

# THE TOWNS OF WAREHAM AND CARVER, MA

Request for Proposals  
Curbside Collection of Refuse and Recyclables

August 20, 2020, at 3:00 p.m.

SUBMITTED BY

Waste Management of Massachusetts, Inc.

Experience that Counts

CONTACT

Heather Louro,  
Public Sector Sales Representative  
(508) 962-9825  
HLouro@wm.com

**NON-PRICE PROPOSAL**



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**WASTE MANAGEMENT**

Waste Management of Massachusetts, Inc.  
100 Hill St.  
Norton, MA 02766-3328

August 20, 2020

The Towns of Wareham and Carver  
50 Marion Road  
Wareham, MA 02571

Attn: Derek Sullivan, Town Administrator

Dear Mr. Sullivan:

Waste Management of Massachusetts, Inc. (Waste Management) is pleased to present the following response to the Towns of Wareham and Carver (the Towns) Request for Proposals for Curbside Collection of Refuse and Recyclables. Waste Management works with customers of all sizes across North America, and we use this vast experience to set a higher standard for our services and drive continuous improvement in our operations. With Waste Management as your partner, you can expect:



**The best value for Wareham and Carver:** When choosing a provider for your needs, value is more than just the bottom line. Value is about what you get for the money you pay. With Waste Management, you will receive best-in-class service from an experienced team that is laser-focused on delivering quality, on-time, reliable service at the best price possible.



**A partner that does things the right way, every day:** Waste, recycling, and organics collection are highly regulated operations with the potential for significant adverse environmental impacts if not handled properly. As a leader in environmental solutions, we give you peace of mind that your materials will be managed in full compliance with all regulations.



**As the largest, most financially stable environmental solutions provider in North America,** we have the ability to finance operational improvements, equipment, facility upgrades, and container purchases. We do not have to rely on the timelines and terms of third-party creditors. Our resources also give us the ability to provide gold-standard insurance to protect our partners.



**Dedication to your goals because your priorities are our priority:** If selected as your service provider, Waste Management will make your program goals our priority. We take pride in being a truly collaborative partner that works with our customers to understand their priorities and structure our operations to help you achieve your goals.

Thank you for the opportunity to participate in your selection of an environmental services partner. We are eager to earn your business. Our team is dedicated to going above and beyond to deliver best-in-class service for the District. Please do not hesitate to contact me with any questions.

Sincerely,

Heather Louro, Public Sector Sales Representative  
(508) 962-9825, HLouro@wm.com



# Delegation of Authority



## CERTIFICATE OF AUTHORITY

### WASTE MANAGEMENT OF MASSACHUSETTS, INC.

I, Gail M. Lynch, Assistant Secretary of Waste Management of Massachusetts, Inc., a Massachusetts corporation (the "Corporation"), do hereby certify that the following resolution was adopted by the Board of Directors of the Corporation and that such resolution has not been amended, modified or rescinded and is in full force and effect as of the date hereof:

**Resolved**, that Heather Louro, Public Sector Services Representative, of the Corporation, is hereby authorized, following compliance with appropriate corporate policies and procedures, to prepare, execute and submit, on behalf of the Corporation, bid proposals ("Bids"), and to execute and deliver on behalf of the Corporation any and all documents required to be submitted by the Corporation in connection with the Town of Carver, Massachusetts - Request for Proposals - Curbside Collection of Refuse and Recyclables for the Towns of Wareham and Carver, Massachusetts) (the "Towns of Wareham and Carver Bid"), for the period beginning April 1, 2021 and ending on March 31, 2026, and is hereby further authorized to execute and deliver on behalf of the Corporation any contracts and bonds with respect to the Towns of Wareham and Carver Bid.

Dated this 11<sup>th</sup> day of August 2020



WASTE MANAGEMENT OF MASSACHUSETTS, INC.

A handwritten signature in black ink that reads "Gail M. Lynch". The signature is written in a cursive style and is positioned above a horizontal line.

Gail M. Lynch, Assistant Secretary





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Dated this 11<sup>th</sup> day of August 2020



WASTE MANAGEMENT OF MASSACHUSETTS, INC.

Gail M. Lynch, Assistant Secretary



## Addenda Acknowledgment

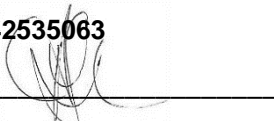
Please note any exceptions on separate contractor letterhead.

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF

Addendum 1, via email 8/6/2020

Addendum #2, via email 8/17/2020

\*To be filled in by applicant if addenda are issued.

APPLICANT	<b>Waste Management of Massachusetts, Inc.</b>
ADDRESS	<b>100 Hill St., Norton, MA 02766-3328</b>
COUNTY	<b>Bristol</b>
PHONE	<b>(508) 962-9825</b>
FAX	<b>N/A</b>
Date Offered	<b>August 20, 2020</b>
STATE OF INCORPORATION	<b>01/14/1974</b>
TAX I.D. NUMBER	<b>042535063</b>
AUTHORIZED SIGNATURE	
Printed Name and Title	Heather Louro, Public Sector Sales Representative



## Affirmative Action Survey

Government agencies require periodic reports on the gender and ethnicity of vendors and/or contractors. Please complete information as it pertains to the principal of the company/corporation.

CHECK ONE:      MALE  
                   FEMALE  
                   SOMBA CERTIFIED

ENTER THE CODE NUMBER (see below) WHICH APPLIES:

1. White-origins in any of the original people in Europe, North Africa, or the Middle East
2. Black-origins in any of the Black racial groups of Africa
3. Hispanic-Spanish origins in Mexican, Puerto Rico, Cuba, Central or South America
4. Asian/Pacific Islander-origins in any of the original people of the Far East, Southeast Asia, Indian Subcontinent, or the Pacific Island
5. Native American-origins in any of the original peoples of North American who maintain cultural identification through tribal affiliations or community recognition
6. Cape Verdean-origins in the Cape Verde Islands

CHECK IF ANY OF THE FOLLOWING ARE APPLICABLE: **N/A**

VIETNAM ERA VETERAN  
 DISABLED VETERAN  
 DISABLED INDIVIDUAL





In depth information about the Leadership Team at Waste Management can be found at [www.wm.com/us/en/inside-wm/leadership](http://www.wm.com/us/en/inside-wm/leadership)

## Affirmative Action

As an Equal Opportunity Employer, Waste Management is committed to an environment free from discrimination. As such, employment decisions are made by placing the most qualified person in each job without regard to race, color, sex, pregnancy, sexual orientation, gender identity, religion, marital status, age, national origin, disability, genetic information, veteran status, citizen status or other protected group status as defined by federal, state or local laws. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, demotion, transfer, recall, recruitment, recruitment advertising, lay-off or termination, rate of pay or other forms of compensation, and selection for training. We also have in place annual Affirmative Action plans to analyze and monitor the workforce composition. Each employee receives a copy of Waste Management's Equal Employment Opportunity Policy annually, which is provided on the following page for reference. If awarded this Agreement, we will adopt the Towns of Wareham and Carver's Equal Employment Opportunity policy as a supplement to our own internal Policy for all our Wareham and Carver operations.



### WASTE MANAGEMENT EQUAL EMPLOYMENT POLICY

It is the policy of Waste Management to afford equal opportunity for employment to all individuals regardless of race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, disability or veteran status.

As part of this policy, Waste Management will (1) recruit, hire, promote and train all applicants and employees in all job titles without regard to their race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, disability or veteran status; (2) ensure that all personnel actions, such as compensation, benefits, transfers, layoffs, return from layoffs, company-sponsored training, education, tuition assistance, and social and recreational programs will be administered without regard to race, color, religion, sex, national origin, age, disability or veteran status; and (3) ensure that promotion decisions are in accord with principles of equal employment opportunities by imposing only valid requirements for promotional opportunities.

Waste Management will not discharge or in any other manner discriminate against employees of applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by Waste Management, or (c) consistent with Waste Management's legal duty to furnish information.

Waste Management has developed an Affirmative Action Plan to support its commitment to the principle of equal employment opportunity. This Plan describes the policies and procedures used in Waste Management's operations to carry out its commitment. The Director of Ethics and EEO Compliance, with support of HR managers, will establish and monitor the implementation of personnel policies to guide Waste Management in pursuing equal employment opportunity and affirmative action for its employees as EEO Administrator.

Waste Management is committed to take action to ensure nondiscrimination. The cooperation and commitment of every employee is necessary in achieving effective and meaningful employment opportunity equal in every respect for all employees. Equal employment opportunity is the law and a sound and just policy to which Waste Management is firmly committed.

The successful achievement of a non-discriminatory employment program requires maximum cooperation between all employees. In fulfilling its part of this cooperative effort, management is committed to leading the way by establishing and implementing affirmative action procedures and practices that will ensure our objective of equitable employment opportunity for all.





# TABLE OF CONTENTS

Delegation of Authority .....	ii
Addenda Acknowledgment .....	iv
Affirmative Action Survey .....	v
<b>1   EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>2   THE TOWNS OF WAREHAM AND CARVER.....</b>	<b>5</b>
Statement of Work.....	5
The Towns' Routes to Innovation with Automated Collection.....	9
Wareham and Carver's Service Team.....	14
<b>3   SCHEDULE OF IMPLEMENTATION .....</b>	<b>17</b>
<b>4   WASTE MANAGEMENT QUALIFICATIONS.....</b>	<b>25</b>
Local References.....	26
Our Company Profile.....	27
Our Financial Strength.....	29
<b>5   SAFETY, TECHNOLOGY, AND CUSTOMER SERVICE .....</b>	<b>35</b>
<b>6   AN UPDATE ON RECYCLING .....</b>	<b>43</b>
Proactive Public Education Specific to Your Towns.....	45
<b>7   CONTRACTUAL CONSIDERATIONS.....</b>	<b>51</b>
Clarifications/Exceptions .....	51
<b>8   ALTERNATIVE PROPOSALS.....</b>	<b>53</b>
<b>CONCLUSION .....</b>	<b>59</b>

**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.*

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# 1 | EXECUTIVE SUMMARY




## Doing the Right Thing, the Right Way

### Your Priorities are Our Priority


When partnering with Waste Management, you get more than just a driver and a truck, you will receive a proactive partner with best-in-class, proven, and reliable solutions to help you achieve your environmental and community goals for both Wareham and Carver’s solid waste programs. The following outline shows how we are prepared to not only meet your expectations but exceed them, to prove ourselves as a “highly advantageous” partner for the Towns.

Town and Community Priorities for Your Service Provider	Why Waste Management is the Best Partner for the Towns of Wareham and Carver
 <p><b>Experience</b></p>	<p>Waste Management has proudly served municipal, residential, and commercial customers throughout Massachusetts for the last 45 years and our financial strength is the best in the industry. Our experience far exceeds the Towns’ requirements of five years of satisfactory curbside collection of municipal solid waste and recyclable material for three or more cities and/or towns in the Commonwealth of Massachusetts similar in size to Wareham and Carver. We can also demonstrate our solid financial standing.</p> <p><i>For more information on our experience and financial strength, please see Sections 2, 3, and 4 of our proposal.</i></p>
 <p><b>Automated Municipal Hauler Related Experience</b></p>	<p>In our list of references, we have provided contacts for 12 communities where we currently provide automated municipal curbside collection for solid waste and recycling, far exceeding the Town’s “highly advantageous” specification for three or more cities or towns in the Commonwealth of Massachusetts similar in size to the Towns over the last two years.</p> <p><i>For more information on our automated collection partner communities, please see Section 4 of our proposal.</i></p>



Town and Community Priorities for Your Service Provider	Why Waste Management is the Best Partner for the Towns of Wareham and Carver
 <p><b>Equipment, and Schedules</b></p>	<p>We are pleased to offer the Town only the best in automated solid waste collection vehicles and equipment. We will provide new, CNG-fueled trucks for waste and recycling collection in Wareham and Carver and will partner with one of our tested and proven best-in-class cart fabricators to provide new carts for each residential unit. We will procure and implement the Town’s vehicle and carts in a timely manner that is consistent with the schedule of implementation. Our commitment to vehicle and equipment quality and to providing a schedule tailored to the Town’s needs, exceeds your preferences for 50 percent of the collection vehicles assigned to the Towns to be less than two years old, and in excellent operating condition to service the needs of both Towns and for a partner that will comply with the scheduling requirements of the proposed contract terms.</p> <p><i>For more information on the benefits of our state-of-the-art CNG collection vehicles, industry-leading carts with 10-year warranties, and your tried, tested, and proven implementation plan, please see Sections 2, 3, 4, and 5 of our proposal.</i></p>
 <p><b>References</b></p>	<p>We have provided 12 strong references for partner communities that will attest to our history of excellent customer relations and customer satisfaction.</p> <p><i>To learn firsthand about our excellent record of service with communities throughout Massachusetts, please see Section 4 of our proposal.</i></p>
 <p><b>Exceptions to Contract Specifications</b></p>	<p>As we noted in the introduction to our requested clarifications and exceptions to the Draft Agreement, Waste Management strives to be transparent in our proposals. We understand it is difficult for the Town when contractors attempt to negotiate new terms after an award is made. That is not how we do business. At the same time, we feel a balanced contract will benefit both parties over the term of the Agreement. The clarifications and exceptions provided for your review and consideration are only those that we consider to be essential for a successful program.</p> <p><i>For more information on our requested clarifications and exceptions, please see Section 7 of our proposal.</i></p>
 <p><b>Quality Assurance</b></p>	<p>With your agreement, we will be ready to provide service starting on April 1, 2021 for automated collections in Wareham and Carver.</p> <p><i>For more information the specific procedures we utilize to confirm that high-quality service is provided throughout the transition and implementation, please see Sections 2, 3, 4, 5, and 6 of our proposal.</i></p>



Town and Community Priorities for Your Service Provider	Why Waste Management is the Best Partner for the Towns of Wareham and Carver
 <p><b>Alternative Considerations for Benefit of the Towns</b></p>	<p>We have demonstrated our ability to provide additional alternative service offerings in Section 8. These services have proven highly advantageous to other Towns and are in addition to those required by this RFP. Use of CNG trucks will provide visible evidence of the Towns' commitment to sustainability.</p> <p><i>For more information please see Sections 2 and 8 of our proposal.</i></p>



### WM COMMITMENTS 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.





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## 2 | THE TOWNS OF WAREHAM AND CARVER

### A Seamless Implementation with a Trusted Partner

#### Statement of Work

Waste Management recognizes that Wareham (8,200 households) and Carver (3,200 households) are seeking a service partner for a five (5) year term beginning April 1, 2021 and ending March 31, 2026, with two possible annual renewals. The Towns are evaluating the following options and we are prepared to be your partner regardless of which services you select.

Towns' Options	Waste Management Proposal
Weekly curbside collection of solid waste (automated or semi-automated) from residential subscribers and transportation to disposal facility	Weekly automated containerized curbside collection from either or both Wareham and Carver residents to the SEMASS Disposal Facility.
Bi-weekly curbside collection of single stream recyclables (automated or semi-automated) from residential subscribers, and transportation and processing	Bi-weekly automated containerized curbside collection transportation and processing of single stream recyclables from either or both Wareham and Carver residents to the Waste Management owned and operated Recycle America Processing facility in Avon, MA.
Collection, transportation and disposal/processing of solid waste and recyclables from Town Facilities and possibly Schools (Wareham).	All services are available to the Towns' schools and facilities for consideration. Dumpsters will be provided where requested. Special consideration will be given to collection times where requested.

Additional alternatives and services are also offered for your review within this proposal.

Collections will occur between 7 a.m. and 5 p.m.; routes will be optimized; and five (5) route maps and/or route street listings will be presented to the Towns six weeks before service begins. Waste Management will provide, distribute, maintain, and replace 65-gallon carts for trash and 96-gallon carts for recycling for automated collection of refuse and recyclables. Services will be available for all residential subscribers, including eligible multi-families, housing authority facilities, and possibly schools. The 65- and 96-gallon collection carts will become the property of the Town(s) at the end of the contract period. Our wheeled



containers will have hinged lids with Town seals and different color lids for easy recognition and will be delivered one week before the start date of the contract.

We will make every effort to collect from Cromesett, Onset, Swift's Beach, Briarwood Beach, Parkwood Beach, and Pinehurst Beach on Mondays. Final discussions will result following route optimization pending award.

We recognize the requirements for the following Town facilities and their requested services.

Wareham Service Locations		
Wareham EMS	2-yd.	every other week
Wareham Fields & Grounds	8-yd.	2 times per week
Multi Service Center	6-yd. / trash	weekly
	4-yd. / recycle	every other week
Wareham Middle School	compactor (compactor also required)	every 2 months
Wareham High School	compactor (compactor also required)	
	8-yd. / recycle	weekly
	(8) 96-gal.	every other week
John Decas School	10-yd. / trash	2 times per week
	4-yd. / recycle	every other week
	96-gal. recycle	every other week
Wareham Town Hall	6-yd. / trash	weekly
	96-gal. / recycle	every other week
Wareham Police Station	6-yd. / trash	weekly
	96-gal. / recycle	every other week
Wareham Library	8-yd. / trash	weekly
	96-gal. / recycle	every other week
Wareham Recycling Center	30-yd. roll offs	
	(2) 10-yd. / recycle	2 times per week
	Toter pick up	weekly
Wareham Middle School	2-yd. / trash	weekly
	8-yd. / recycle	weekly
School Transport	2-yd. / trash	weekly

Carver Service Locations		
School Transportation Building	4-yd.	weekly
Carver Fire Station	6-yd.	every other week
Carver High School	10-yd. / recycle	weekly
	6-yd.	5 times per week
	4-yd. / trash	5 times per week
DPW	8-yd.	weekly



Carver Service Locations		
Elementary School	6-yd. / trash	5 times per week
	4-yd. / trash	5 times per week
School Administration Building	4-yd. / trash	weekly
Town Hall	6-yd. / trash	weekly
Atwood House	6-yd. / trash	weekly

To fulfill these and your residential services, Waste Management will use the following equipment.

### Waste Management Carts

Waste Management will partner with one of our industry-leading cart suppliers for the delivery of new carts in Wareham and Carver. Our hand-picked suppliers have served the solid waste and recycling industry for decades and all cart quality and workmanship are backed by 10-year warranties.

Primary features and benefits of Waste Management-supplied carts include:

- **Product Quality.** Carts are produced using an injection molding process that allows for exact precision and product uniformity.
- **Warranty.** All items will be delivered free from defects in material or workmanship. Waste Management will replace any defective carts and/or parts during the warranty period.
- **Distribution.** Waste Management will procure and manage the initial distribution of the carts, providing an on-site supervisor-level project manager acting as the first point of contact.
- **Durability.** Our carts are UV-stabilized and designed for optimal compatibility and functionality with both semi- and fully-automated lifter systems.
- **Minimal Assembly.** Our carts are quick and simple to assemble - requiring no tools.
- **Customer Convenience.** Our carts are easy to handle and provide an excellent balance between stability and maneuverability.
- **Customizable Design Options.** Carts are available in many standard color options with hot stamping and large in-mold labels to display key program instructions.
- **Recyclability.** High Density Polyethylene (HDPE) resin makes our supplied carts 100 percent recyclable.

### Sample Waste Management Carts



### Cart Sustainability

It only makes sense that the carts we provide Wareham and Carver for the collection of trash and recyclables should be made as environmentally responsible as they are durable, convenient, and long lasting. When selecting our proposed cart manufacturer for each town, we consider the following environmental benefits:

- **Environmentally Friendly Manufacturing.** Our cart manufacturers are firmly committed to minimizing environmental impacts through continual improvement of business practices, exceeding environmental regulations, and minimizing carbon footprint in company operations.
- **Post-Consumer Recycled Content.** Carts are manufactured using post-consumer recycled content, helping reduce our reliance on limited natural resources.
- **Cart Recovery and Recycling.** The resin used to make our carts is recyclable at the end of the cart's useful life. This allows our cart manufacturer to create a closed loop system - reclaiming and recycling products at the end of their lifecycle for reuse in the production of new products.

### Cart Warranties

Our proposed cart suppliers all provide a non-transferable 10-year warranty period from date of cart shipment. The provided warranty does not cover negligence, abuse, or normal wear and tear, but does protect Waste Management and both towns from defects in materials and workmanship.

Waste Management has long-standing vendor histories with all of our suppliers and has successfully utilized cart warranties when needed. We are confident our suppliers will stand behind their product quality.

## The Towns' Routes to Innovation with Automated Collection

### Automation Technology Creates Safer, Faster, More Efficient Collection System for Wareham and Carver

Just as Waste Management has transformed the way waste is managed, we have dramatically altered the way we collect and transport it. An outdated, manual, and tedious collection process has been replaced by a far safer, less time-intensive, and much more efficient collection process. Today, automated collection is leading the way and pushing the waste services industry forward because it is:



**Safer:** For our drivers, automated collection eliminates manual lifting and exposure to possible hazards such as sharp objects, exposure to pathogens in waste, and traffic accidents. Additionally, the steering wheel is on the right side of the cab so if the driver must get out of the truck for any reason, they are stepping out to the curb and not the road.

**Faster:** With improved collection efficiency, automated collection truck drivers can pick up more carts in a day, reducing operational and labor costs and helping to keep service rates competitive. The technology also allows for the truck to function at idle speeds, which reduces fuel consumption and keeps noise at a minimum.

**Convenient:** Customers are embracing the many conveniences and benefits of wheeled carts versus bags and cans. The carts are easy to roll, have larger capacities than most resident-provided containers, and are maintained by Waste Management, eliminating the need for residents to worry about replacing cans as they age.

**Aesthetically Appealing:** Our automated collection carts improve the look of neighborhoods by providing a uniform look and cleaner streets, as waste carts eliminate the need to pile trash bags at the curb. The automated carts are also more resistant to tipping by animals than customer-owned containers, which reduces blown litter and strewn garbage. The articulating arm on the truck can lift up to 2,000 pounds, allowing residents to place more items inside their cart as opposed to large piles by the street.

### Why Automated?

#### Customer Benefits

- ✓ Safer - no more lifting heavy bins or cans
- ✓ Carts are wheeled and easier to roll and reposition
- ✓ Attached lids help keep pests out and reduce fly-away litter

- ✓ Carts can hold more material than cans and come in a variety of sizes to meet customer needs – the automated side loader mechanical arm can lift up to 2,000 pounds

### Community Benefits

- ✓ Safer, quieter, more modern collection
- ✓ Greater curb appeal with a more uniform look on collection day
- ✓ Cleaner streets with less wind-blown litter
- ✓ Reduced truck traffic - more efficient service means fewer trucks and less drive time
- ✓ Lidded carts keep materials dry – material reaches recycling plant in optimal condition for reuse
- ✓ Carts are durable and long-lasting
- ✓ Stress-free upkeep - carts can be provided and maintained by Waste Management

### Operational Benefits

- ✓ Decreases risk of driver injury – fewer injuries due to lifting cans manually and less risk of being struck by passing automobiles
- ✓ Greater productivity as drivers can service more customers in less time
- ✓ Improves collection efficiency, which reduces operational and labor costs, helping to keep service rates competitive
- ✓ Automation positively impacts driver job satisfaction and retention
- ✓ Automated collection helps Waste Management attract highly qualified, experienced drivers

## Innovating Collection with the Automated Side Loader Truck

Waste Management will use the automated side loader to collect waste and recyclables. Operated by a single driver from inside the truck, the automated side loader utilizes a mechanical arm with a claw to pick up a cart from the curb. When grasping onto the cart, the claw makes a secure grip around the widest part of the cart body. After gripping the cart, the mechanical arm lifts the cart up, dumping waste into the top front of the truck. Waste is then forced through an aperture into the main body and compacted toward the rear of the truck. The driver is able to then reset the cart in its original curbside position.

### Automated Side Loader



### Materials Collected

Recycling & Garbage



<b>Type of Fuel</b>
Compressed Natural Gas
<b>Crew Size</b>
1 driver
<b>Service Procedures</b>
Services containers with mechanical arms that lift and tip contents into the body of the truck. Operated by the driver - on the right hand side of the cab - with controls inside the cab.

## Why We Recommend Automated Collection for Wareham and Carver

The Town’s choice to transition to automated collection will offer safer, more efficient, and more aesthetically pleasing services for Wareham and Carver. Automated collection is popular with residents because the lidded, two-wheeled collection carts are easy to use and maintenance free. The quality and workmanship of the carts we provide are backed by a minimum 10-year warranty. We have successfully utilized wheeled carts in communities throughout North America and consistently receive positive feedback from individual customers and community leaders.

Primary features and benefits of our automated collection carts include:

**Customer Convenience:** Carts are easy to handle and provide an excellent balance between stability and maneuverability. Customers are often surprised by how much easier it is to place their waste at the curb. This benefit is especially valuable to our aging customers that may not feel comfortable lifting and carrying a non-wheeled can to their curb each week.

**Increased Curb Appeal:** Waste Management carts create visual uniformity in our neighborhoods and lids keep waste contained – all leading to a much neater, cleaner collection day.

**Variety of Sizes:** Our carts satisfy your requirement for 65- and 96-gallon choices.

**Product Quality:** Carts are produced using either an injection or roto-molding process. Both allow for exact precision, product uniformity, and extreme durability. The carts we provide are capable of standing up to the everyday wear-and-tear of automated collection, frequently lasting well over 10 years.

**Minimal Assembly:** Carts are simple to assemble. Requiring minimal tools, carts include snap-on wheels, axles, and a one-piece lift bar. Quick assembly allows Waste Management to efficiently distribute carts to entire communities.

**Easy Maintenance:** Waste Management provided carts are simple to maintain. Cart components that receive the highest levels of wear and tear (e.g., lids, wheels, etc.) are easily replaceable. Customers simply report maintenance issues to Waste Management and our staff will promptly handle necessary repairs.

**Customizable Design Options:** Communities can work with Waste Management to customize their carts. Carts are available in a selection of standard colors with hot stamping and full-color, in-mold labels to display key program instructions.

**End-of-Life Cart Recovery and Recycling:** The resins used to make carts are recyclable at the end of the carts’ useful life. This allows our cart manufacturers to create a closed loop system - reclaiming and recycling products at the end of their lifecycle for reuse in the production of new products.

If Wareham and Carver decide to move forward with automated collection, we will partner with one of our industry-leading cart suppliers for the delivery of new carts. Our hand-picked suppliers have served the

solid waste and recycling industry for decades, and, as noted before, the quality and workmanship of all our carts are backed by 10-year warranties.

### **State-of-the-Art Vehicles with Industry-Leading Technology**

With more than 32,000 collection and support vehicles on the road throughout North America, Waste Management trucks are a familiar sight and one of the most visible symbols of our company. Our state-of-the-art fleet - navigating your Towns - assures Wareham and Carver are provided safe, quiet, efficient, and environmentally friendly collections.

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding



guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

Waste Management's 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, to trucks powered by cleaner and more cost-effective natural gas - a partnership with Waste Management means that Wareham and Carver receive the latest advancements in always-evolving industry technology.

### **Compressed Natural Gas-Powered Trucks for Cleaner, Quieter, and More Cost-Effective Solid Waste Collections**

Waste Management would service both Towns with vehicles that run exclusively on CNG. CNG is a fuel used in place of gasoline or diesel that when combusted produces fewer undesirable gases than gasoline or diesel, resulting in improved air quality emissions.

CNG trucks emit nearly zero particulate emissions, reduce greenhouse gas (GHG) emissions by 15 percent, and cut smog-producing NOx emissions by 50 percent compared to the cleanest diesel trucks. In another effort to improve air quality, the engines automatically turn off after five minutes of idling to further reduce emissions and conserve fuel. CNG engines run much quieter than diesel trucks – many customers have commented that they cannot even hear our quieter CNG trucks coming down the street.

While our “last generation” natural gas engine cuts smog-producing nitrogen oxide (NOx) emissions by up to 50 percent compared to the cleanest diesels, our 2017 near-zero-emission natural gas engine (ISL-G “NZ”) is the cleanest heavy-duty machine ever certified by the California Air Resources Board (CARB). Waste Management helped pioneer this engine with Cummins, and it now provides a 95 percent reduction in NOx emissions compared to the current NOx standard and a 93 percent reduction in NOx compared to

the latest diesel engine technology. Additionally, the new engine is already certified at 16 percent below the current GHG emission standard and is 12 percent below the 2027 standard.

As mentioned, the Towns of Wareham and Carver will be serviced from our Norton Hauling District. This



### Most Cost Effective NOx Emissions Reductions

When comparing the cost per ton of NOx reduction, natural gas refuse trucks are:

**26%** more cost effective than diesel

**\$140**  
per lb of NOx

**Natural Gas**  
Technology Cost \$300,000

**NOx Reduced 2,141 lbs**

**\$190**  
per lb of NOx

**Diesel**  
Technology Cost \$270,000  
NOx Reduced 1,417 lbs

In 2015, a revolutionary natural gas engine was certified by the U.S. EPA and CARB to a level 90% below the EPA's current exhaust standard. These calculations assume the full cost to deploy the cleanest commercially available trucks for each fuel type.

location houses a full-service maintenance facility. Detailed records are kept for all vehicles in our fleet and copies of that information will be available at any time for Towns' personnel. The ability to maintain our fleet in-house assures that we can rotate vehicles to maintain back-up collection equipment to ensure uninterrupted collection service.

Additional details regarding safety are provided in Section 5.

### Holidays

Waste Management will provide a schedule of company holidays for each year. If a driver cannot perform a pickup on the regularly scheduled service day because of a holiday, the pickup will occur on the next business day. Waste Management typically observes the following national holidays:

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

### Ongoing Communications

Effective communication is critical to a successful contract. Not only will we communicate with the Towns' staff, we will routinely communicate with your residents, schools, and facilities. Waste Management continuously invests in effective communications to accommodate a wide range of preferences.

## Wareham and Carver's Service Team

At Waste Management, we believe that developing a strong relationship with you and your community is important to our long-term partnership. Our priority is to thoroughly understand our customers' program goals and service expectations – we listen first, and act second. Through on and off the street research, our conversations with you, and this RFP process, we have developed substantial insight into the Towns of Wareham and Carver's expectations for your program.

Appreciating our customers' unique needs allows us to customize services and program offerings. We understand that disruption of services is a major concern when changing service providers, and our experienced team and transition plan are key to a smooth implementation. We will work with you, your community, and internally, as your Waste Management service team, to transition and execute collection services that align with all your requirements and expectations. Our goal is to make our customers' jobs and lives easier, eliminating your waste and environmental-related worries.

We would like to introduce you to the dynamic team members that will serve you and your community. Your local Wareham and Carver service team brings a diversity of backgrounds, skillsets, and job responsibilities.

Heather Louro will lead our Wareham and Carver Project Team. Heather is uniquely qualified because she works only with our municipal customers, and she will manage the Towns' contracts. She can be reached at (508) 962-9825 or HLouro@wm.com. John Cederquist, Senior District Manager, manages our Norton Transportation Facility and will oversee all operational activities for both towns. Our team and the resources they bring to the table are equipped and ready to meet every requirement identified in the Curbside Collection of Refuse and Recyclables RFP.

Upon award, a dedicated route manager will be assigned to provide feedback to Towns' officials and additional training to drivers through route observation. Your dedicated route manager will oversee our day-to-day operations in both Towns. They will host morning huddles with all drivers that include safety briefings. They will also coordinate daily operational needs with our maintenance team and will develop and monitor daily route assignments. The Towns' route manager will always be easily accessible for Town staff for prompt resolution of immediate service needs. They will spend the majority of their day in the field preventing service issues and addressing any that may arise.

**Meetings:** Throughout the life of the contract regularly scheduled meetings will be established at mutually agreeable intervals to evaluate performance and any discuss service modifications, issues, or requests. Reporting and audit requirements will be detailed during transition planning.

### Tagging:

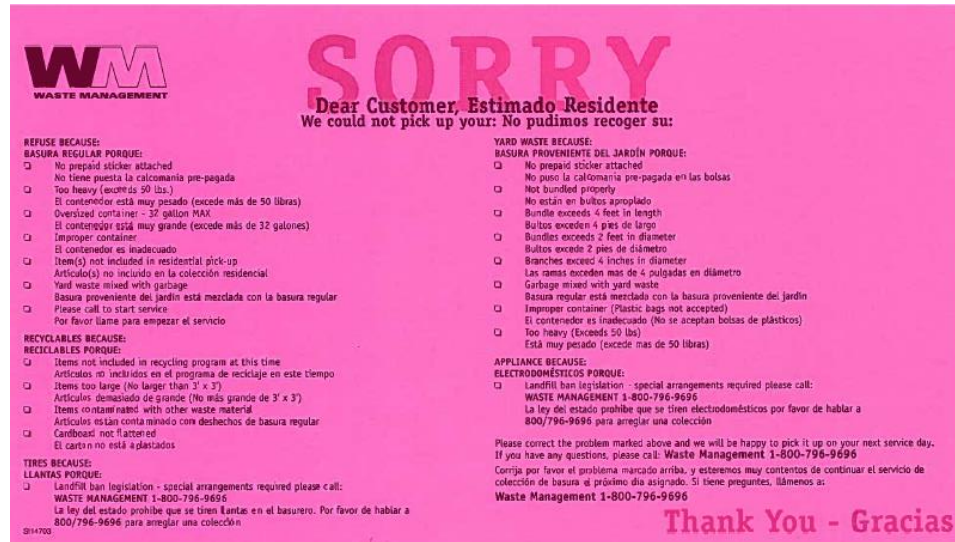
Wareham and Carver's designated Route Manager will be in each Town on collections days and in constant communication with all drivers assigned to your routes. The Route Manager is responsible for communicating with Town officials and our customer service and dispatch departments regarding any operational obstacles that are identified on the streets that might interfere with our collection routes.

In addition, we will assist you with quality control of Wareham and Carver's solid waste and recyclable material set-outs through our Waste Management tagging process.

Because the Towns of Wareham and Carver are offering a fully automated cart collection program, unacceptable materials and improper set-outs are not always visible to our driver. While approaching the set-out, our drivers are trained to identify any improperly prepared or unacceptable material that he/she can visibly see. If this type of discovery is made, they will affix a non-compliance tag sticker on the cart to



indicate why the material was not accepted and leave the material curbside. The driver will report the incident to our dispatch center where the infraction is electronically logged. A report of violations will be transmitted to the Town each afternoon.



As an added benefit, all our automated collection vehicles have cameras allowing the driver to see the contents of each container as it is being emptied into our trucks. In the event that the driver recognizes contamination or unacceptable waste while the cart is being emptied into the vehicle, the driver will follow the same process by calling into our dispatch department and alert them that unacceptable material was identified through the truck camera while tipping. This practice will allow the Town the opportunity to communicate a “set out warning letter” with the locations if necessary.

If the unacceptable material is of the nature that will pose a health hazard for the driver or disposal site personnel, a supervisor will be notified immediately, and the vehicle will cease operation until the situation is resolved.

### Outreach Sponsorship:

Waste Management has developed a full suite of graphics for education and outreach efforts for program participation and recycling including introductory postcards/flyers, basic start up literature to residents about how, what and why to recycle and what collections are scheduled. We offer a no cost website option that is discussed in detail Section 8. Additional examples follow in Section 3. Below is a additional example of our outreach materials provided for your use.



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## 3 | SCHEDULE OF IMPLEMENTATION

### A Proven Transition Process Centered on Wareham and Carver

#### **Our Commitment to a Successful, Stress-Free Service Transition**

Waste Management understands that transitioning to a private hauler is a big change, but with your Waste Management team, it will not be a stressful experience. We recommend automated collection for the Towns because of the many benefits it will provide each community. We will be prepared to provide service starting on April 1, 2021 for the new Agreement.

The goal of our implementation plan and process is to ease your transition worries by listening to your needs and using what our experience has taught us. We prepare for each of our implementations by assembling a fully-staffed transition team that can navigate through and tackle all the details. Your transition team will have access to all the resources available through Waste Management to smoothly execute your transition.

We have introduced our services to many communities, and we have seen that a successful transition more often than not recognizes that:

- **Your community needs a customized plan.** We value the fact that Wareham and Carver are different and has specific service requirements and goals. We have learned that taking the time to ask questions, listen, and appreciate unique customer needs results in a smoother implementation. Together, we will anticipate and overcome hurdles before they become challenges.
- **Relevant local experience is key.** Our local team has expertise in new contract start-ups and relevant local experience with neighboring communities as outlined in Section 2 of our proposal. We encourage you to contact our partner jurisdictions, so you may learn firsthand about our record of stellar experience.
- **A smart approach includes proven processes and technologies.** From operations to customer service, you will find tested processes and innovative new technologies that allow us to bring a level of service reliability and customer satisfaction that is truly unmatched.

You will see these learnings intertwined throughout our implementation plan and within our entire proposal. First, we cover core administrative competencies like customer service and data integrity, and then we address our operational approach to Town-specific transition details such as how and when we will deliver new carts, develop routes, and purchase equipment. A transition will not be successful without both parts of the plan. Working with you, we are committed to a smooth introduction of Waste Management, our employees, and our collection services to the Wareham and Carver communities.



## Implementation - Customer Service and Employee Training

Implementations often come with a lot of change and we do everything possible to make these transitions hassle-free for our new customers. From day one, we put the Town's residents in control by providing many options for how and when they can interact with Waste Management. We connect with them in whatever format they prefer, whether via our mobile app, LiveChat, online at [wm.com](http://wm.com), or by phone. Regardless of how they reach out, it is essential that residents receive accurate information, immediate answers to their questions, and quick resolutions to their service requests. We accomplish this through preparing and training our customer experience team to be experts in your community and your contract.

We place significant resources and time in our training efforts, which include:

- **Town-specific content for our online reference database.** Waste Management will develop Town-specific content on Green Pages, our online database that allows a Waste Management customer service representatives (CSRs) to access Town-specific service information, service offerings, and rates within a matter of seconds. Each time a mailing is sent out to your community, it is uploaded to Green Pages allowing agents to reference and look at the same documents that the resident is viewing. Our CSRs use this tool during every call to provide residents with the most accurate service information. Green Pages is a tool that we will use throughout the entire contract term and will be updated frequently to confirm information accuracy.
- **Intensive, customized training for implementation.** We begin by developing customized training presentations and materials with information on the Town's collection services, programs, rates, and contract terms. Training also includes information on our Town implementation plan and timeline. Our customer service staff will know exactly when key mailings go out, and when important implementation milestones (e.g., cart deliveries, day changes, rate changes, etc.) occur so that they can prepare to assist residents with related inquiries.
- **Increased staffing during implementation when we know there will be a spike.** Although minimal resident impact will be associated with a Waste Management transition, there may be a call spike during the first couple weeks before and after Waste Management collection begins. Sometimes residents call to request duplicate copies of materials already sent or to confirm their collection schedule. We will prepare for this spike in call volume with additional on-call staff who are trained on the Town's program and who are ready to assist as needed.



For the second year in a row, Waste Management has been named a 2018 "BBB Award for Excellence Winner of Distinction." The Award for Excellence honors businesses and charities who demonstrate superior **ethics, reliability, and trustworthiness.**



*CSRs handling Wareham and Carver's calls regularly receive training in small groups to facilitate discussion and questions.*



## Education will Show Residents How Easy it is to do Business with Waste Management

In today's world, we cannot rely on one form of customer communication, which is why we have many methods of connecting with our customers. All of our outreach efforts share a common goal - to provide clear, concise, and relevant service information. During a contract transition, Town residents will want to know:

- Who will be picking up their material and how to contact them
- What the major changes will be and how those changes impact them
- When new services and service-related changes go into effect
- How to properly participate in new services
- Where to go for more information

We will proactively answer these questions and engage customers in-person, online, through local news outlets, and by providing printed material via direct mail. Our public education resources and outreach efforts will include:

**24/7 access to [wm.com](http://wm.com).** We will collaborate with Town staffs to build out a Wareham and Carver-specific webpage(s) that includes meaningful service information, photos, and resources that reflect the interests of your community. Using Waste Management's local website, customers will easily find information about the upcoming service transition as well as service information, disposal resources, rates, and recycling resources. Online account management functionality allows customers to:

Initiate service or request additional services	View pickup schedule and collection ETA
Schedule an extra pickup or bulky item collection	Request cart or container repair
Edit account contact information	

**A Comprehensive Welcome Packet.** Prior to the commencement date, we will mail each residential unit a welcome packet that contains an overview of key implementation information and dates, an overview of new services, a collection schedule, recycling guide, and information on local resources and events. Samples of welcome packet information are provided in the graphics below.

### 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 bulky items by parking vehicles in the vicinity. Keep areas 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.

**NEED AN ADDITIONAL CART, HAVE A BULKY ITEM, OR HAVE QUESTIONS?**  
Call Wareham Town - Hall at: (565) 555-1234



HOLIDAY							GREEN RECYCLING COLLECTION WEEK							GOLD RECYCLING COLLECTION WEEK						
July 2020																				
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June 2021																				
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**Bulk and White Goods Item Collection Service**  
Bluffton residents will now have a convenient collection option for bulk and white good items. Beginning July 6, bulk services must be scheduled in advance by calling Waste Management Customer Service at (888) 964-9730 or by email at southatlantic-es@wm.com. The \$25 charge per bulk item must be prepaid by the resident when the pickup is scheduled.

**Bulk Items or White Goods typically include:**

- Furniture – tables, chairs
- Mattresses, box springs and cloth furniture. All must be wrapped in plastic with duct tape to ensure the safety of our drivers.
- Appliances such as washing machines and dryers – note that appliance doors must be removed and appliances must be certified as being free of Freon.
- Electronics
- Batteries
- Propane tanks
- Concrete and asphalt (in any form, broken and roofing shingles)
- Dirt, gravel, rocks, stones & sod
- Lawn mowers
- Concrete and asphalt (in any form, broken and roofing shingles)

**Non-acceptable Waste or Bulk Items**

- Anti-freezes, car parts, tires, gasoline
- Flammable liquids, oils, acids, solvents, paint, aerosols, propane tanks, and other hazardous materials.
- Refrigerators, air conditioning units, and other Freon-containing appliances.
- Refrigerators, air conditioning units, and other Freon-containing appliances.
- Refrigerators, air conditioning units, and other Freon-containing appliances.

All non-acceptable waste, bulk items or white goods will be tagged and left at the curb.



## Town of Carver New Automated Collection Service

Beginning April 1, 2021, Recycling Collection will be automated using a 96-gallon recycling cart and collected every other week.

Trash collection remains weekly and your pickup day remains the same.



**Dear City of Jackson resident,**

Beginning July 6, 2020, Waste Management and the Town of Bluffton will begin providing new automated recycling collection services. Your trash service will still be provided weekly and your trash service day will remain the same.

Please use your current 18-gallon recycling bin until July 6, 2020, and use your new 96-gallon recycling cart beginning July 6, 2020. As your long-term service provider, the Waste Management team looks forward to continuing to provide courteous and dependable curbside collection for trash and recycling.

In this guide, you will find instructions and information about your automated waste and recycling collection services. If you have further questions, please call the Waste Management Customer Service Center at (888) 964-9730 or by email at southatlantic-es@wm.com.

We are happy to assist you and look forward to helping the Town of Bluffton stay clean and green!

**Waste Management is now using CNG Trucks in Bluffton which run on compressed natural gas and are quieter and produce less greenhouse gas emissions than diesel.**

**Automated Waste Collection**

Waste Management will be moving to all-automated collection trucks for waste and recycling. These trucks use technology to create a safer and more efficient collection system for residents and drivers. Beginning July 6, all household recyclables must be placed in the waste or recycling cart provided by Waste Management and taken to the street for pickup. No additional waste or recycling bags can be placed outside the cart. To ensure that the automated service can lift the carts, please make sure your carts are at least 3 feet apart and away from other objects like parked cars, mailboxes and trees.

**New Recycling Cart Delivery**

A green 96-gallon recycling cart with a yellow lid will be delivered to each service account prior to July 6, 2020. The cart will be delivered to the street-side of your home. If you need an additional waste or recycling cart, please contact Waste Management at (888) 964-9730 or by email at southatlantic-es@wm.com to request an additional cart which will be delivered directly to you.

**What should you do with your current 18-gallon recycling bin?**

Waste Management encourages you to keep and reuse your current 18-gallon recycling bin. Use it in the kitchen or office to collect recyclables and then transport them to your new 96-gallon recycling cart for collection.

Visit our local website  
[home.wm.com/Town-of-Carver](http://home.wm.com/Town-of-Carver)

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**Waste and Recycling Collection Guidelines**

Residential waste collection has not changed – it will still occur weekly on the same service day you have now. Beginning July 6, recycling collection will be every other week instead of weekly. Your recycling collection day may have changed, so please review the Collect on Schedule and Calendar on the back of this brochure to learn your recycling day and whether your recycling will be collected on a Green or Gold week.

- Please place the trash and recycling cart at the street in front of your home the evening before your service day or at the curb by 7 a.m. on your service day.
- The automatic arms lift and empty the cart. No items or bags may be placed outside the cart for collection. Any materials left outside your trash or recycling cart will be tagged and left at the curb.
- Always keep the cart lid closed to keep animals and moisture out.

**Important Cart Placement Information**

Place your cart at least 3 feet away from all objects including your second cart, mailboxes, cars, or trees. 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.

**Remove Your Cart After Collection**

In order to help maintain the appearance of your neighborhood, please remove your cart promptly after it has been serviced. Be careful not to store your cart close to a furnace, fireplace, grill, or other source of excessive heat.

**Caring for Your Carts**

The carts are designed for ease of maintenance. To clean, simply rinse with water from time to time and let it dry in sunlight with the lid open. Do not place paints, solvents, acids, gasoline, oil, hot ashes, exposed needles, sand, soil, rocks or concrete in your cart.

**Questions?**

Should you have questions regard na your service, please contact Customer Service Monday thru Friday 7:30 a.m. to 5:00 p.m. at (888) 964-9730 or by email at southatlantic-es@wm.com.

## RECYCLE RIGHT

Great things happen when Town of Bluffton residents use **Recycle Right**. By recycling everyday items like those shown below, tons of raw materials, time, energy and money are saved. To learn more visit [wm.com/recyclelight](http://wm.com/recyclelight).

- Place only the acceptable recyclables shown below together in your recycling cart.
- Containers that hold food should be rinsed free of food debris and liquid.
- Do not bag your recyclables – empty recyclables directly into your recycling cart.

Recycling will be collected every other week.

**ALWAYS RECYCLE**

**DO NOT INCLUDE IN YOUR MIXED RECYCLING CONTAINER**

To Learn More Visit: [wm.com/recyclerright](http://wm.com/recyclerright)



**Community Meetings.** Waste Management will participate in community meetings as requested by the Town to provide updates and address questions from the Board of Selectmen, Town staff, and the community.

### Contract Compliance and Reporting

Our contract compliance team will play an integral role in implementing new services in the Towns of Wareham and Carver. As part of our implementation team, they provide oversight so that transition and contract implementation are conducted in accordance with contract terms. Specifically, the team will:

Develop a comprehensive compliance checklist that will be used during implementation	Review the Town's Green Pages information, webpage, and promotional content to confirm accuracy
Establish ongoing data reporting protocols	Review, adjust, and audit rates per contract specifications
Conduct internal contract compliance audits	

### Execution of Operational/Transition Plan

Building from the more than 45 years of experience we have with service transitions throughout Massachusetts, we customize our operational tasks and timeline to your specific needs. Whether we are providing all new carts and adding new services or if we are keeping most items status quo, we still review each operation and service requirement to validate we are 100 percent ready to roll by Day One of the new contract.

Major implementation tasks for the Town include:

Implementation meetings, coordination, and course correction	New collection vehicles
Cart and container deliveries, as applicable	Driver screening, hiring, and training
Route development	Contingency planning

### Implementation Meetings, Coordination, and Course Correction

Waste Management's internal Town team will meet weekly throughout planning and implementation. At the onset, these meetings will include our regional team of experts. As the contract start date approaches, the local district operations team will meet daily to review the most critical components of service delivery.

Our team is committed to keeping the Towns informed of our implementation progress, and we will ask for your feedback as we customize our transition efforts to reflect the needs of your community. For example, if a proposed communication or outreach method is not working or does not make sense, we are not afraid to scratch the idea and discuss an alternative. From the onset of our transition, we propose meeting with Town staff regularly to review key implementation milestones, our progress, and any proposed changes. We can start with monthly meetings initially, and increase the frequency, if needed.

In addition to our internal meetings and meetings with staff, it is important for us to coordinate closely with your outgoing service provider. From our experience, the outgoing service provider has been cooperative and helpful during contract transitions, and we often make their exit easier and more efficient. We will coordinate with them on the removal of their carts and containers and customer data exchanges.

### New Collection Vehicles

With such a sizable company-wide fleet, we have developed a strong partnership with our vehicle manufacturing and onboard technology partners allowing for continuous innovation and vehicle

enhancements with dependable purchasing and delivery timelines. We will service Wareham with three (3) and Carver with two (2) new CNG collection trucks and our order for the new vehicle will occur shortly after our contract is finalized.

### **Cart and Container Deliveries for Automated Collection Implementation**

Each residential unit will receive new 64-gallon solid waste and 96-gallon recycling carts prior to their first scheduled collection day under the new collection system. We will educate residents on the benefits of cart-based collection, cart sizes, placement instructions, and key cart delivery dates. Information will be communicated at community meetings and through direct mail.

We would rely on the Towns to provide us with an Excel list of all residential units/addresses that should receive carts. That list will need to specify precise address and the quantity/size carts to be issued. This list would need to be received 60-90 days prior to scheduled assembly and delivery of the carts.

Operationally, we would then take the following steps to ensure the proper containers are delivered to each customer:

- Acquire conveniently located cart delivery staging area to maximize our ability to deliver all containers efficiently.
- We will send mailers to notify residents about the day(s) that their new carts will be delivered.
- Any discrepancies in planned versus actual delivery will be noted by the delivery crew and resolved daily by route management.

### **Driver Screening, Hiring, and Training**

Through our existing recruiting and hiring efforts, we screen driver applicants weekly, and we maintain a list of candidates to hire when positions become available. Qualified driver applicants must undergo a comprehensive background check, fingerprinting, and drug testing before joining our team.

At Waste Management, new drivers participate in more than 80 hours of classroom and in-field new hire training – regardless of prior, relevant experience. Prior to a new contract, all drivers assigned to the Town will receive contract-specific training that includes a review of our implementation education efforts, materials, and resources, as well as information regarding the Town's unique service requirements, collection offerings, and contractual requirements.



*Waste Management focuses on hiring the most qualified applicants to reduce turnover rates, and we reach out to our local communities to advertise openings.*



## Route Development

Waste Management will build the Town's routes to accommodate new services and changes to collection frequencies while considering current routing to minimize changes. All Waste Management routes are developed using our proprietary routing software, eRouteLogistics®, to minimize customer impact and maximize safety and efficiency. New routes will be street-tested and adjusted by our route managers prior to finalization.

## Contingency Planning

Our longstanding supplier relationships, smart technologies, and our regional network of equipment and personnel make it possible to carry on with collections should a delay or unexpected event occur during a new contract implementation. Key contingency plans address:

- **Staffing.** Additional route management staff will be brought in from surrounding districts to provide in-field support during our implementation period. New drivers hired to serve the Town will have completed their six-week training at least two weeks prior to our start date. Our staffing plan includes personnel to fill in for employees who are sick, on vacation, in training, or to provide extra help due to spikes in collection volume.
- **Collection Vehicles.** Town collection vehicles will be delivered to our maintenance shop prior to our contract implementation so that they can be inspected and prepared for service. Each of our districts across the nation maintain extensive backup resources, allowing us to draw from our existing fleet of collection vehicles if needed.
- **Cart and Containers.** We build in a buffer between when equipment begins to arrive and when we start customer deliveries. Our selected suppliers have multiple manufacturing locations and our order can be reassigned to a backup facility should the primary production facility experience a delay. Additionally, we will stock a surplus of carts and containers during the implementation period to accommodate a spike in new customer sign-ups or service level shifts.
- **Customer Service.** Our online customer database, Green Pages, is accessible to our CSRs across the nation, enabling us to enlist backup support from other regional centers in the event we receive a major spike in call volume for any reason, at any time.

## Transition Plan Development

Upon award, your public sector solutions representative, Heather Louro, will meet with Town officials to develop an implementation plan that is tailored to the timeline expectations of your community and that will meet all requirements of the new Agreement.

### Onboard Tablets Eliminate Learning Curve

Each of the collection trucks used to serve the Town will be equipped with onboard tablets that display the driver's exact route, all scheduled collections, and relevant account notes such as container placement. The tablets include GPS technology that allows drivers to capture route data in real time.

Collection statuses minimize the opportunity for missed collections and provide CSRs with near-real-time field data to assist with customer inquiries.



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## 4 | WASTE MANAGEMENT QUALIFICATIONS

### A Company, People, and Resources You Can Count On

#### **Experience**

Waste Management's collection experience is second to none, spanning decades and county lines. We have proudly served municipalities, residents, and businesses throughout Massachusetts for 45 years, and we will bring our unparalleled expertise and best practices to the Towns of Wareham and Carver. We provide waste management services for more than 180 jurisdictions from 31 hauling districts in our New England operations alone. This section provides an overview of our qualifications, commitment to safety, and information on the team that will oversee our operations for the Town.

#### **Our Local History**

We will service the Towns from our state-of-the-art Norton Transportation Facility located at 100 Hill Street in Norton. This facility opened in August 2013 and operates 118 vehicles, of which 58 run on compressed natural gas (CNG). The site is also home to a CNG fueling station.

Our Norton facility, under the direction of John Cederquist, has personnel on site who are certified to work on CNG vehicles. Waste Management attracts highly qualified mechanics to keep our fleet of trucks up and running. Our Norton facility carries a 15 percent spare ratio of vehicles for repairs and mechanical failure. We can also rely on our network of transportation facilities throughout New England in the event of an emergency.

#### **Waste Management Provides the Town Local, Regional, and National Resources**

When partnering with Waste Management, Wareham and Carver will receive more than simple waste collection services. You will each get a partner with unmatched resources that give your communities peace of mind that your waste will be collected, transferred, processed, and disposed of, even during emergency and natural disaster situations. Collections will be managed using proven best practices in full compliance with all local, state, and federal regulations.

**Local support:** Within a reasonable drive of each Town, there are six other Waste Management hauling sites. This means that if there is a need, we can deploy equipment and people to Wareham or Carver the same day. While we strive always to have our fleet on the road and not in the shop, garbage trucks are complicated pieces of machinery, and they break down sometimes. Having the ability to share resources within a small geographic area allows us to keep rates low and service your residents and businesses without interruption.



**Regional support:** Our New England operations stretch from Maine to Rhode Island. This allows our team to respond to regional events with seamless support. Needed carts, bins, trucks, drivers, and managers can be requested from our regional areas to support unusual events if ever needed. These resources can be deployed the same day.

**National support:** As the leading waste provider in North America, Waste Management can get the best rates and availability from our truck, cart, bin, and office equipment vendors. In the event of an emergency or natural disaster, we can pull additional resources from our hauling districts throughout the nation.



Through our subsidiaries, our company provides collection, transfer, recycling, resource recovery, and disposal services. We are also a leading developer, operator, and owner of landfill gas-to-energy facilities in the United States. Our mission is to maximize resource value while minimizing environmental impact to improve economic and environmental sustainability for our stakeholders. Our references can attest to these efforts.

## Local References

### Proof of Our Excellent Service Record and High Customer Satisfaction in Neighboring Jurisdictions

The following table provides an overview of Waste Management's service offerings provided by our Norton Hauling District and managed by Heather Louro for neighboring communities with similar service requirements as Wareham and Carver. We selected these New England jurisdictions because they best reflect the unique service requirements of the area. We encourage you to contact them to learn firsthand about our high service quality.

Location of Contract	Start	Customer Contact	Title	Phone Number	Services Provided	Homes
Attleboro	1987	Alan Perry	Health Director	(508) 222-2232	Manual solid waste and automated recycling collection	13,000
Dedham	2014	Joe Flannigan	Public Works Director	(617) 799-9940	Automated solid waste and recycling collection	8,000
Easton	2007	Connor Read	Town Manager	(508) 230-0510	Automated solid waste and recycling collection	5,500
Franklin	2010	Robert Cantoreggi	Public Works Director	(781) 316-3108	Automated solid waste and recycling collection	8,930
Mansfield	2001	Lee Azinheira	Public Works Director	(508) 261-7462	Automated solid waste and recycling collection	6,336



Location of Contract	Start	Customer Contact	Title	Phone Number	Services Provided	Homes
Marion	2019	Jay McGrail	Town Administrator	(508)748-3550	Automated solid waste and recycling collection	2,605
Newton	1988	Waneta Trabert	Recycling Manager	(617) 796-1491	Automated solid waste and recycling collection	26,000
North Attleborough	1987	Michelle Bernier	Recycling Administrator	(508) 699-0100	Manual solid waste and automated recycling collection	7,895
Norwell	2014	Ben Margo	Health Director	(781) 659-8016	Automated solid waste and recycling collection	3,500
Norwood	2003	Mark Ryan	Public Works Director	(781) 762-1240	Automated solid waste and recycling collection	7,800
Westwood	2002	Todd Korchin	Public Works Director	(781) 326-8661	Automated solid waste and recycling collection	4,700
Whitman	2015	Bruce Martin	Public Works Director	(781) 618-9817	Automated solid waste and recycling collection and disposal	4,000

## Our Company Profile

With headquarters in Houston, Texas, our more than 43,700 employees provide environmental services and solutions to customers throughout North America each day. With our extensive network of facilities, we processed more than 15.3 million tons of recyclables and produce enough energy to power nearly 1.59 million homes while meeting the unique collection needs of 20 million customers.

To serve our diverse customer base, we have developed the industry's largest network of collection operations, transfer stations, and recycling and disposal facilities. Unmatched in geographical reach and ability, our network enables us to manage every aspect of our customers' waste streams.

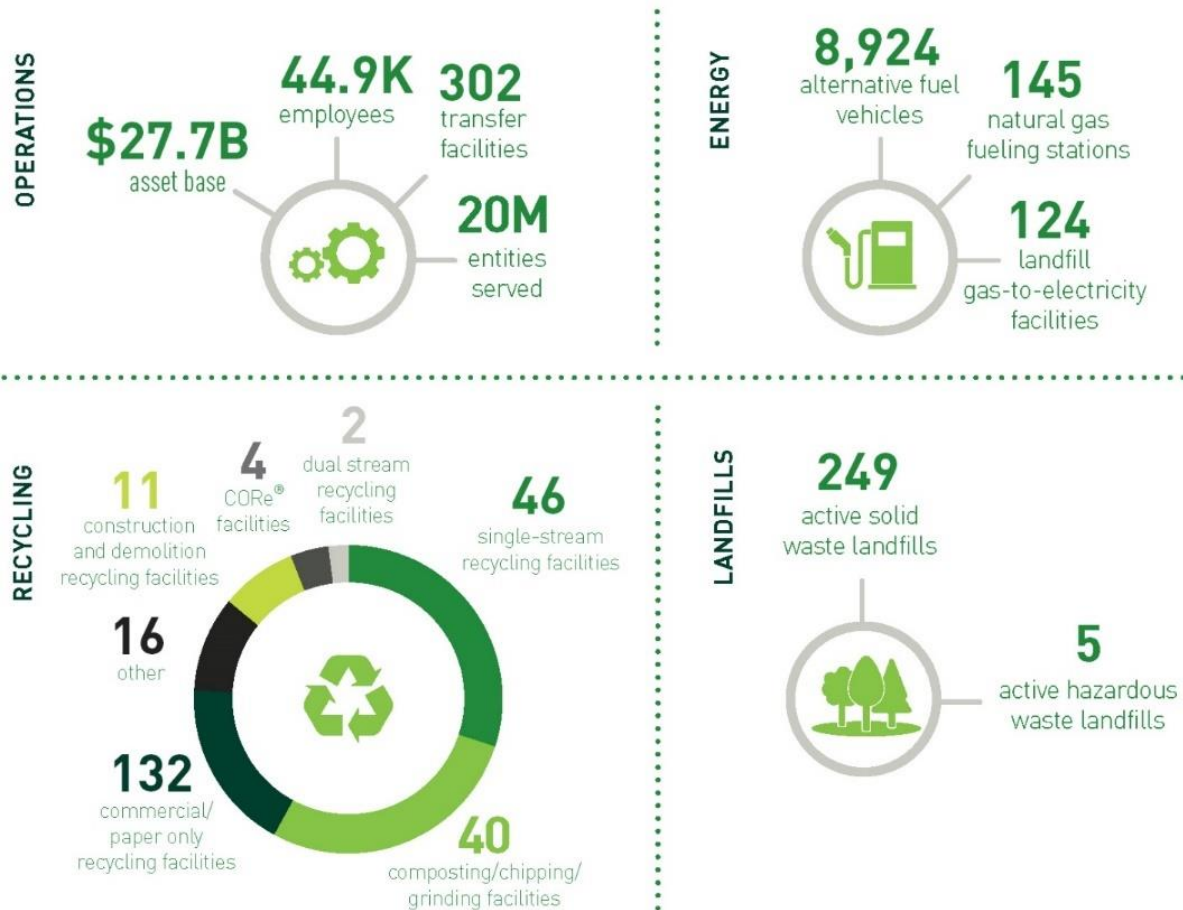
But, our broad geographical coverage and depth of experience allow us to do so much more. With our team of in-house environmental experts, we assist customers with customized sustainability plans. In response to natural disasters or unforeseen needs, we provide almost immediate support to customers by quickly assembling emergency collection services. And, as North America's leading post-consumer recycler, we navigate a complex international commodity market to safeguard the long-term viability of our customers' recycling programs.

For many customers, the authenticity of who we are and the depth of what we do make us more than just a service provider. We strive to be a long-term partner that our customers can trust by doing things the right way, every day.

# GOING ABOVE AND BEYOND

Every day, each of our more than 44,900 employees goes above and beyond what is expected to find what is possible.  
 See how by clicking or going to: [bit.ly/31ymNIC](http://bit.ly/31ymNIC)

**Waste Management At-a-Glance** (data represents Waste Management's most recently published information)



An important part of our strategy is developing new waste solutions that can help our customers achieve their goals, including zero waste. Often that means developing and implementing customized service offerings for our diverse group of customers, including municipalities. Because of our diverse customer experience, we know what works, and we make implementing recycling and waste reduction programs easy for our customers.

## Our Financial Strength

### The Foundation for Our Commitment

As a wholly-owned, indirect subsidiary of Waste Management, Inc., Waste Management of Massachusetts, Inc. does not report financial results. All financial reporting occurs through our parent entity. As a publicly traded company, Waste Management is held to the most stringent regulations for accurate and timely financial disclosure.

Revenue in 2019 was \$15.46 billion, and Waste Management has an asset base of \$27.7 billion. The company generates strong and consistent cash flow and has access to an extensive line of credit. Waste Management's financial strength is the foundation for our commitment to serve our customers, perform our obligations, and protect the environment in carrying out our broad waste management services. Full financial results are available on our website at <http://investors.wm.com/>.



**"In 2019, we continued our focus on optimizing our traditional solid waste business, developing our people, and investing in technology to better serve our customers. Our strong results demonstrate that we are investing in the right areas."**

**- Jim Fish, President and Chief Executive Officer**

Waste Management has achieved solid investment-grade credit ratings from three major rating agencies. Most recently, the company has been assigned ratings of A-/A-2 by Standard & Poor's, BBB+ by Fitch, and Baa1 by Moody's. The ratings are based on expectations that management will maintain good liquidity, pursue a moderate financial policy, and allocate capital in a disciplined manner. The credit outlook from each agency for Waste Management is characterized as stable.

Waste Management's financial strength, as summarized above, gives Wareham and Carver assurance that we can and will fulfill our obligations.

- Waste Management is committed and financially able to perform all operations in full compliance with applicable federal, state, and local regulations and to provide clear documentation of that compliance.
- Waste Management offers the most extensive network providing waste management services in North America, including transportation, disposal, treatment, recovery, remediation, waste identification, and several other specialty services. This network enables us to provide a single source of responsibility, from transportation through disposal of waste.
- Typically, new capital requirements are internally financed by Waste Management using cash flow from existing operations - freeing our new trucks, carts, containers, and facility investments from the timelines and terms of third-party creditors.

Waste Management's financial strength helps us to continually advance services for all of the customers we serve, including Wareham and Carver, and we are committed to maintaining that strength.

### Bonding Capacity

Waste Management has a comprehensive surety program with multiple surety companies participating, offering large amounts of capacity. Due to the number of instruments we administer, we do not provide detailed information. However, surety bonds are issued in the range of \$1,000 to excess of \$25 million.

Waste Management has a \$100 million aggregate and \$50 million single capacity limit and has never been denied project bonding.

**Credit Ratings (as of April 2019)**

Moody's	Standard & Poor's	Fitch
Baa1/P-2/Stable	A-/A-2/Stable	BBB+/F-2/Stable

Dun & Bradstreet Rating	D&B Number
5A2	19-467-2085

**Certificates of Insurance**

Waste Management secures gold-standard insurance coverage to protect our partners. Going above and beyond, we provide environmental site liability coverage, which covers all active sites that are owned or operated by Waste Management. It offers third-party liability for bodily injury and property damage, and off-site clean-up coverage, coverage for both sudden and non-sudden pollution incidents, and transportation coverage including the loading and unloading of the vehicle. Wareham and Carver can rest easy with Waste Management as your service provider knowing that you are always protected by best-in-class insurance.

Copies of our certificates of insurance, as well as the bond for this proposal, are included on the following pages.





**CERTIFICATE OF LIABILITY INSURANCE**

1/1/2021 DATE (MM/DD/YYYY) 12/6/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	LOCKTON COMPANIES 3657 BRIARPARK DRIVE, SUITE 700 HOUSTON TX 77042 866-260-3538	CONTACT NAME:	
		PHONE (A/C, No, Ext):	FAX (A/C, No):
		E-MAIL ADDRESS:	
		INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A: ACE American Insurance Company	22667
		INSURER B: Indemnity Insurance Co of North America	43575
		INSURER C: ACE Fire Underwriters Insurance Company	20702
		INSURER D: ACE Property & Casualty Insurance Co	20699
		INSURER E:	
		INSURER F:	

COVERAGES CERTIFICATE NUMBER: 15034758 REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU INCLUDED <input checked="" type="checkbox"/> ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	HDO G71237345	1/1/2020	1/1/2021	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMP/OP AGG \$ 6,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> MCS-90	Y	Y	MMT H25290008	1/1/2020	1/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	Y	Y	XOO G27929242 005	1/1/2020	1/1/2021	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$ XXXXXXXX
B A C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	Y	WLR C66043058 (AOS) WLR C66043010 (AZ,CA & MA) SCT C66043095 (WI)	1/1/2020 1/1/2020 1/1/2020	1/1/2021 1/1/2021 1/1/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 3,000,000 E.L. DISEASE - EA EMPLOYEE \$ 3,000,000 E.L. DISEASE - POLICY LIMIT \$ 3,000,000
A	EXCESS AUTO LIABILITY	Y	Y	XSA H25289961	1/1/2020	1/1/2021	COMBINED SINGLE LIMIT \$9,000,000 (EACH ACCIDENT)

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT WHERE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED (EXCEPT FOR WORKERS' COMP/EL) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

<p><b>CERTIFICATE HOLDER</b></p> <p>15034758 "FOR INFORMATION PURPOSES ONLY"</p>	<p><b>CANCELLATION</b></p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p style="text-align: center;"><i>J. Kelly</i></p>
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# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
07/03/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Southwest, Inc. Dallas TX office 5005 Lyndon B Johnson Freeway Suite 1500 Dallas TX 75244 USA	<b>CONTACT NAME:</b> PHONE (A.C. No. Ext): (866) 283-7122      FAX (A.C. No.): 800-363-0105 E-MAIL ADDRESS:	
	<b>INSURER(S) AFFORDING COVERAGE</b> NAIC #	
<b>INSURED</b> Waste Management, Inc. 1001 Fannin Suite 4000 Houston TX 77002-6711 USA	INSURER A: Ironshore Specialty Insurance Company      25445	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

**COVERAGES**      **CERTIFICATE NUMBER:** 570082912636      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.      **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED    RETENTION			002830704 Env Excess Liability	07/01/2020	07/01/2021	EACH OCCURRENCE      \$24,000,000 AGGREGATE              \$24,000,000
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y / N N / A				PER STATUTE    OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Env Site Liab			002830604 Claims-Made	07/01/2020	07/01/2021	Each Incident Limit      \$1,000,000 Aggregate Limit          \$2,000,000 SIR                              \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 "FOR INFORMATION PURPOSES ONLY"  
 The evidenced policies cover all sites that are owned or operated by waste Management, Inc. and that are scheduled for coverage. The policies provide Pollution Legal Liability.

<b>CERTIFICATE HOLDER</b>  Waste Management, Inc. 1001 Fannin Street Suite 4000 Houston TX 77002 USA	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  
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**Bid Bond**

THE AMERICAN INSTITUTE OF ARCHITECTS

AIA Document A310  
**Bid Bond**

KNOW ALL MEN BY THESE PRESENTS, that we Waste Management of Massachusetts, Inc.  
100 Hill Street, Norton, MA, 02766-3328  
(Here insert full name and address or legal title of Contractor)  
 as Principal, hereinafter called the Principal, and LEXON Insurance Company  
10002 Shelbyville Road, Suite 100, Louisville, KY 40223  
(Here insert full name and address or legal title of Surety)  
 a corporation duly organized under the laws of the State of TEXAS  
 as Surety, hereinafter called the Surety, are held and firmly bound unto Town of Wareham, Massachusetts  
50 Marion Road, Wareham, MA, 02571  
(Here insert full name and address or legal title of Owner)  
 as Obligor, hereinafter called the Obligor, in the sum of Five Percent of the Proposal Price for the First Contract Year  
 (\$5% of the Proposal Price for the First Contract Year)  
 for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind  
 ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by  
 these presents.

WHEREAS, the Principal has submitted a bid for Curbside Collection of Refuse and Recyclables for the Towns of Wareham and Carver Massachusetts  
(Here insert full name, address and description of project)

NOW, THEREFORE, if the Obligor shall accept the bid of the Principal and the Principal shall enter into a Contract  
 with the Obligor in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding  
 or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt  
 payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter  
 such Contract and give such bond or bonds, if the Principal shall pay to the Obligor the difference not to exceed the penalty  
 named between the amount specified in said bid and such lesser amount for which the Obligor may in good faith contract  
 with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain  
 in full force and effect.

Signed and sealed this 20th day of August, 2020.

Sandra L. Fininetti (Witness)  
Sandra L. Fininetti (Witness)

Waste Management of Massachusetts, Inc. (Seal)  
 Susan Ritter, (Title) Attorney-in-Fact  
LEXON Insurance Company (Seal)  
 Theresa Pickermell, (Title) Attorney-in-Fact

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 INSTITUTE OF ARCHITECTS, 1735 N.W. Ave., W.W. WASHINGTON, D.C. 20006  
 Printed on Recycled Paper 303

**POWER OF ATTORNEY**

KNOW 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 Theresa Pickermell, Sandra L. Fininetti, and Susan Ritter of  
 Acrisure, LLC DBA Smith Mannus, 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 August 20, 2020.

Witness:  
David Reed

On behalf of Waste Management, Inc. and  
 each of the other WM Entities  
David Reed  
 David Reed  
 Vice President and Treasurer

**Consent of Surety**

Lexon Insurance Company  
10902 Shelbyville Road, Suite 100  
Louisville, KY 40223

Date: August 20, 2020

To: Town of Wareham, Massachusetts  
50 Marion Road  
Wareham, MA 02571

Principal: Waste Management of Massachusetts, Inc.  
Bid Date: August 20, 2020  
Description: Curbside Collection of Refuse and Recyclables for the Towns of Wareham and Carver Massachusetts

Dear Sir/Madam:

We, Lexon Insurance Company, hereby agree that in the event an award is made to Waste Management of Massachusetts, Inc., on the project as captioned, we will execute the necessary Performance and/or Payment Bonds that may be required.

Sincerely,

Lexon Insurance Company

*Theresa Pickercell*  
Theresa Pickercell  
Attorney-in-Fact

**SOMPO INTERNATIONAL**  
INSURANCE

11078

**POWER OF ATTORNEY**

KNOW ALL BY THESE PRESENTS, that Endeavour Assurance Corporation, a Delaware corporation, Endeavour American Insurance Company, a Delaware corporation, Lexon Insurance Company, a Texas corporation and co-surety, Brook T. Smith, Raymond H. Handley, Jason D. Cromwell, James H. Martin, Barbara Duncan, Sandra L. Hensley, Mark A. Gaddy, Jill Kemp, Lynette Long, Amy Hovens, Deborah Neidich, Theresa Pickercell, Cheryl O'Brien, Beth Frymire, Leigh McFarley, Michael D. Owen Miller, Ryan Britt as true and lawful Attorney(s) in Fact to raise, execute, seal, and deliver for and on behalf as surety or co-surety, bonds and undertakings given for any and all purposes, also to execute and deliver on its behalf any and all assignments, endorsements, amendments, conditions or alterations relating to such bonds or undertakings provided however, that no single bond or undertaking so made, executed and delivered shall obligate the Company for any portion of the said bonds and undertakings for said purposes, when duly executed by said attorney-in-fact, shall be binding upon the Company as fully and to the same extent as if signed by the President of the Company and by authority of certain resolutions adopted by the said members of each Company by unanimous written consent effective the 10<sup>th</sup> day of June, 2019, a copy of which appears below under the heading entitled "Certificate".

This Power of Attorney is signed and sealed by the said individuals named herein and by authority of the following resolution adopted by the said shareholders of each Company by unanimous written consent effective the 10<sup>th</sup> day of June, 2019, a copy of which appears below under the heading entitled "Certificate".

RESOLVED, that the signature of an individual named herein and the seal of the Company may be affixed to any such power of attorney or any and all bonds relating thereto by the said individuals and by such power of attorney or individual having such seal and signature or 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, each Company has caused this instrument to be signed by the following officers, and its corporate seal to be affixed this 15<sup>th</sup> day of June, 2019:

Endeavour Assurance Corporation By: <i>Richard M. Appel</i> Richard Appel, SBA & Senior Counsel	Endeavour American Insurance Company By: <i>Richard M. Appel</i> Richard Appel, SBA & Senior Counsel	Lexon Insurance Company By: <i>Richard M. Appel</i> Richard Appel, SBA & Senior Counsel	Bond Surety Insurance Company By: <i>Richard M. Appel</i> Richard Appel, SBA & Senior Counsel
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ACKNOWLEDGMENT

On this 10<sup>th</sup> day of June, 2019, before me, personally came the above signatories known to me, who being duly sworn, did depose and say that they are the officers of each of the Companies and that they executed and instructed on behalf of each Company by authority of the officers named by them of each Company.

CERTIFICATE

I, the undersigned Officer of each Company, DO HEREBY CERTIFY that:

1. That the original power of attorney of which this foregoing is a copy was duly executed on behalf of each Company and has not since been revoked, amended or modified, that the notarial seal compared the foregoing copy thereof with the original power of attorney, and that the same is a true and correct copy of the original power of attorney and of the whole thereof.
2. That the following are resolutions which were adopted by the sole shareholder of each Company by unanimous written consent effective June 15, 2019 and said resolutions have not since been revoked, amended or modified.

RESOLVED, that each of the individuals named herein shall be authorized to raise, execute, seal and deliver for and on behalf of the Company any and all bonds, undertakings or obligations in conformity with others: RICHARD M. APPEL, BRUCE L. BECK, CHRIS LUTHER DONLAN, SIMON L. GOSWAMI, and be it further:

RESOLVED, that each of the individuals named herein is authorized to appoint attorneys in fact for the purpose of making, executing, sealing and delivering bonds, undertakings or obligations in conformity with or on behalf of the Company.

3. That the undersigned further certifies that the above resolutions are true and correct copies of the resolutions as so recorded of the whole thereof.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal this 20<sup>th</sup> day of August 2020.

*Ann Taylor*  
Ann Taylor, Notary Public  
My Commission Expires 08/31/2022

NOTICE: U.S. TREASURY DEPARTMENT'S OFFICE OF FOREIGN ASSETS CONTROL (OFAC)

No coverage is provided by this notice nor can it be construed to replace any provisions of any surety bond or other surety coverage provided. This Notice provides information concerning possible interest on your surety coverage to be disclosed by OFAC. Please read this Notice carefully.

The Office of Foreign Assets Control (OFAC) administers and enforces sanctions policy based on Executive Orders of national emergency. OFAC has identified and listed numerous foreign individuals, foreign organizations, and search engines as "Specially Designated Nationals and Blocked Persons." This list can be located in the United States Treasury website: <https://www.treasury.gov/ofac>.

In accordance with OFAC regulations, if it is determined that you or any other person or entity claims the benefits of any coverage you or a Specially Designated National and Blocked Person, as identified by OFAC, any coverage will be voided or there could be a claim. If the coverage provided is an indemnity subject to OFAC. There is a duty to file or other form of surety coverage is considered to be such a blocked or frozen contract, no payments for premium or claims may be made without authorization from OFAC. Other limitations on the premium and payments may also apply.

Any reproductions are void.  
Surety Claims Submission: [LegalClaims@intertitle.com](mailto:LegalClaims@intertitle.com)  
Telephone 615-563-6603 Mailing Address: Sompo International, 1280 Lebanon Road, Brentwood, TN 37122-2876





## 5 | SAFETY, TECHNOLOGY, AND CUSTOMER SERVICE

### Critical Components to Success

#### **Safety: A Core Value for Waste Management**

It is our duty to take every sensible step to prevent injuries in the workplace and return our employees home safely every night. Likewise, Wareham and Carver and all of the communities we operate in depend upon us to safely collect, process, and dispose of their wastes while being mindful of our actions in their neighborhoods to protect the environment that we share.

Therefore, safety is not just a priority for Waste Management - because priorities often change - safety is a core value for our company. We understand the magnitude of the responsibility we have and strive to confirm that each task, piece of equipment, and company policy and procedure reinforces safe actions and behaviors.



Providing the safest possible service starts with our employees and establishing a culture for them that is grounded in safety. We do this through:

- **Hiring the Right Employees:** Our diligent pre-employment screening process includes a comprehensive background check, fingerprinting, and drug testing. All candidates and employees are subject to Waste Management's Drug and Alcohol-Free Workplace Policy, which includes regular, ongoing screenings for employees who operate company vehicles.
- **New Hire Training:** Regardless of prior relevant experience, all new drivers participate in new hire training at one of our regional Driver Training Centers. Through this two-week immersion training experience, drivers learn safety rules, procedures, vehicle inspections, safe lifting, and DOT required safety curriculum. In total, each newly hired driver undergoes more than 80 hours of training both in classrooms and behind the wheel with an experienced driver.
- **Ongoing Training:** Every morning, each of our drivers attends "tailgate" meetings where relevant and time-sensitive safety topics are often discussed. Monthly safety training series are also held and provide employees additional time to go in-depth on new or key safety topics. Observation behavior assessments are conducted regularly by route managers and driver trainers and provide on-the-job assessments to evaluate driver knowledge, operating behaviors, and compliance with safety rules and best practices.



## Industry-Leading Safety Technology

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.

- **DriveCam®:** Each Waste Management truck cab is equipped with a forward-facing camera constantly recording everything that happens. Whenever there is a sudden movement, such as hard braking, swerving, or a collision, the camera automatically saves a 12-second section of video. Once an event is captured, information is sent to Waste Management route managers for performance coaching with the driver.
- **Back Up Cameras:** Our trucks have back up cameras that provide a view of the area behind the truck whenever the truck is in reverse. This reduces the potential for backing accidents and enhances pedestrian safety.
- **eRouteLogistics®:** eRouteLogistics software on each trucks' onboard computing system takes into account traffic patterns in the community through GPS – giving us the ability to modify routes in real time so our trucks avoid congested areas or ongoing community events.
- **On-Board Methane Detection:** On CNG-powered trucks, methane detectors provide immediate visual and audible alarm for potential leaks from fuel tanks or lines.

Additionally, all Waste Management trucks come standard with safety features such as electric heated rear view mirrors, BusBoy mirrors for unrestricted views of the area in front of the truck, side floodlights to illuminate both sides of the truck, and heavy duty disc brakes that exceed all applicable Federal Motor Vehicle Safety Administration requirements.

## Safety: A Commitment to Our Customers and Our Employees

There may be no other consideration as important as safety when selecting a service provider for your home, your place of work, or your community. Without a doubt, safety matters. It is no surprise that after a tragedy most will say that as long as their family is healthy and safe, nothing else matters - material items can always be replaced.

At Waste Management, we all recognize safety as a core value - from our local District Manager to the drivers, mechanics and staff who represent each district. With a constant focus on and meaningful investments in training, technologies, maintenance and continuous improvement, we will deliver safe and reliable collection services that protect the cities we serve, the people we employ and the environment we share.

## Our Mission to Zero™



About a decade ago, we made a commitment to overhaul our safety culture and to put processes and systems in place that would make every site and each individual responsible for safe behaviors. As a result, we launched our internal safety philosophy that we call Mission to Zero™ or M2Z. The core of the M2Z philosophy is zero tolerance for unsafe behaviors by all employees, with a goal of zero accidents and injuries. All operational employees benefit from the program's safety training, rulebooks, fleet processes, and standard practices. Over the years, the M2Z approach has resulted in programs that have improved safety performance, including worker injury rates, vehicle collision prevention, and safety leadership development. The program, which ranks among the most far-reaching and comprehensive

worker safety plans in our industry, involves classroom instruction, route observation, monitoring of safety data, and driver training. Since its adoption, we have seen significant improvements in on-the-job safety.

## Advancing Safety Technology

Our great strides in safety performances reflect an ongoing strategy to leverage technology in our safety processes. In recent years, our Service Delivery Optimization (SDO) program has significantly improved collection and maintenance operations by optimizing our systems through technology that includes onboard computers, routing software and cameras.

### DriveCam®: Utilizing Technology to Help Create Safer Streets in Your Towns

One of our safety technology innovations is DriveCam®, a coaching tool that 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, such as hard braking, swerving, or a collision, the camera automatically saves a 12-second section of video. Once an event is captured, information is sent to Waste Management route managers for performance coaching with the driver. Drivers also can manually start the camera if they witness a potential crime – making it an invaluable tool for our Waste Watch program. 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.



### Back Up Cameras on All Vehicles

All Wareham and Carver vehicles include back up cameras that provide a view of the area behind the truck whenever the truck is in reverse. This reduces the potential for backing accidents and enhances pedestrian safety.

### Leading Safety with Onboard Technology Advancements

<b>On-Board Methane Detection</b>	On CNG-powered trucks, methane detectors provide immediate visual and audible alarm for potential leaks from fuel tanks or lines.
<b>Maximum Idle Time Limit</b>	After five minutes, engines turn off to reduce fuel consumption and exhaust emissions.
<b>Electric Heated Rear View Mirrors</b>	Provides fog and frost-free view of both sides of the truck. Mirrors are adjustable electronically from the driver's seat to provide an unrestricted view of the sides and rear on the truck.
<b>Bus-Boy Mirrors</b>	Angled convex mirrors allow the driver an unrestricted view of the area in front of the truck. Especially valuable when children and/or adult pedestrians are present.
<b>Trapezoidal Side Lights</b>	Floodlights located halfway down the side of the body come on automatically when the truck is in reverse. Bright flood lighting illuminates both sides of the truck and roadway providing added safety.
<b>LED Strobe Lights and Flashers</b>	Enhances rear of truck visibility for approaching motorists. Improves safety for helpers while working at the rear of service trucks.
<b>Sears Air Ride Drivers Seat</b>	Provides added comfort and excellent ergonomics for the driver. Includes eight-way adjustability including lumbar support to help reduce driver fatigue and improve overall performance.

<b>Reflective Signage/Striping</b>	Highly reflective rear of vehicle striping and signage to provide exceptional visibility when approaching trucks from the rear during nighttime hours.
<b>Heavy Duty Disc Brakes</b>	Provide the best stopping distance for heavy trucks in the industry. Exceeds all applicable Federal Motor Vehicle Safety Administration requirements.
<b>Electromagnetic or Hydraulic Driveline Retarders</b>	Retarders are silent and provide additional braking capacity. Eight-inch-wide rear brake lining also increases braking capacity and improves vehicle safety.
<b>Four Braid Hydraulic Hoses</b>	Part of Waste Management's standard truck body specification, doubling the safety margin against high-pressure hydraulic leakage.

### Industry-Leading Onboard Technology for Wareham and Carver

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.

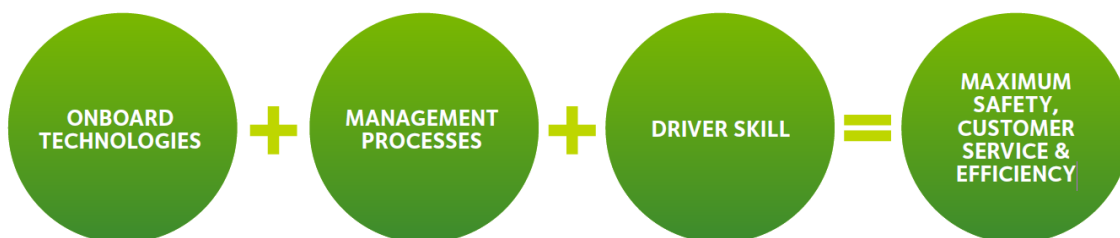


Just as your personal vehicle has progressed, so have Waste Management vehicles. Our fleet's technology needs are specific to the services we perform, requiring us to custom develop and implement advancements based on what matters most to Waste Management - our partners and customers and our ability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





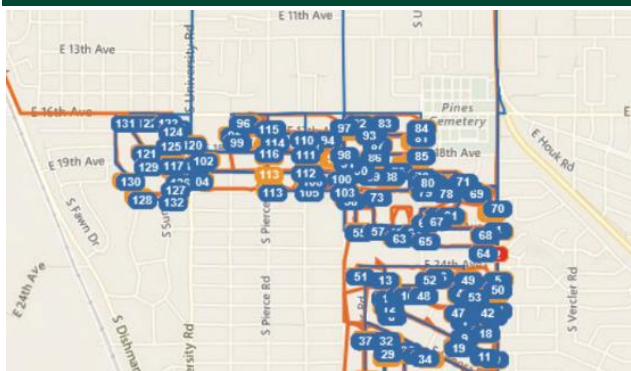
## Technology at Work for Wareham and Carver

### 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.

## Customer Service

The Towns of Wareham and Carver will have access to our dedicated email box, [newenglandmunidispach@wm.com](mailto:newenglandmunidispach@wm.com), for reporting missed pick-ups, checking eta's, reporting service issues etc. This email box is constantly monitored by our entire dispatch department and typical response time is one hour or less.

### Customer Experience Staff Dedicated to the Towns of Wareham and Carver

As mentioned previously, Wareham and Carver's Waste Management team is both professional and proficient in leading a transition team from start to finish. Regularly scheduled meetings will provide the opportunity to identify progress and shortfalls, and document detailed plans to make every agreed upon deadline.

Routine customer contacts including requests for service, change of status, change of service, status of service, complaints and compliments are recorded in Waste Management's MAS Ticket System. Each ticket is created in an open status and requires closure upon completion of requested action and/or resolution. The timeframe for ticket closure is dependent upon the type of ticket opened. Local management and their teams are responsible for providing requested service and/or issue resolution and monitor tickets live in MAS.

- 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 Management Team that a reoccurring problem exists.

Ticket creation, closure and tracking as well as service recovery falls under Service Machine Standards and are reported weekly and tracked corporate-wide. Local management is responsible and accountable for these statistics.

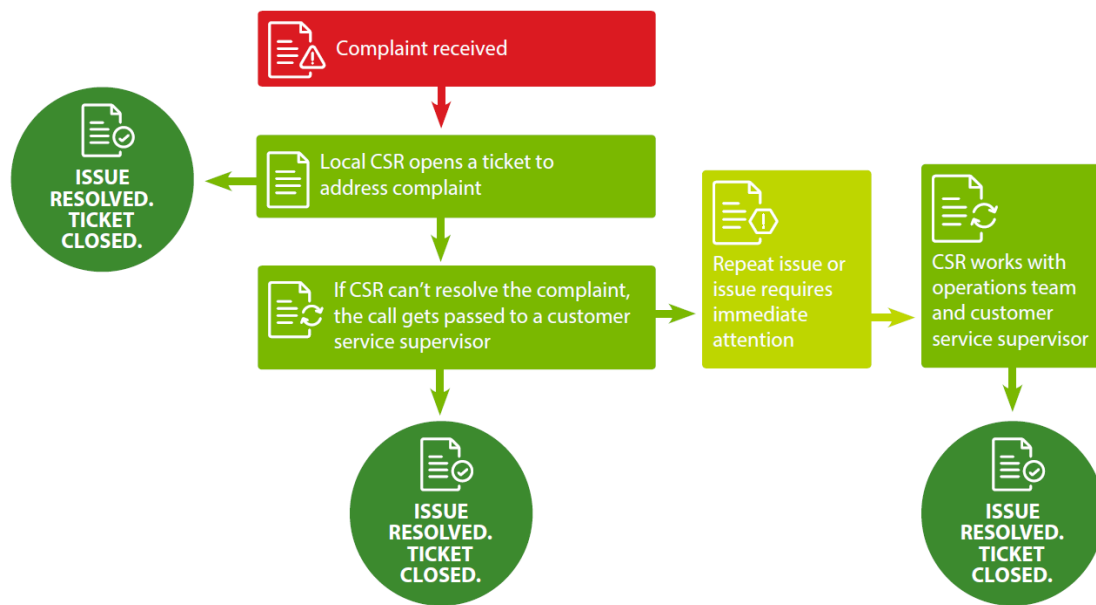
All Waste Management collection trucks are equipped with radios to ensure constant communication with the drivers by customer service and operations/dispatch personnel. This expedites all customer service requests and allows customer service representatives to contact the driver during the time of the call, obtain the information needed, and provide an answer to the customer before they hang up the phone.

It has been our experience that most issues can be resolved through our Customer Service Center. However, in the rare instance that a serious dispute arises, it will be immediately elevated to Heather Louro, who has significant expertise in problem resolution.

In the event of an outage at your Foxboro customer service center, Waste Management maintains other customer service centers throughout the United States that can support City calls if needed. 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, natural disaster, etc.), creating system redundancy. The customer service representatives (CSR)s have access to our Knowledge Management Tool, "Green Pages," and can assist Wareham and Carver customers at all times with community-specific information

#### Our Commitment to the Towns of Wareham and Carver

- ✓ 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



Wareham and Carver's Foxboro Customer Service Center	
Number of Agents	11 Inside Customer Representatives 25 Customer Service Representatives 3 Digital Care Representatives (DCR)
Number of Bi-lingual (Spanish) Speaking Agents	4 Agents
Number of Supervisors	3 Supervisors
Agent Training Method	Instructor led Classroom training Supervised on-the-job training
Number of Calls Per Day	2,000 on average
Average Speed of Answer (ASA)	The residential goal for ASA is 45 seconds or less. For first quarter 2020, WM averaged 20 seconds
Abandonment Rate	The residential abandonment rate goal is 5% or less. For first quarter 2020, WM averaged 1.1%
Process used by agents to answer and resolve customer requests	Use of comprehensive account/billing system that provides agents the information necessary to manage call flow. Also use in-house portal "Green Pages" that houses all SOP's, resources, job aids etc., to confirm accuracy in ticket entry, billing and adherence to trash/recycle guidelines by area. Comprehensive quality program/scorecard to make sure agents are following call standards, best practices and ensuring customer satisfaction.
Corporate Recognition	Recipient of the Enterprise Call Center of the Year - 2014 4-time Recipient of Call Center of the Month (April 2014, July 2014, April 2015, December 2015, July 2016)



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## 6 | AN UPDATE ON RECYCLING

### Finding the Next Best Use for Everything We Collect

The Towns' recyclables will be processed at our Avon MRF located at 40 Ledin Drive, Avon, MA 02322. Waste Management owns and operates this facility, and we will allocate roughly 2,500 tons per year of capacity for both Towns, and can accommodate more if needed,.

The permitted annual capacity is 100,000 tons per year. If ever required, Waste Management can divert excess recycling to other MRFs we own and operate in New England.

#### A Cleaner Recycling Program – Tactics and Strategies

##### How we can work together to address the new recycling norm

The recycling market of today is drastically different than just a few years ago. For some materials, there is an abundance of material being generated to feed limited markets. Existing and new markets are now in the driver's seat and are demanding the highest quality material, free from contamination. We can no longer place items in the cart and hope that they will be recycled. We must work together to reduce contamination and improve quality. Our programs can only include material for which a reliable market exists. This is the new recycling norm. By collaborating with our communities and customers, we can create cleaner recycling programs that are free from contamination. Below are some ways we can work together to educate, enforce, and reset recycling:

- **Practice and share recycling tips at every opportunity:** Waste Management's education and outreach website [Recycle Right \(wm.com/RecycleRight\)](https://wm.com/RecycleRight) has tips and tools to help customers reduce and eliminate contamination.
- **Make recycling work:** Be transparent and honest about keeping recycling sustainable in your Towns. Engage your residents, schools, and facilities to help find solutions and maintain their trust in the recycling process.
- **Enforce quality requirements:** Increase recycling education and adopt consequences for not recycling properly that drive behavior change. Waste Management will continue to help educate customers to reduce contamination and drive behavior change – and we will take necessary steps to seek recovery costs to keep recycling economically sustainable.
- **Market reset:** The market quality requirements and depressed commodity values necessitate a holistic market reset to reflect the new "norm." The cost of collection and processing has always exceeded the value of the commodities; however, this cost has never been transparent to consumers. And current quality requirements are driving up processing costs at Material



Recycling Facilities. Every community and every recycler is impacted. It is time for a paradigm shift regarding the business of recycling.

Contamination is a global issue, and to help solve it we have joined forces with industries, businesses, cities, and consumers like you to recycle right. Join us now in the battle against contamination by learning about the challenges impacting recycling and then share it with others.

## **Waste Management - Your Reliable, Stable Partner for All Your Recycling Solutions**

Waste Management differentiates itself from our competitors by entering into recyclable materials marketing relationships that are good for our company and our customers. We are the largest marketer of residential recyclables in the nation, giving us greater negotiating ability on behalf of our customers, to bring more revenue or minimize costs for the sale of recyclables. Our history, knowledge, and planning are what sets us apart from competitors, who may or may not be able to honor their pricing and rebate structures when the going gets tough. Waste Management's materials marketing team will consistently and aggressively:

- Explore all potential short and long-term material sales options
- Maintain an accurate and detailed compilation of end markets, market opportunities, and material market specifications
- Negotiate and sell materials in an honest, forthright manner to our customers, for the best possible prices on behalf of our projects
- Provide material marketing services that exceed your requirements and expectations

We are committed to developing local markets where it benefits our customers. We seek to provide quality feedstocks to support local projects and markets. In addition to marketing to domestic consumers, we have agents major export markets, such as China, South America, and India. This allows us to work directly with all end consumers, cutting out the middleman, which facilitates materials movement, even in depressed markets.

Most importantly, we are working closely with our customers to reduce contamination in inbound material streams through proactive public education and through the implementation of new processes and controls at recycling facilities to remove unwanted items. For Waste Management and our customers, this means a greater emphasis on recycling right to keep loads of recyclable materials clean and clear of contamination. Not just clean as "rinsed," but also excluding items that are not recyclable, such as food-soiled containers, hoses, polystyrene, plastic bags, and other materials. To assist our customers, Waste Management developed our proprietary Recycle Right education toolkit to help educate consumers on the new recycling paradigm and the important role their actions play in preserving the future of America's recycling programs.

## **Why it is So Important to Recycle Right**

In the midst of the challenges facing recycling programs, we must remember to pause to think about why we recycle. We recycle to reduce our environmental impacts in a socially and economically responsible way. Recycling reduces greenhouse gas emissions, conserves resources, saves energy, and reduces landfill usage. Contamination threatens that by preventing thousands of tons of recyclables from ever seeing a second life. This, in turn, negatively impacts value and demand of recyclable materials, which dictates the growth of recycling infrastructure and the expansion of collection programs at the local level.

The sustainability of all recycling programs is dependent upon collecting high quality recyclable materials free of unacceptable materials.

In order to overcome this, we must work in close collaboration with our customer partners - municipalities, businesses, education institutions, and residents - to confirm that both new and established recycling programs are sustainable given today's realities. We must all work together to develop local, effective solutions for this global problem.

Collecting materials is not the same as recycling them. It is only when a material is recycled into something else that we realize the economic and environmental benefits. Anything short of this, and we are simply creating a problem that results in a negative environmental impact. To certify that our local recycling programs remain viable, workable operations, Waste Management has taken proactive steps to help our customers understand the new recycling paradigm and how local actions have global impacts.

## Proactive Public Education Specific to Your Towns

Preserving natural resources and virgin materials through recycling is at the heart of what our customers, communities, and Waste Management want to accomplish. It is a key component of our business and it is what you, our customers, are requesting. But, recycling simply must be both environmentally and economically sustainable. By cleaning up collection, reducing contamination and limiting what we place in our carts to material that has a reliable market and can be reprocessed into new products, we can reduce the risk of recycling programs. A global effort is underway to move the needle in a more sustainable direction, and we know that this process starts with addressing contamination.

Waste Management has dedicated manpower and made a significant investment in our Recycle Right education program. The comprehensive, complimentary offerings found on the Recycle Right website provide tailored tools for everyone from residents to businesses to educators to property managers as well as our government customers. Recycle Right is successful at getting customers to change their recycling habits because we:

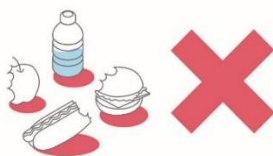
1. Clearly define the problem (recycling confusion and contamination)
2. Simplify the message – we use 3 simple rules (see following graphic)
3. Give consumers a reason why they should do something

### REMEMBER THESE THREE RULES TO RECYCLE RIGHT

Knowing these rules and putting them into practice during your recycling journey will help you recycle more efficiently. And it will help to ensure everything that makes it into your bin finds a second life.



Recycle clean bottles, cans, paper, and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.



These customer-specific tools and resources recognize that recycling presents different challenges in different environments. Multifamily property managers need tools that are formatted in a way that makes it easy for them to educate residents - a “what goes where” doorhanger or a new resident welcome letter, while a business may really benefit from posters designed specifically for break rooms or desk side recycling tips.

Based on community-based social marketing precepts, the Recycle Right program includes educational videos, printed inserts, posters, bin decals and bookmarks, a robust social media campaign, elementary school resources that include a STEM-approved Curriculum for K-Five, and other interactive tools you can use to make recycling sustainable for future generations. Examples of current materials include:

Home	Property Management	Business	Schools	Municipalities
<ul style="list-style-type: none"> <li>✓ Recycling Get Started Guidelines, Posters, and Container Labels</li> <li>✓ Tips for Streamlining Recycling at Home</li> <li>✓ Videos designed to help customers set up successful at home recycling programs</li> <li>✓ Family recycling activities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recycling Get Started Guidelines, Posters, and Container Labels</li> <li>✓ Multifamily Recycling Setup Checklist</li> <li>✓ Customizable Multifamily Newsletters</li> <li>✓ New Resident Welcome Letter</li> <li>✓ Recycling Doorhangers</li> <li>✓ Staff Recycling Training Factsheet</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recycling Get Started Guidelines, Posters, and Container Labels</li> <li>✓ Tips for employee engagement</li> <li>✓ Steps for setting up office place recycling</li> <li>✓ Widgets linking to educational videos - these can be posted on business webpages to help cross- promote Recycle Right resources</li> <li>✓ Resources for how to recycle without using plastic bags</li> </ul>	<ul style="list-style-type: none"> <li>✓ Educational curriculum designed for grades K-5, including:</li> <li>✓ Lesson plans</li> <li>✓ Activities</li> <li>✓ Worksheets and lesson extensions</li> <li>✓ Videos</li> <li>✓ Posters and Container Labels</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recycling Guidelines, Posters, Container Labels and Resident Mailings</li> <li>✓ Widgets linking to educational videos - these can be posted on municipal webpages to help cross- promote Recycle Right resources</li> <li>✓ Social media tools</li> <li>✓ Cart tags</li> </ul>

We are constantly adding new tools and resources to our Recycle Right education program and have designed the program to be an ongoing resource for our customers with fresh materials and content appearing regularly. A valuable part of the Recycle Right website, in addition to the tools and resources, is what we call Recycling 101. Here, visitors can easily find what items are acceptable to recycle or dig into some common recycling myths to ensure that you are recycling right.

[wm.com/recycleright](http://wm.com/recycleright)

Waste Management firmly believes in education – it is the foundation of everything we do regarding recycling. We invest to leverage all communication channels and maximize those channels to best fit our customers.

On the following page is an example of a Recycle Right poster available to you on [wm.com/recycleright](http://wm.com/recycleright):



# RECYCLE RIGHT

## ✓ ALWAYS RECYCLE / RECICLE SIEMPRE



**Plastic Bottles & Containers**  
*Botellas y envases de plástico*



**Food & Beverage Cans**  
*Latas de alimentos y bebidas*



**Paper**  
*Papeles*



**Flattened Cardboard & Paperboard**  
*Cartón y cartulina aplastados*



**Glass Bottles & Containers**  
*Botellas y envases de vidrio*

## ✗ DO NOT INCLUDE IN YOUR MIXED RECYCLING CONTAINER / NO INCLUIR EN SU CONTENEDOR DE RECICLAJE MIXTO



**NO Food or Liquids**  
*NO comida o líquidos*



**NO Foam Cups & Containers**  
*NO vasos y recipientes de poliestireno*



**NO Loose Plastic Bags, Bagged Recyclables or Film**  
Empty recyclables directly into your cart  
*NO bolsas y envolturas de plástico sueltas, o materiales reciclables embolsados*  
*Vacíe directamente los materiales reciclables en nuestro carrito*



**NO Batteries** – check local drop-off programs for proper disposal  
*NO baterías* – Verifique los programas locales de entrega para su correcta eliminación



**NO Green Waste**  
*NO desechos verdes*



**NO Clothing, Furniture & Carpet**  
*NO ropa, muebles y alfombras*

**To Learn More Visit:**  
*Para más información, visite:*  
[wm.com/recycleright](http://wm.com/recycleright)



© 2019 WM Intellectual Property Holdings, LLC. The Recycle Right recycling education program was developed based upon national best practices. Please consult your local municipality for their acceptable materials and additional details of local programs, which may differ slightly.

## A Dynamic Duo - Education and Enforcement

Contamination in the recycling stream impacts everyone - customers, cities, collectors, and processors. Together, we can solve this problem by increasing customer access to education and consistently enforcing recycling guidelines.

It is no surprise that roughly 80 percent of consumers want, and try, to do the right thing when it comes to recycling and the remaining nearly 20 percent are responsible for most of the contamination. Using research conducted for prior community-based social marketing programs, we have identified three unique customer groups: Show Me, Help Me, and Make Me customers, and have developed targeted education and messaging for each.

The Show Me and Make Me customers understand recycling but occasionally need prompts to consistently recycle right. We have developed a suite of tools for them, but the newest includes our videos on [wm.com/recycleright](http://wm.com/recycleright), in the Recycling in Action section. These five, 30-second videos show customers how to set up recycling systems in their homes and reduce contamination.

Another prompt involves tagging carts that contain trash or contamination. Research indicates that providing education is very effective in changing behavior – we address the behavior where we want that behavior to change.

For our “Make Me” customers, consequences and levers need to be enforced, so when necessary, we will take action at the source through proactive monitoring. Our drivers who are the first line of defense in identifying contamination issues will perform recycling audits and when contaminated containers are identified, they will take action which may include:

- Taking a picture of contaminated materials
- Making a note of the contamination issue in our onboard computing system so your Account Manager can follow up with your designated contact to develop a proactive education plan
- Leaving a contamination notice on the container
- Depending on the level of contamination, the driver may or may not service the container, and fees for contaminated containers may be assessed

As a service provider, Waste Management values the trust communities place in us to process and recycle materials responsibly and keep recycling economically sustainable. Our first efforts are always to



educate and share recycling tips at every opportunity. Our Recycle Right education program has tips and tools to give customers the knowledge to reduce and eliminate contamination.

Given that our overriding goal is to make recycling work; and realizing that not all constituents will embrace that goal, we will be transparent in our attempts to prompt consumers to recycle right.

While we have expanded recycling education, we have also adopted consequences for not recycling properly to drive behavior change. Together, we need to keep reinforcing the message about the importance of recycling the right things correctly. Waste Management will continue to help educate customers to reduce contamination - and we also will take necessary steps to seek the recovery of increased costs to keep recycling economically sustainable. Every community and every recycler is impacted. Recycling is truly undergoing a paradigm shift that requires all of us to work together to reduce contamination. We want to help you engage your residents to help find solutions and maintain their trust in the recycling process.

### Material and Delivery Specifications

As a society, we understand that recycling is important, but in order for recycling to make an impact, we have to recycle right. Today’s most successful and sustainable recycling programs emphasize the value of the acceptable materials. We must ask ourselves, does this material have a viable market? If the answer is yes, we must also ensure the material we are recycling is properly prepared, clean, and free from contamination.

Our list of acceptable materials is reflective of today’s market reality and includes only materials that meet industry quality standards and have viable market demands. However, due to the length of our Contract with Wareham and Carver, it is important to allow for the possibility that this list may need to be adjusted at some point. Contract language must support our collective need to make changes to acceptable materials in order to respond to global market demands as well as protect the quality of material we process. In light of these considerations, we propose the following contract language:

### **SINGLE STREAM SPECIFICATIONS**

**RECYCLABLE MATERIALS** must be dry, loose (not bagged), unshredded, empty, and include ONLY the following:

Aluminum food and beverage containers - empty	Glass food and beverage containers – brown, clear, or green - empty
Ferrous (Iron) cans – empty	PET plastic containers with the symbol #1 – with screw tops only - empty
HDPE natural plastic containers with the symbol #2 (milk and water bottles) – empty	HDPE pigmented plastic containers with the symbol #2 (detergent, shampoo bottles, etc.) - empty
Plastics with symbol #5 – empty	Newsprint
Old corrugated containers	Magazines, glossy inserts and pamphlets
Catalogs	Cereal boxes; detergent, gift and snack boxes
Telephone books	Printer paper
Copier paper	Mail
All other office paper without wax liners	

**NON-RECYCLABLES** include, but are not limited to the following:

Bagged materials (even if containing Recyclables)	Microwave trays
Mirrors	Window or auto glass
Light Bulbs	Ceramics
Porcelain	Plastics unnumbered
Plastic bags expanded polystyrene	Coat hangers
Glass cookware/bakeware	Household items such as cooking pots, toasters, etc.
Flexible packaging and multi-laminated materials	Wet fiber
Excluded Materials	Fiber containing, or that has been in contact with, food debris
Any recyclable materials, or pieces of recyclable materials, less than 2" in size in any dimension	Materials: (a) that contain chemical or other properties deleterious, or capable of causing material damage, to any part of Company's property, its personnel or the public; and/or (b) that may materially impair the strength or the durability of the Company's structures or equipment.

**DELIVERY SPECIFICATIONS**

Single Stream Materials delivered by or on behalf of Customer may not contain more than 10 percent Non-Recyclables or any Excluded Materials. In the event a load of Single Stream Materials does not meet Specifications, the load may be rejected and/or Customer may be charged additional processing, return or disposal costs, including Excess Contamination Charges as set forth in Attachment A in the Price Proposal.





## 7 | CONTRACTUAL CONSIDERATIONS

### Cultivating Respect and Building Trust

#### Clarifications/Exceptions

Waste Management strives to be transparent in our proposals. We understand it is difficult for our customers when contractors attempt to negotiate new terms after an award is made. That is not how we do business. At the same time, we feel a balanced contract will benefit both parties over the term of the Agreement. As such, we have included the following list of clarifications and exceptions for your review and consideration.

1-Our proposal assumes each Town will award one contract in its entirety and that Waste Management will become the sole provider for all services (trash and recycling collection) indicated in each Town's scope of work.

2- Our proposal assumes that all collection carts distributed will become property of the Town(s) upon conclusion of a full (5) five-year term. In the event the Town fails to approve funding, then in such event, the Town agrees the Contractor shall be reimbursed for its capital outlay for carts, divided by the number of months remaining in the initial term of the five-year Agreement.

3- Waste Management proposal is valid for 90 days from the date of submittal and assumes contract award will be made in October 2020.

4- Automated Cart Delivery/Replacement/Repair/Title – Waste Management proposal for Wareham assumes we will procure 8,200 64-gallon trash, 8,200 96-gallon recycling, and a total of 70 additional automated carts for the life of the five-year contract. Our proposal for Carver assumes we will procure 3,200 64-gallon trash, 3,200 96-gallon recycling, and a total of 40 additional automated carts for the life of the five-year contract.

5- The Town(s) will be responsible for purchasing additional carts if required to support additional deliveries, replacements, and repair requests throughout the term of the Agreement. Waste Management will not be responsible for replacement costs if the carts are lost, stolen, or damaged due to citizen neglect.

6- Our proposal for fully automated, cart based, collection assumes all materials will be placed curbside in the carts provided.



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# 8 | ALTERNATIVE PROPOSALS

## Above and Beyond the Basics

Following are services that, as a valued customer, are available at **no cost and** could improve levels of service.

### A Local Website for Local Customers

Like many communities, Wareham and Carver have tailored their solid waste programs to meet the unique collection and disposal needs of residents, facilities, and businesses. No longer a one-size-fits all approach, the Towns have a customized list of acceptable material, service levels, rates, pick-up schedules, drop-off locations and more.

Clearly communicating these program details to customers is essential to fully utilize available services and resources. With over 60 percent of consumers preferring to conduct business online, providing solid waste information through a simple, easy-to-use website is an essential communication tool.

As a Waste Management customer, the Towns' residents and businesses, and staff could have access to a local Waste Management website that is both easy to navigate and functional. Working in collaboration with your staff, we will customize the website with meaningful service information, photos and resources that reflect the services, schedules and interests of the Towns. Using Waste Management's local website, customers will easily and quickly be able find:

Pickup Schedule	Holiday Schedule
<b>SERVICE</b>	<b>PICKUP SCHEDULE</b>
Wareham residential refuse	Curbside weekly service
Carver Recycling	Curbside weekly service
Bulky household rubbish	Call to schedule
Appliances	Call to schedule

**Think Outside the Plastic Bag at Home**  
Plastic bags & bagged recyclables don't belong in recycling containers – they pose safety hazards for workers & contaminate other recyclables. To learn more, visit [wm.com/recyclerright](http://wm.com/recyclerright)





- **Community-specific service information** – an overview of all Waste Management services available including waste, recycling, yard waste, bulky items and special collections. This section also informs customers of where to place bins, collection times, and acceptable items.
- **Helpful resources** – including information concerning holiday schedules, seasonal cleanups or nearby drop-off sites, Waste Management’s local website allows us to advise customers of special programs and services available only for the Towns. Upcoming events (such as Christmas tree collection) can be promoted with a prominent banner ad located on the home page.
- **Recycling education.** Customers have access to educational materials and resources available through Waste Management’s Recycle Right. campaign. Whether looking for recycling posters or activities for students, content is printer-friendly and ready to use.

Waste Management’s local Medway website will also allow customers to take action through 24/7 self-service and account management functionality. Customers can:

Initiate service or request additional services	Schedule an empty and return (roll off customers only)
View pickup schedule and collection ETA	Schedule an extra pickup or bulky item collection
Request cart or container repair	Sign up for autopay or make an online payment
Enroll in paperless billing	Edit account contact information

As an added convenience, Waste Management staff will share access to our web content for cross-promotion on your website. Connecting directly to Waste Management’s information will save the Towns’ staff time and confirm Wareham and Carver continuously receives accurate and consistent information.

Answering questions, finding service information, and utilizing local solid waste services should be easy. Waste Management’s new, local solid waste website will guarantee the Towns’ residents and businesses, and staff have the information and tools they need, when they need them.

## Waste Watch®

### Collaborating with Local Law Enforcement to Keep Neighborhoods Safe

Serving Wareham and Carver’s neighborhoods each week allows Waste Management drivers to become familiar with their routes while providing exceptional customer service. Likewise, this level of familiarity enables drivers to identify when a situation does not feel right. From an abandoned car to a door left open, our drivers are in a unique position to act as an extra set of eyes and ears on the street. Our Waste Watch® program leverages this advantage by formally teaching Waste Management drivers how to observe and report suspicious activity or an emergency situation to law enforcement.



Waste Watch-certified drivers participate in a formal training program administered in collaboration with local public safety and law enforcement officers. Training includes what to look for, how to react, and how to report incidents. Drivers are reminded they should not approach or attempt to resolve a suspicious situation, but they are encouraged to call law enforcement if a situation does not look or feel right.



After our drivers complete their initial training, we maintain ongoing efforts to keep community safety a top priority by sharing emergency messages with drivers as-needed and passing along reminders from law enforcement regarding seasonal crimes, such as holiday package and mail theft.

Onboard technology such as DriveCam®, our small video recorder mounted on the windshield of our trucks, has also helped make our Waste Watch program successful. The recorder is triggered by certain vehicle behaviors, such as swerving or a collision; however, drivers also can manually start the camera if they witness a potential crime. This is an invaluable tool for our Waste Watch program.

In addition to local agencies, Waste Management partners with National safety-related organizations and programs, including:

AMBER Alert Community Crime Stoppers	National Center for Missing and Exploited Children U.S. Department of Homeland Security
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Urgent messages, such as AMBER Alerts, can be communicated to drivers via our onboard computing system. This allows for instant and geo-targeted communication in case of an emergency. Over the past decade, Waste Watch-certified drivers throughout the U.S. and Canada have reported suspected crimes and assisted with emergencies caused by car crashes, house fires, and pedestrian accidents.

## Waste Management WM TRACKER® SOLUTIONS

Waste Management WM TRACKER® SOLUTIONS offers safe, simple, compliant recycling solutions for universal wastes, including fluorescent lamps, dry cell batteries, lighting ballasts, mercury switches and devices, and most recently smoke detectors. The prepaid program includes recycling containers, shipping both ways via UPS, recycling of the wastes, an emailed recycling certificate and complete online documentation of every container ordered and recycled. Patent-pending Mercury VaporLok® containers dramatically reduce the risk of potential mercury exposure and can be ordered at [wmlamptracker.com](http://wmlamptracker.com). Auto-reorder and auto compliance features will ensure that your locations have a container available at all times.

For a reasonable, use-based cost to residents, but no cost to Wareham and Carver, Waste Management offers our Tracker Solutions suite. For customers of all types and sizes we provide a simple, safe, and compliant recycle-by-mail program to properly recycle non-standard materials from the convenience of home. We make this possible in three (3) easy steps: order, pack and ship – with no interaction from the Towns required.



Postage prepaid shipping supplies can be ordered 24/7 by phone or online. The program includes recycling containers, shipping both ways via UPS or FedEx ground, recycling of the wastes, and complete online documentation of every container ordered and recycled. Containers are available in a variety of sizes and shapes to fit different facilities and needs.

Customers fill up boxes, and mail them back when full, using the included prepaid postage labels. Waste Management will safely recycle contents and provide each customer with a Certificate of Compliance after the material has been processed. Waste Management LampTracker boxes are the only type of waste lamp packaging approved for shipment by the United States Postal Service (USPS), have been tested according to American Society Testing Materials (ASTM) standards for safe storage and transport, and are U.S. Department of Transportation (DOT)/United Nations-certified for hazardous waste.

## A Simple Recycling Solution for CFLs

Compact Fluorescent Lamps (CFLs) light up our homes, stores, retail spaces, office buildings, and schools - and that is a good thing. According to the EPA, CFLs and bulbs use 75 percent less energy than traditional incandescent bulbs and last longer. Although the advantages of CFLs are abundant, they do contain mercury, a toxic substance harmful to your health and the environment.

Waste Management's CFL recycling efforts resulted in the recovery of **54,484 lbs.** of mercury and **208,711 lbs.** of phosphor powder containing rare earth minerals.

In the past, options for properly disposing of CFLs were limited and often required a trip to a hazardous waste drop-off center or waiting for an annual hazardous waste collection event. But safely disposing of CFLs doesn't need to be difficult. Customers of all types and sizes can utilize Waste Management LampTracker® - a simple, safe, and compliant recycle-by-mail program.

## Proper Disposal of Medical Sharps and Hazardous Waste

Often requested by schools, Waste Management could partner with the Towns, if requested, to handle the disposal of used needles and other medical "sharps." Our MedWaste Tracker program provides a comprehensive, practical solution to ensure that medical waste is properly managed and destroyed to protect the environment, the public and the students and employees.

Information sheets are provided here for your review. Further details are available upon request or by visiting [www.wmtracker.com](http://www.wmtracker.com)

Using the WM Tracker Solutions tends to reduce contamination as well.

WM TRACKER® SOLUTIONS

### Tracker Recycling Kits

**LampTracker® TriGuard®**  
Includes a plastic bag between an inner lamp box and outer shipping box.

**LampTracker® Mercury VaporLok®**  
Includes a zippered foil bag for mercury vapor containment and adsorbent technology for mercury vapor capture.

**LampTracker® Gaylord**  
Recycle larger quantities of tubes and/or mixed bulbs. Common carrier pickup.

**BatteryTracker®**  
Buckets available for Alkaline, NiCD, NiMH, button cell, lithium ion, and non-spillable lead acid batteries.

**MercuryTracker®**  
Recycle electrical and medical equipment and devices such as thermostats and thermometers. Includes Mercury VaporLok® foil bag.

**BallastTracker®**  
Recycle non-pcb lighting ballasts.

**eScrapTracker®**  
Recycle computers, CRTs, TVs, and electronic equipment. Mailback boxes or gaylords with common carrier pickup.

**GreenTracker®**  
Recycle paper, bottles, cans, plastic bags and shrink wrap.

**AerosolTracker®**  
Recycle undamaged aerosol cans.

## The Recycle Right Widget

According to our customer service satisfaction surveys, 45 percent of our municipal resident customers look to their municipalities for recycling information, primarily on their municipal websites, and one of the biggest frustrations that residents have around recycling is a lack of information available to them. To help solve this problem, Waste Management has designed a new tool - the Recycle Right widget - to help keep your website up-to-date and provide current recycling information to your residents.

The widget is easy to use, hosted by the municipality, there is no cost involved, and it provides targeted recycling education.

- The widget is a small image that displays a message on your website and links to [www.wm.com/recycleright](http://www.wm.com/recycleright).
- Your webmaster does a one-time update, dropping the embedded code into the recycling page on your website and the widget is installed.
- It provides an easy way for consumers in your community to get the most up-to-date information about recycling.

RECYCLING JUST  
GOT SIMPLER

Watch the videos.  
Get the tools.



## Additional Waste Stream Alternatives

In many neighboring communities, Waste Management provides for the collection and transportation of bulk rubbish, yard waste, household appliances, and/or electronic waste. Bulky items and household appliances collection could be administered on an appointment/fee-based system or possibly use collection stickers. Yard waste can be accommodated in Kraft bags or bundles. While not requested within this RFP, the Towns might consider implementing programs in the future and we are well equipped to facilitate these additional alternatives.



WM VALUES

WE VALUE OUR  
ENVIRONMENT

We are responsible  
stewards of the  
environment  
and champions  
for sustainability.





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## CONCLUSION

### We're There When You Need Us

Waste Management is a proactive partner with proven results. Our work throughout Massachusetts, New England, and North America is a testament to our professional approach over the long term and we are excited about the opportunity to work with the Towns of Wareham and Carver in managing your community's waste and recycling needs.

First, we believe this to be a significant opportunity for both Waste Management and the Towns. We strongly invest in our partner communities and want to be your waste solutions provider of the future. We understand your priorities and are well-equipped to provide the services and resources you need to achieve your waste and recycling goals. We will provide tailored services to meet your operational needs and exceed your residents' expectations.

Second, we are committed to building a strong partnership by providing high quality, reliable service for the entire term of the Agreement. Our long-term partnerships with neighboring communities prove that we are a trusted and dependable partner. We have the resources to make needed adjustments, when necessary, to facilitate continued satisfaction for you and your residents. Waste Management will provide uninterrupted stability backed by innovation, value, and price, and we are committed to being a proactive partner.

Lastly, entering into a partnership with Waste Management will provide your Towns with uninterrupted, guaranteed service delivery for an essential and highly regulated responsibility. We have the experience to develop a collaborative implementation plan to provide a smooth and seamless transition. Our best-in-class collection, processing, and disposal operations, along with our industry-leading safety and environmental practices, will give you peace of mind that your wastes are being managed in full compliance with all regulatory requirements and standards.

Waste Management is dedicated to being the best environmental solutions partner for Wareham and Carver now and in the future.

**A PARTNER  
NOT JUST A PROVIDER**

