



APRIL 2020

# WM's Response to Support Our Communities



# Commitment to Our Customers

The COVID-19 pandemic continues to have an impact on all of us. Our commitment to *People First* is driving everything we do to keep our employees, customers and communities healthy and safe.

Here's what we are doing to help our customers:



## SERVE

We continue to provide **essential services** to customers and their communities during these challenging times.

You can continue to depend on Waste Management.



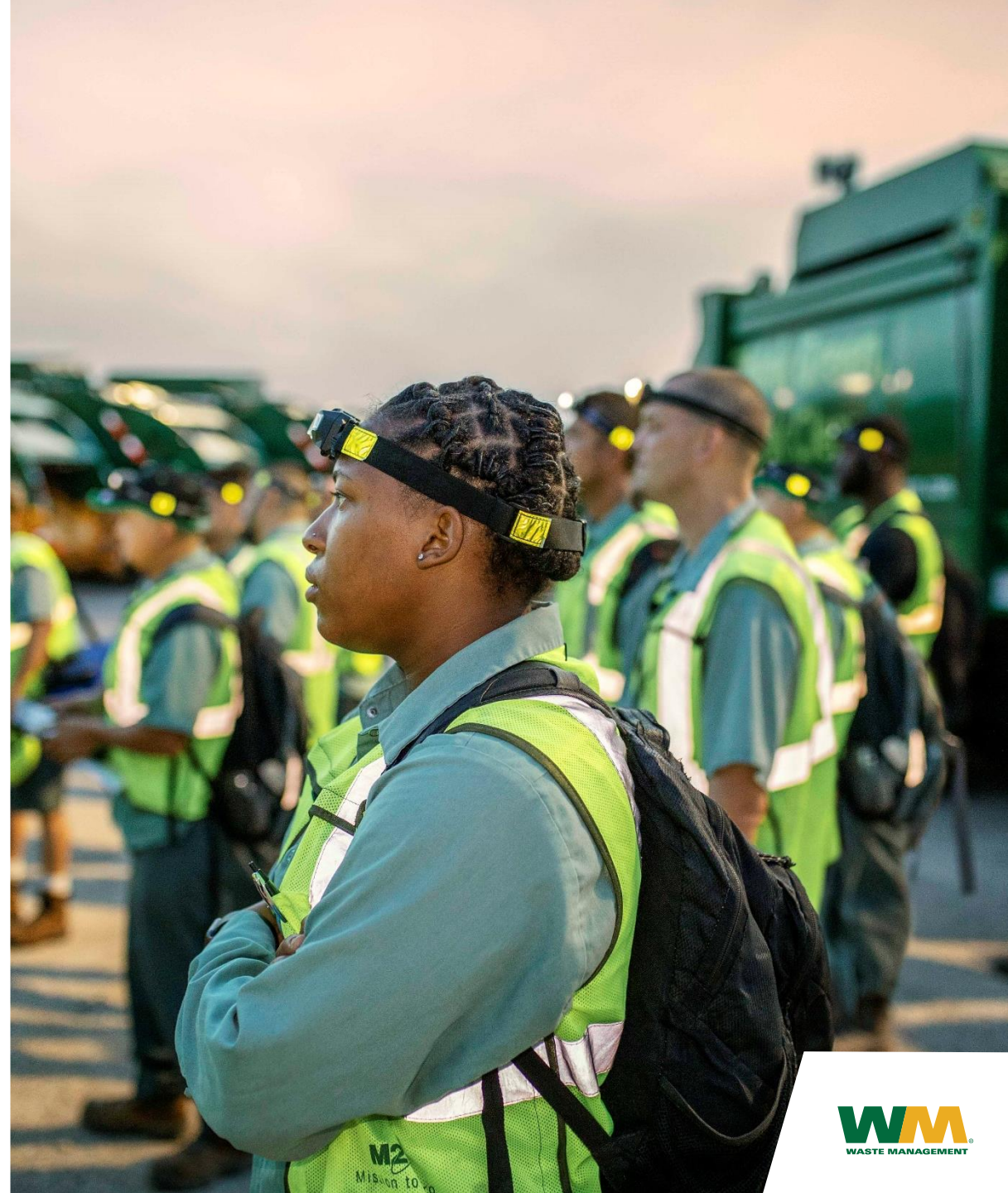
## SOLVE

We have been **agile and customer-focused**. Your needs change daily– we are working diligently to provide solutions that accommodate different needs.



## SUPPORT

We've **adapted to a changing world** and mobilized (>2000) customer support roles to work from home to protect the health and safety of our team while preserving the customer support you and your community need.



# Serving & Protecting Our Employees

Frontline employees – servicing our communities every day!

Our commitment to *people first* is driving everything we do to keep our **employees, customers and communities** healthy and safe.

- **Putting our people first commitment into practice**

- **Adhering to the latest information** from the Centers for Disease Control and Prevention (CDC), Occupational Safety & Health Administration (OSHA) and other agencies
- Developed and following a **comprehensive WM COVID-19 pandemic response plan**
- Wage and benefit **guarantees**
- Employee **access to and assistance** with childcare and eldercare

- **Prioritizing social distancing and safety**

- **Internal processes reorganized** for our drivers and MRF workers to allow for safe distancing
- **Safety** - sanitizers, masks, additional PPE for drivers and MRF workers
- Moved thousands of **office-based and customer service employees to a work from home platform** – with the technology, equipment, and training to provide continuous customer service



# Solutions Focused - Serving Our Customers

Waste Management is here, open and ready to deliver essential services!

We've maintained continuous, uninterrupted collection service yet:

- Residential trash volumes have increased at a rapid rate as people shelter in place and work from home. Volumes are expected to continue increasing.
- Local businesses are suspending, reducing, and canceling service.



## Other Service Impacts

- **Service Times** - More materials at the curb equals longer collection times and multiple trips to the landfill, transfer stations or MRFs for WM. This means collection may occur later in the day.
- **Non-essential service suspension** - WM suspended call-in curbside bulky waste collection services to focus on essential services in some areas.
- **eWelcome Packets** – WM transitioned to exclusive use of electronic Welcome Packets.
- **Franchise Fees and Utility Tax Impacts** – There is potential reduction of franchise fees and/or utility tax revenue due to commercial and industrial business closures.

# Solutions Focused – Increased Communications

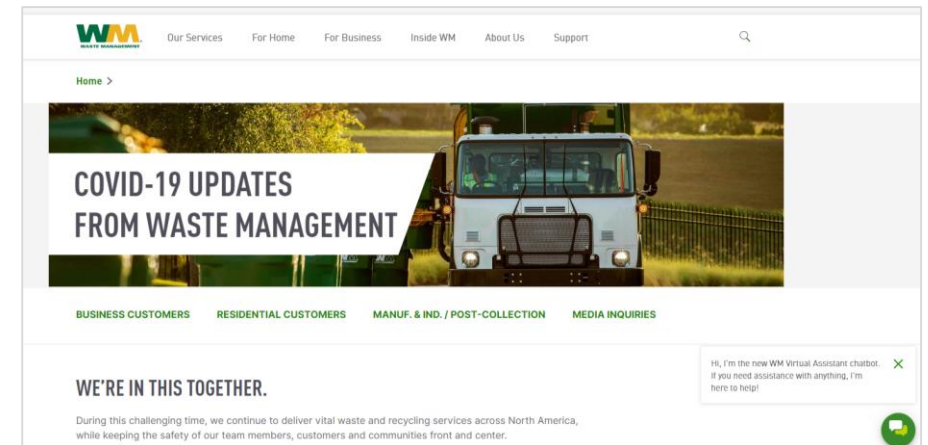
Developing and adapting our communication messages in time of need

- COVID-19 landing page on wm.com ([wm.com/covid19](https://wm.com/covid19))
- Area Service Alerts – providing daily service updates – suspensions, reinstatement of services, etc. ([WMNorthwest.com](https://WMNorthwest.com))
- COVID-19 FAQs and automated “chatbot” on wm.com 24/7
- Proactive customer emails and outbound calls
- Social media posts, web banners templates – providing municipalities turn-key tools communicate to their constituents – available as desired



## We Need Your Help to keep Residents and Businesses Informed

- Leverage your communication channels – data shows residents look to their city for reliable information during crisis
- Post waste and recycling collection updates on website – front page, waste and recycling pages and COVID-19 sections
- Use social media to post service messages
- Update frequently as the situation evolves

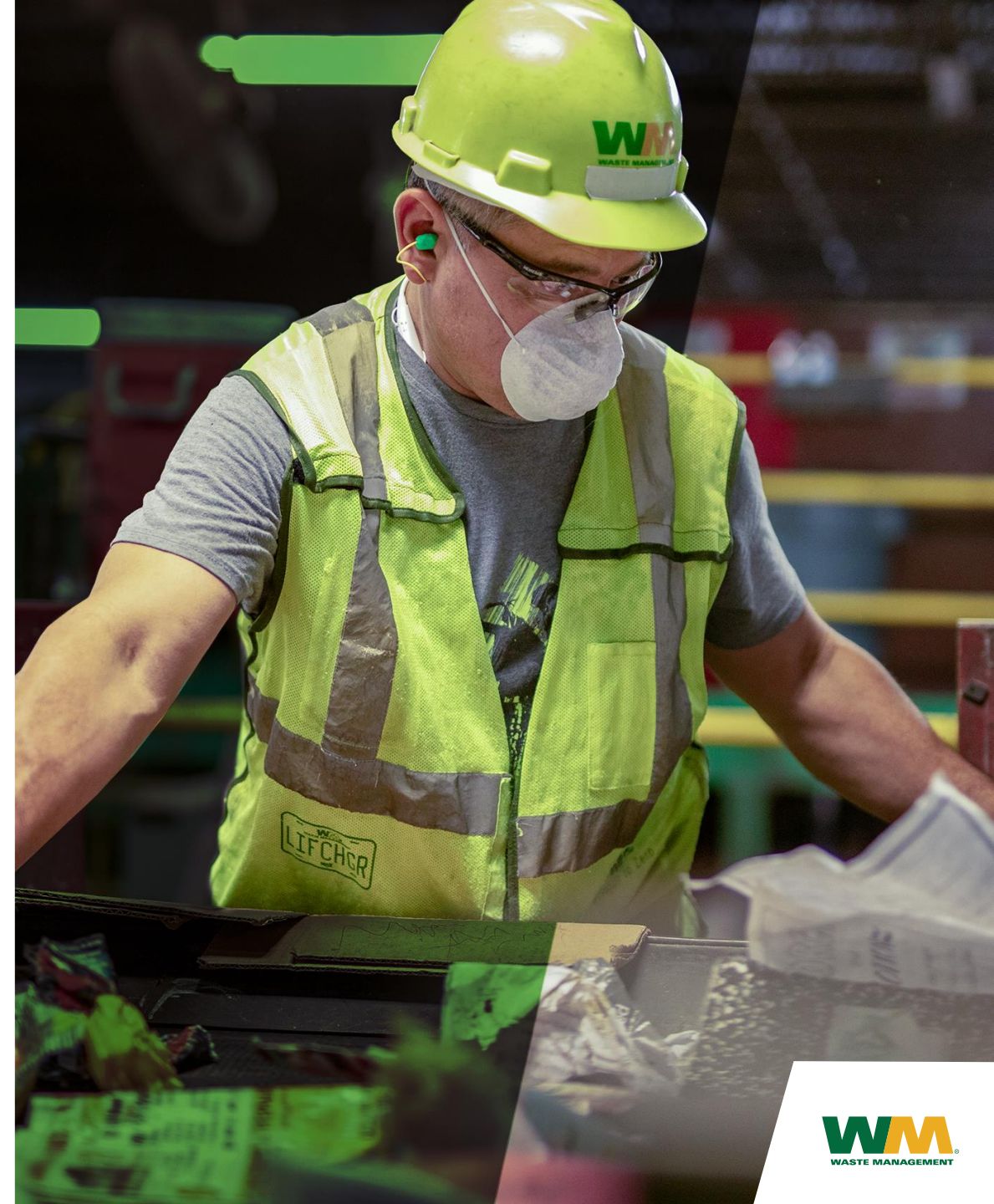


# Solutions Focused - Recycling

Sorting and processing recycling is essential too!

During this time, Waste Management remains committed to recycling. The same safety measures we took with our drivers we implemented at our recycling facilities. In fact,

- Curbside recycling has increased as families spend more time at home, and we are consuming more products and packaging.
- Recyclables play a critical role in supply chains. Mills rely on feedstock that comes from curbside programs to make new products for groceries and emergency supplies.
- Now more than ever, it's important to keep recycling and recycle right – we all need to do our part to keep recycling supply chains working.
- We are reminding customers to recycle right and not recycle face masks, plastic gloves, PPE, and disinfectant wipes with our Recycling Service Guidelines.



# Supporting the Community

## WM Million Meals Campaign

- Surpassed goal of providing one million meals to neighbors who are experiencing food insecurity during this pandemic
- WM matched every dollar, up to \$50,000, donated by employees to Feeding America and Food Banks Canada



**\$189,582 Raised**

**1,895,820 Meals Provided**

ON BEHALF OF THE WM FAMILY.

## Local Community Support

- Supporting local businesses in the communities we serve by purchasing meals to help fuel our front line employees



# Next Steps – Working Together

## Our Commitment to Each Other

- Remain agile to continue to serve the needs of the community
- Continue to send end-of-day or weekly reports on operational status and other COVID-19 updates
- Update resident FAQs and city-specific service alert pages, as needed
- Stay engaged and meet regularly in a preferred virtual environment
- Support local chambers and community organizations in their business and community recovery initiatives
- Develop innovative and virtual outreach methods that meet social distancing standards while also promoting recycling and waste prevention education
- Leverage social media and other communication platforms to highlight key educational messages during this time





A photograph of a Waste Management truck driver in a white cab and high-visibility vest waving from the driver's seat. Two young children are standing in the driveway, waving their hands towards the truck. The truck is white with a green body and has the 'WM WASTE MANAGEMENT' logo on the side. The scene is set in a residential neighborhood with houses and a driveway.

THANK YOU & STAY SAFE!