



APRIL 2020

Waste Management Alabama East

WM's Response to Support City of Dadeville



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.



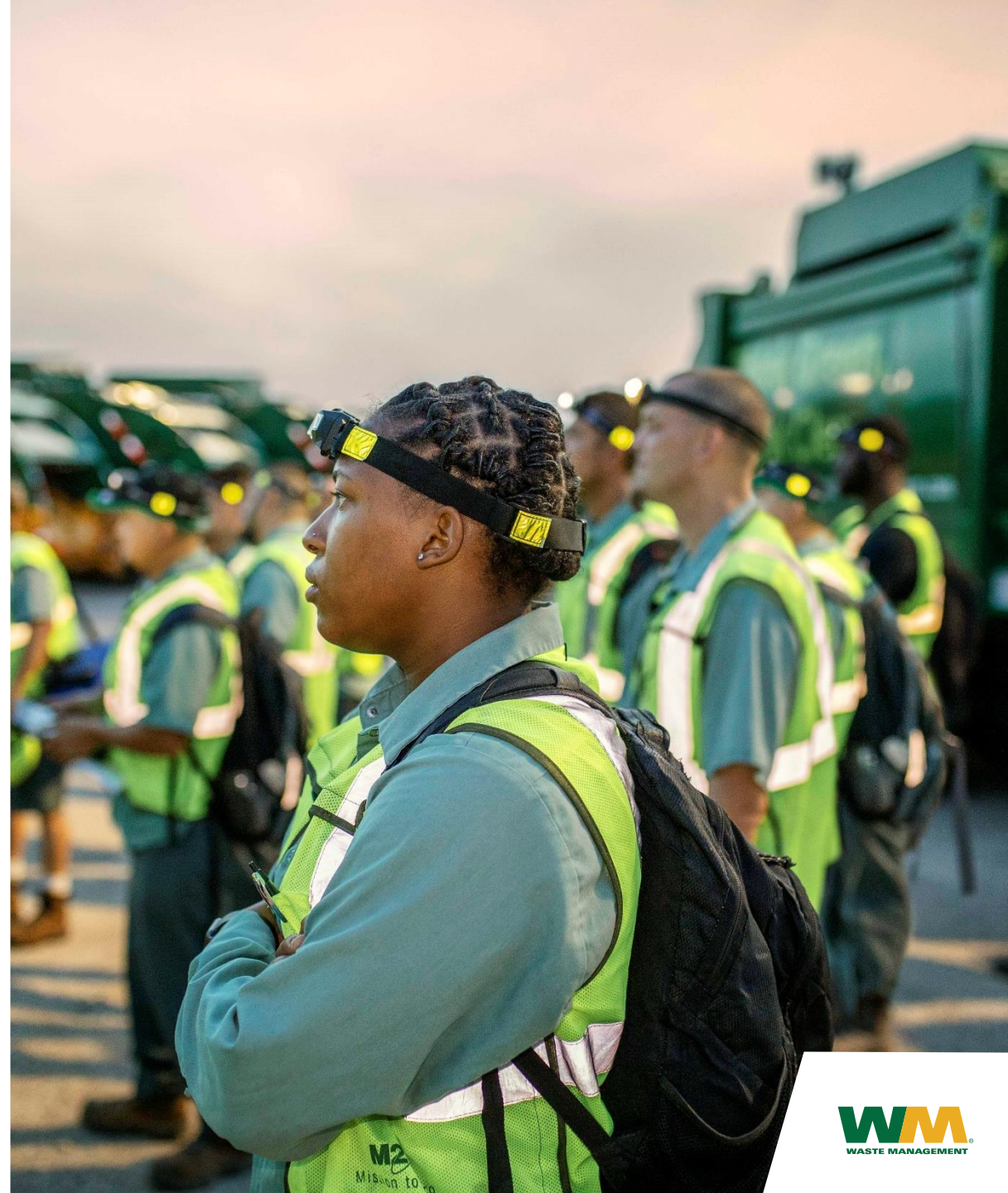
SOLVE

Your needs change daily— we are working diligently to provide solutions. We continue to service customers even in communities that have shelter in place/stay in home orders.



SUPPORT

We've mobilized 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!

Protecting our frontline employees while they are providing essential services:

- 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
 - Wage and benefit guarantees
 - Access to and assistance with childcare and eldercare
- Prioritizing social distancing
 - Internal processes reorganized for our drivers, operators and laborers.
 - Safety - sanitizers, masks, additional PPE for drivers and MRF workers
 - Provided remote work options



Serving Our Customers

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.



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 services to focus on essential services in some areas.
- **Proactive Outbound Calls** – WM is right-sizing commercial customers to re-balance routes.

Solutions Focused on Service

We are delivering service and support – today and always.



Delivering Essential Services

- Waste Management is here, open and ready to deliver essential services
- Services were suspended in some areas to ensure we had the appropriate resources for essential services
- Waste Management developed and is following a comprehensive COVID-19 pandemic response plan



Agile & Customer Focused

- In these uncertain times, you can depend on our vast network of resources
- Moved thousands of office-based employees to a work from home platform – with the technology, equipment, and training to provide continuous customer service
- Temporarily suspended collection calls and service cut-offs
- Proactively reaching out to customers to reduce or increase service in impacted industries



Adapting to a Changing World

- Call Centers fully operational with a work-from-home option (>2,000 team members)
 - Established platform technology and network capabilities, including chat, chatbot, and email
 - Developed remote work guidelines and training
- Additional self-service investments accelerated for customer ease
- Outbound calls to right-size commercial customers to re-balance routes

Solutions Focused on Communications

Developing Real-time Communication in Times of Need

- COVID-19 landing page on wm.com (wm.com/covid19)
- Area Service Alerts – providing daily service updates – suspensions, reinstatement of services, etc. (wm.com/alerts)
- 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
- Schedule city outbound calls with key service messages
- Use social media to post service messages
- Update frequently as the situation evolves

WHAT CAN YOU DO TO SUPPORT THE RECYCLING INDUSTRY

Recycling is being considered an essential service during this crisis. The materials you recycle at home, especially cardboard, are vital feedstocks for new materials that manufacturers desperately need. Paper mills rely on fiber for the manufacturing of boxes for grocery and home delivery, and tissue and paper towels. Doing your part to recycle right is more important now than ever.

1. Break down cardboard boxes and, if needed, cut them up to fit in your recycling cart.
2. Empty your bottles and cans before recycling. Leave the caps on your bottles.
3. Now is a great time to use your extra time at home to set up your recycling systems for success and download tools to help you Recycle Right. Visit wm.com/recyclelight to learn more.
4. Follow these tips to Recycle Right and reduce waste.



Recycle clean bottles, cans, paper and cardboard.



Keep food and liquids out of your recycling



No loose plastic bags and no bagged recyclables.

**PLEASE
REMEMBER
TO BAG
YOUR TRASH**



With so many people working and sheltering at home, our residential trash collection crews are seeing a significant increase in the amount of trash we're collecting. To help our crews collect your trash as safely and efficiently as possible, we ask that residents place all household trash in bags, and seal those bags, before setting them at the curb for collection.

REMINDER: latex gloves go in the trash – NOT in your recycling container.

Thank you for your patience and understanding.

**SERVICE
TEMPORARILY
SUSPENDED**



Waste Management is focused on the collection and disposal of trash and recycling, which are essential services for the health and safety of our communities.

To ensure continuity of these essential services, we have temporarily suspended the collection of some non-essential services until further notice.

Thank you for your patience and understanding.



BULK WASTE



YARD WASTE



CONSTRUCTION DEBRIS

Check wm.com/alerts for the latest service updates.

The screenshot shows the Waste Management website's home page. At the top, there is a navigation bar with links for 'Our Services', 'For Home', 'For Business', 'Inside WM', 'About Us', and 'Support'. Below the navigation bar is a large banner image of a white waste truck with the text 'COVID-19 UPDATES FROM WASTE MANAGEMENT'. Underneath the banner are four categories: 'BUSINESS CUSTOMERS', 'RESIDENTIAL CUSTOMERS', 'MANUF. & IND. / POST-COLLECTION', and 'MEDIA INQUIRIES'. At the bottom of the page, there is a section titled 'WE'RE IN THIS TOGETHER.' with a message about continuing to deliver vital waste and recycling services. A chatbot window is visible in the bottom right corner, stating 'Hi, I'm the new WM Virtual Assistant chatbot. If you need assistance with anything, I'm here to help!'.

Supporting Recycling

It's now more important than ever to "Recycle Right."

Curbside recycling has increased as families spend more time at home, and we are consuming more products and packaging.

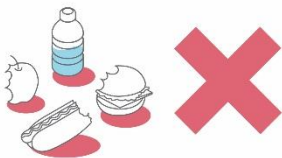
Recyclables play a critical role in supply chains. Mills rely on feedstock that comes from curbside programs to make new products for groceries and emergency supplies.

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.

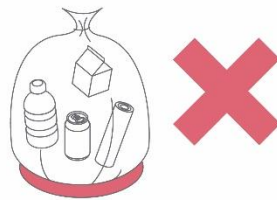
We are reminding customers to recycle right and not recycle face masks, plastic gloves, PPE, and disinfectant wipes with our Recycling Service Guidelines.



Recycle clean bottles, cans, paper, and cardboard.



Keep food and liquid out of your recycling.



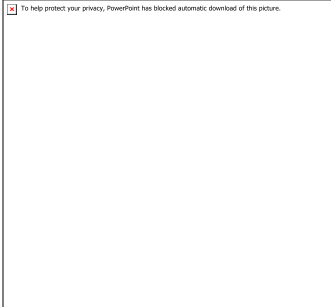
No loose plastic bags and no bagged recyclables.



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



Next Steps – Working Together

Our commitment to each other

- Stay engaged and meet regularly in a preferred virtual environment and to provide COVID-19 updates
- Remain agile to continue to serve the needs of the community
- My commitment to the City of Dadeville is to continue to provide support and the best customer service possible.
 - 205-281-2147
 - mmitchel2@wm.com

Increasing our ability to plan and communicate

- Addresses, emails, etc. from single billed customers allow us to provide proactive customer service and communicate



COVID-19 Service Communications

WASTE MANAGEMENT RESIDENTIAL CALL CENTER OPEN

Waste Management has successfully transitioned its call center to a work-at-home environment and agents can now assist you. You may experience longer wait times due to higher than usual call volume.

NOTE: The time of day we pick up your carts may differ from the time you are used to. If possible, please have your carts out ready to be serviced the night before your pickup day.

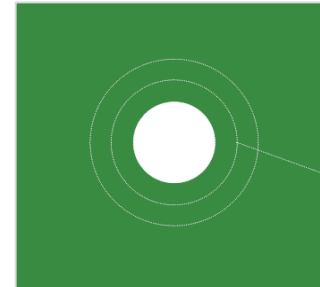
Thank you for your patience.



REMINDER- ALL TRASH AND RECYCLING MUST GO IN THE CARTS



All trash must be bagged and fit inside your cart with the lid closed. All recyclable materials must also fit inside your recycling cart with the lid closed. Flatten cardboard boxes so they fit inside your cart. Thank you!



Dear Valued Waste Management Customer:

Your cart was overloaded and unsafe to service.



All trash must fit inside the cart with the lid closed. Any materials left outside the cart will not be collected. Please remove excess items from your cart, and we will service it on your next scheduled collection day.

Thank you!



WASTE MANAGEMENT SERVICE GUIDELINES

Because of the Coronavirus (COVID-19) pandemic and Federal and State Emergency Declarations, more of us are staying home and practicing social distancing. Households are generating more waste than ever. Waste Management continues to focus our efforts on the collection of trash and recycling, which are essential health and safety services in our communities. We'd like to remind you of important service guidelines and recycling and waste reduction tips to keep your neighborhood healthy, clean and safe during this difficult time.

WHAT YOU CAN DO TO SUPPORT YOUR WM DRIVERS

1. All trash must be bagged and fit inside the cart with the lid firmly closed.
2. Place your cart at least 3 feet away from all objects including your second cart, mailbox, car or trees. The lid opening should face the street with the wheels of the cart toward your house.
3. There are more cars on residential streets during the day. Please help us service your house by keeping carts away from parked vehicles. Our collection trucks need clear access to service your carts.
4. Please have carts at the curb by 6:30 am on your collection day.
5. Household hazardous wastes, batteries, chemicals and electronics are NOT ACCEPTED in your curbside containers. Contact your City or County for proper disposal.
6. Plastic disposable gloves, face masks, disinfectant wipes, and any other Personal Protective Equipment (PPE) should be properly disposed as trash.

WHAT YOU CAN DO TO SUPPORT THE RECYCLING INDUSTRY

Recycling is being considered an essential service during this crisis. The materials you recycle at home, especially cardboard, are vital feedstocks for new materials that manufacturers desperately need. Paper mills rely on fiber for the manufacturing of boxes for grocery and home delivery, and tissue and paper towels. Doing your part to recycle right is more important now than ever.

1. Break down cardboard boxes and, if needed, cut them up to fit in your recycling cart.
2. Empty your bottles and cans before recycling. Leave the caps on your bottles.
3. Now is a great time to use your extra time at home to set up your recycling systems for success and download tools to help you Recycle Right. Visit wm.com/recycleight to learn more.
4. Plastic disposable gloves, face masks, disinfectant wipes, and any other Personal Protective Equipment (PPE) must go in the trash – not your recycling container.
5. Follow these tips to Recycle Right and reduce waste.



Recycle clean bottles, cans, paper and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.



Freeze food to make your supplies last longer and reduce food waste.



Cut out paper towels and utilize the sanitizing cycle on your washer for dish towels & rags.



Store leftover foods in reusable containers instead of single use plastic bags or Polystyrene foam containers.



WASTE MANAGEMENT BUSINESS CUSTOMERS

During these challenging times, if you need to modify your current service frequency due to COVID-19 impacts, please call (800) 824-8472.

Thank you and stay safe.



NEVER PUT HOUSEHOLD HAZARDOUS WASTE IN YOUR CURBSIDE GARBAGE OR RECYCLING CONTAINER.

Household hazardous materials like paint, motor oil, electronics, rechargeable batteries and propane tanks NEVER go in your curbside garbage or recycling. Contact your County or City for the nearest, safe drop-off location.



PLEASE REMEMBER TO BAG YOUR TRASH

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REMINDER: latex gloves go in the trash – NOT in your recycling container. Thank you for your patience and understanding.



TRASH REMINDER – LIMIT TRASH OUTSIDE YOUR CART

Only two (2) cubic yards* of extra trash will be collected outside your 96 gallon cart. Unless you are disposing of small furniture, extra trash must be in a container, securely bagged, or bundled. Any extra trash item must weigh less than 45 lbs and be cut to less than 4 feet. Thank you!



*2 cubic yards is an area about 6 feet long by 2 feet wide and 3 feet high.



A photograph of a Waste Management truck driver in a white cab and high-visibility vest waving from the driver's window. Two children, a boy in a blue hoodie and a girl in a striped shirt, are standing in a driveway waving back at the driver. 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!