management
 Upper Westside CID Landscape Management
 North Fulton CID Landscape Management
 Six Flags/ I-20 Interchange Installation and Landscape Management
 Riverside Drive/ I-20 Interchange Installation and Landscape Management
 Fairburn Road/ I-20 Interchange Installation and Landscape Management
 Virginia Avenue/ I-85 Interchange Design, Installation, and Landscape Management
 Howell Mill/ I-75 Interchange Installation and Landscape Management
 Delk Road/ I-75 Interchange Installation and Landscape Management
 South Marietta Parkway/ I-75 Interchange Installation and Landscape Management
 Sugarloaf Parkway/ I-85 Interchange Installation and Landscape Management
 Boulevard/ I-20 Interchange Installation and Landscape Management
 Turner Field/ I 75-85 Interchange Installation and Landscape Management
 17th St/ I 75-85 Interchange Installation and Landscape Management
 Peachtree Industrial Median Islands Installation and Landscape Management
 Gainesville Gateway Interchange Project Installation
 Pleasant Hill/ I-85 Interchange Installation and Landscape Management
 Steve Reynolds/ I-85 Interchange Installation and Landscape Management
 Town Center/ I-285 Interchange Installation and Landscape Management
 Skip Span Connector Installation and Landscape Management
 Cobb Parkway/ I-285 Interchange Installation and Landscape Management
 Woodward Parkway/ 400 Interchange Installation and Landscape Management
 Old Milton Parkway/ 400 Interchange Installation and Landscape Management
 Haynes Bridge/ 400 Interchange Installation and Landscape Management

Lost Contracts

- Russell Landscape engages with thousands of customers and companies every year and while our retention rate is typically above 95% annually, some are lost, often not at fault of Russell Landscape. Reasons for cancelation include but are not limited to change of management companies, properties selling to new ownership, contracts going out to bid, as well as the suspect of poor performance. Due to the fluid nature and sheer number of contracts Russell Landscape has been awarded over the past 10 years, an exact list of lost contracts cannot be provided.

"Describe your hauling facility's location and capabilities."

- Our office in Doraville, located on Pleasantdale Rd, is situated just over 1.5 miles from the Norcross city limits, and will be the main service location for the City of Norcross. The Doraville office is currently the largest office in the company (in terms of revenue) and is considered our flagship location. This facility sits on over four acres of land, and currently employs over 75 local residents. The Doraville location is also the hub for around 50 service vehicles. This office handles tens of thousands of tons of debris every year and works in conjunction with local partners to ensure that debris is handled responsibly and ethically.

"List and describe your disposal sites for solid waste and recycling facilities for recyclables and yard waste."

- In conjunction with the above Doraville facility, Russell Landscape has access to an additional three metro Atlanta locations with similar capabilities. Should issues arise for whatever unknown reason in regard to disposal, these other offices and our nearly 600 employees can handle whatever problems may present themselves. In addition to the Russell Landscape disposal capacity, Russell Landscape also partners with local mulch services to grind organic debris to be re-used in mulch beds and as organic compost.

“Describe your commitment to sustainability in your proposal including alternative methods for Single stream recyclable collection and disposal as well as methods of measurement for refuse and ESPECIALLY recyclables.”

- While Russell Landscape will not be submitting a bid to handle the household trash, paper, plastics, or cans, we consider the yard waste that we will be collecting to be recyclable material. The material collected by Russell Landscape will either be ground into organic composts and topsoils or shredded by grinder into usable mulch material. As stated above, in an effort to help the City of Norcross achieve their sustainability goals, we hope to use whatever material generated by the citizens themselves as mulch for their municipal locations.

9.2.1 – Company Principles

- At Russell Landscape, we truly believe that our inward identity to our staff, employees, and families are just as important as our outward identity that we project to the world. Russell Landscape was founded on several core values in 1987, and we have solidified our four core values, and every member of the company is expected to not just know these values, but to live by and embody them.
 - Faith & Family
 - Heart of Service
 - Integrity
 - Pursuit of Knowledge and Excellence

Russell Landscape is celebrating 35 years in business this year, and at our annual meeting, Board Member and CEO, Teddy Russell laid out Russell Landscape’s “community vision” over the next five years.

“Russell Landscape offers a true customer experience by harnessing the power of purple. Our faithful, knowledgeable, and passionate team members receive rewarding careers which they never expected, resulting in a community where relationships grow deep.”

What Teddy’s words here echo is what we all feel at Russell Landscape. It is not meant solely to be a job, but a family.

9.2.2 – Staff

- Please refer to the Executive Summary for manpower estimates, and please refer to the above biographies for management information in regard to the facilitation of this project. Russell Landscape views the award of this project with the highest importance, and we expect our staff to be heavily involved in the weekly inspections, monthly and annual reports.

9.2.3 – Resumes

- Please refer to the above biographies.

9.3.1 – Project Methodology

- Russell Landscape will only be providing pricing for section 7.1.2 of this RFP (Yard Waste Collection, and Leaf Collection). Please review the methodology outlined above.

9.3.1.1 – Transition

- Please refer to the transition plan outlined above.

9.3.1.2 – Collection Schedule

- Russell Landscape intends to continue the current schedule in place as much as possible until a determination can be made if any changes should take place for efficiency or an increased level of service to the customers. We would welcome the opportunity to discuss this with the current provider or available City staff to create the best method of routing for regular waste removal.

Additionally, Russell Landscape intends to follow the above transition schedule to make any additional adjustments necessary within the first 90 days of the contract to ensure the most efficient routing is being utilized.

9.3.1.3 – Equipment

- Russell Landscape has a large fleet of vehicles in the metro Atlanta area that may be used for this contract. Our fleet includes garbage trucks, dump trucks, leaf trucks, and dove tail trucks, among several others. Russell Landscape would be happy to provide more specific equipment information required upon award of the contract.

9.3.1.4 – City Facilities

- City facilities do not currently have any information on collected yard waste materials in this RFP. Russell Landscape will be continuing to collect and dispose of yard waste at managed facilities under our previously awarded contract. No cost for the City facilities currently being maintained by Russell Landscape will be included in this bid response in regards to yard waste.

9.3.2 – Management of Collected Materials

- Please refer to the above outlined disposal methods proposed.

9.3.2.1 – Solid Waste

- Russell Landscape will not be providing pricing on solid waste collection.

9.3.2.2 – Recyclables

- Russell Landscape will not be providing pricing on recyclable waste collection.

9.3.3 – Education

- Russell Landscape would be happy to provide a “best landscape practices” educational plan for certain seasonal topics if awarded this contract.

9.4.1 – Experience

- In addition to the above outlined references and experiences listed above, Russell Landscape is performing large scale residential green waste removal contracts for DeKalb County and for the City of Atlanta in scopes that are very similar to this RFP. Russell Landscape has removed and recycled over ten thousand tons of residential green waste annually between those two contracts. Through the experience gained from these two valued customers, we have developed a firm understanding of the operational aspects of this work, as well as the required personnel that this type of work entails.

9.4.2 – Capabilities

- The operational capacity and capability of Russell Landscape is outlined above in detail. Russell Landscape does not currently have any obligations, contractual or otherwise that would serve as a limitation to perform the work outlined in this response. Russell Landscape is capable of delivering on any scope of services. Russell Landscape will also be submitting a Bid Bond in accordance with this response.

9.4.3 – Customer Service

1. *“Describe the Service Provider's customer service philosophy and describe how it is communicated and reinforced throughout the organization.”*

- Russell Landscape has several internal slogans and mottos that specifically address the idea of overall customer service such as “...by making everything we touch better” and “Pull weeds, pick up trash, and smile!” These slogans are known by even “day one” employees through our Russell Landscape University training programs. Heart of Service is truly a core value of the company that is embraced by everyone.

2. *“Describe the Service Provider's approach to total quality management, and how your current customers benefit from your service improvements.”*

- Total quality management is often in the eye of the beholder, and Russell Landscape fully understands the perception of image and personal relationships that customers have with the staff and the company, and these cannot be overlooked. Russell Landscape employs a rigorous onboarding process designed to establish trust and credibility from day one with the goal of building long term partnerships with our customers. We want to be an extension and reflection of you and your team.
- A crucial element to this is accountability for our employees and we are true believers in clear communication and detailed reporting. The RFP outlines several reporting processes for customer satisfaction with the provided service, and Russell Landscape will incorporate these processes with our existing reports to ensure successful service delivery.

3. *"Describe the Service Provider's complaint resolution procedures."*

- Russell Landscape has several internal processes to handle complaint resolution like our SpotLight Program, but we also believe in being proactive in our approach to problems and wish to handle little issues before they become *big* issues. One such method of being proactive are the above-mentioned reporting programs, as well as heightened management oversight, inspection, and anticipation. The yard waste collection has a unique challenge in its "limitless" nature. Advanced scouting of the next days route will be crucial in handling the next day's tasks successfully.

4. *"Describe the nature of service improvement and increase in customer satisfaction that the Service Provider has been able to achieve in environments comparable to the City's in size and complexity."*

- Russell Landscape has been fortunate to cultivate deep relationships with not only individuals, but also as trusted partners and providers to commercial and municipal groups alike. Russell Landscape has numerous contracts that routinely require comparable efforts to achieve similar results that have been outlined in this RFP. Those contracts have yielded successful relationships of trusted service year over year and those relationships have been essential to the growth of Russell Landscape becoming the largest Georgia based landscape company. We encourage the City to contact our references regarding customer satisfaction, specifically the City of Atlanta and DeKalb County who both came to us having trouble with service delivery and we were able to craft programs to alleviate pressure which in turn also resulted in unsolicited compliments from the citizens and municipal leadership.

5. "Describe the methodology the Service Provider uses to handle a client's unhappy customer. How does the Service Provider regain that customer's confidence and retain their loyalty?"

- We go to great lengths to ensure successful service delivery but when dealing with people and managing mother nature, service issues are an inevitability. We are intentional in creating a culture of transparency in which if issues arise, we encourage our team to raise their hand and get the leadership team involved. Brandon Thomas, our Vice President of Customer Experience manages what we call our SpotLight program, a 90-day process in which we dive in and spotlight any breakdowns in service, adjust as necessary, and closely monitor over 30, 60, and 90 days to ensure service is restored to the Russell Landscape standard. Issues that land on the spotlight list stay on that list with regular follow ups as long as necessary to ensure customer satisfaction.

6. "Show a company organizational chart with contacts from account manager to CEO."

- Please see the company organizational chart on the last page. We refer to it as our family tree.

7. "Indicate the location of the company's headquarters and a direct contact name and number of the liaison dedicated to the city."

- Our headquarters is located in Sugar Hill at the following address.

4300 Woodward Way
Sugar Hill, GA 30518

- Eddie Murillo and Alex Espinosa will be the direct contacts dedicated to the City of Norcross. Their contact information is provided along with their biographies above.

9.4.4 – References

- Please refer to the references provided above.

9.5.1 – Primary Business

- Russell Landscape is a full-service landscape company based in the metro Atlanta area with operations in Tennessee, South Carolina, and Florida. Russell Landscape generated approximately 62 million dollars in revenue in 2022 and employs over 600 people.

9.5.2 – Records Management

- “Junk In – Junk Out” is a favorite saying of our Chief Operating Officer, Hugh Cooper. Hugh is the brain behind Russell Landscape’s internal systems, and efficient reporting of any observable metric is his passion. The leadership provided by Hugh has driven Russell Landscape to being profitable and successful year after year, and that is no coincidence. Russell Landscape keeps records on labor hour allocation, direct and indirect costs, time clock reporting, gross margin, material data sheets, and on and on. Rest assured that daily reporting will be a focus on the collection of debris removed from the City of Norcross, and Alex Espinosa already performs similar (if not identical to Green Communities) reporting for other municipalities. Customer service reporting will be given the same level of detail and follow up as the amounts of waste removed.

9.5.3 – Company History

- Please refer to the answer on the question above detailing company history, experience, and qualifications on page 5 above.

In the event conflict between any previously supplied information and the information contained in this addendum, the information shown on the last addendum will prevail

Solid Waste, Recycling, Yard Waste, and Bulk items collection and disposal services
RFP PWUP 23-11

Addendum # 4 To replace tables attached to Addendum #3 and add table 11

Table (3)

Residential Collection Services		
Type of service	Monthly Charge per Unit	Alternative Monthly Charge per Unit
• Weekly Solid waste service from 95-gallon City logoed roll-carts provided by the contractor, (Service includes Bulk items per section 7.1.1)	\$ _____	\$ _____
• Weekly Single Stream Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	\$ _____
• Weekly additional Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly unlimited curbside yard waste services	\$ <u>25,670.00</u>	N/A
• Weekly Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Backdoor * Recyclable pickup service from 95-gallon City logoed roll-carts provided by the contractor (Recyclable materials per section 7.10)	\$ _____	N/A
• Weekly additional Backdoor * Solid waste service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly additional Backdoor * Recyclable service from 95-gallon City logoed roll-carts provided by the contractor	\$ _____	N/A
• Weekly Organic/Compostable Curb-side pick-up (Describe service)	N/A	\$ _____

* Backdoor/side door service at no additional charge for up to 3% of the total unit count that cannot physically roll carts to the curb. Costs shown are for the units exceeding the 3%.

Table (4)

Commercial Front End Collection Services												
Size	1 x week		2 x week		3 x week		4 x week		5 x week		6 x week	Extra Pick up
	# Of	cost	# Of	cost	# Of	cost	# Of	cost	# Of	cost	cost	cost
2-yard	107	\$ _____	5	\$ _____	1	\$ _____		\$ _____		\$ _____	\$ _____	\$ _____
4-yard	101	\$ _____	10	\$ _____	2	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
6-yard	77	\$ _____	29	\$ _____	35	\$ _____	1	\$ _____	1	\$ _____	\$ _____	\$ _____
8-yard	140	\$ _____	99	\$ _____	56	\$ _____	8	\$ _____	23	\$ _____	\$ _____	\$ _____

Table (5)

Single Stream Front End Load Recycling							
Size	1 x week	2 x week	3 x week	4 x week	5 x week	Extra Pick up	Contamination Fees
8-yard	36 \$ ____	2 \$ ____	6 \$ ____	\$ ____	\$ ____	\$ ____	\$ ____

Table (6)

Temporary Open Top Rates					
Size	# Of containers	Monthly Rent	Haul Charge	Disposal Charge	Delivery Charge
10-yard	5	\$ ____	\$ ____	\$ ____	\$ ____
20-yard	12	\$ ____	\$ ____	\$ ____	\$ ____
30-yard	42	\$ ____	\$ ____	\$ ____	\$ ____

Table (7)

Permanent Roll Off & Compactor * Service Rates				
Size	# of containers	Monthly Rent	Haul Charge	Disposal Charge
20-yard Open Top	21 **	\$ ____	\$ ____	\$ ____
30-yard Open Top	56 ***	\$ ____	\$ ____	\$ ____
40-yard Open Top	10	\$ ____	\$ ____	\$ ____
12-yard Compactor (Skin Alley)	1	\$ ____	\$ ____	\$ ____
35-yard Compactor	4	\$ ____	\$ ____	\$ ____
40-yard Compactor	19	\$ ____	\$ ____	\$ ____
40-yard Recycle Compactor	3	\$ ____	\$ ____	\$ ____

* Contractor is fully responsible for 100% expenses associated with compactor installations

** Includes the 20-yard roll off (Glass Bottle recycling located @ 345 Lively Ave – Public Works, Utilities and Parks department.

*** Includes the 30-yard roll off (Waste dumpster located @ 345 Lively Ave – Public Works, Utilities and Parks department.

Table (8)

Unlimited yard waste curbside vacuum services (Per unit)	
Month	Monthly Charge
October (Last 2 weeks)	\$ 44,520.00
November	\$ 127,200.00
December	\$ 63,600.00
January	\$ 63,600.00
February (First 2 weeks)	\$ 44,520.00

Table (9)

Miscellaneous services	
Service	Charge
75 Event Boxes for Downtown events provided annually	\$ _____
8 – 95-gallon Carts @ Thrasher Park (Events only)	\$ _____
4 – 30-yard Roll off dumpsters (Recycling event) 2x year	\$ _____
8 – 95-gallon carts @ Rossie Brundage Park (Events only)	\$ _____

As important the fee Proposal is, it will not be the deciding factor in the selection process. Contractors interested in the leaf vacuum services can provide a separate proposal for that service.

Table (10)

Location	Construction Status	No of units	Monthly Charge
Broadstone Development (500 Thrasher Street)	C	290	\$ _____
Brunswick Development (Intersection of Holcomb Bridge Road and Buford Highway)	C	191	\$ _____
Norcross MF Development (6885 Jimmy Carter Blvd)	UC	144	\$ _____
Prose (5420 Buford Highway)	UC	280	\$ _____
Walton (Mitchell & Garner)	ID	180	\$ _____
Oasis Buford Highway near Beaver Ruin	ID	70	\$ _____

C = Complete

UC = Under Construction

ID = In design

Table (11)

Downtown Commercial with Cart Service	
119 Commercial 95-gallon Solid Waste carts	\$ _____
36 Commercial 95-gallon Solid Waste carts (Second Cart)	\$ _____
62 Commercial 95-gallon Recycling carts	\$ _____
27 Commercial 95-gallon Recycling carts (Second Cart)	\$ _____

Table (2) to replace table (2) on page 15 section 7.1.8 Service Provision for City facilities.

Facility name	Address	Container type & Size	Frequency
City Hall (2 off Wingo & 1 off Lawrenceville Street)	65 Lawrenceville Street	3 – 8-yard dumpsters	1 time / week
Police Department	132 Wingo Street	6-yard dumpster & 2 – 95-gallon carts	1 time / week
Maintenance Warehouse	345 Lively Ave	6-yard dumpster (Cardboard)	1 time / week
Public Works, Utilities & Parks Building	95 S. Peachtree Street	2-8-yard dumpster	1 time / week
The Crossing Parking Lot	10 College Street	8-yard dumpster	1 time / week
Community Center	600 Pinnacle Ct.	8-yard dumpster	1 time / week
Pinnacle Park	Off Britt Ave.	6-yard dumpster	1 time / week
Lillian Webb Park			



51 Patrick Mill Road SW, Winder GA 30680
C 770-871-6489 BMartin@republicservices.com
www.republicservices.com

March 31st, 2023

City of Norcross, GA
Attn: Matthew Zaki, Public Works, Utilities & Parks Director
Public Works, Utilities & Parks
345 Lively Ave
Norcross, GA 30071

RE: RFP# PWUP23-11 Residential & Commercial Solid Waste, Recycling, Yard Waste and Bulk Items
Collection and Disposal Services

Mr. Zaki,

We would like to thank you for the opportunity to submit a proposal for the operation and management of RFP# PWUP23-11 Residential & Commercial Solid Waste, Recycling, Yard Waste and Bulk Items Collection and Disposal Services. I am appreciative of all the time and assistance you and your staff have provided. Due to the timing and scope of work requested, we will unfortunately be submitting a **NO BID** in response to the RFP. If there are future opportunities to assist the City of Norcross with your solid waste needs, we would appreciate the opportunity to work with you again.

Respectfully,

A handwritten signature in black ink, appearing to read "Brad Martin".

Brad Martin
Municipal Services Manager – Northeast Georgia
bmartin@republic.com
770-871-6489