



Proposal for Solid Waste and Recycling Collection Services RFP No.: 23-001

Submitted by Waste Management Inc. of Florida
March 13, 2023 by 2:00 P.M.

***WM: Committed to Innovation,
Service Excellence, and Value
for Highland Beach***



ORIGINAL

INTRODUCTION

Title Page

Letter of Interest

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Highland Beach, March 2023

*Photo by Shiraz Kashar, WMIF Community
Outreach and Education.*

TOWN OF HIGHLAND BEACH

Solid Waste and Recycling Collection Services

RFP No.: 23-001

by 2:00 P.M. on March 13, 2023

SUBMITTED BY

Waste Management Inc. of Florida

Experience that Counts

FEDERAL I.D. 59-1094518

Barbara Herrera,
Government Affairs Manager
(954) 856-7192
bherrera@wm.com





Waste Management Inc. of Florida
651 Industrial Way
Boynton Beach, FL 33426

March 13, 2023

Town of Highland Beach
3614 South Ocean Blvd.
Highland Beach, FL 33487

Attn: Eric Marmer, Assistant Town Manager

Dear Mr. Marmer:

Waste Management Inc. of Florida (WMIF/WM), as a wholly owned subsidiary of Waste Management, Inc. (WM), is pleased to provide the enclosed proposal response package, outlining our ability and commitment to providing service excellence to the Town of Highland Beach, as described in the Town's RFP No. 23-001, "Solid Waste and Recycling Collection Services."

WM wants to first thank you for your business and our long-standing partnership. We have extensive experience in Highland Beach and know the Town's streets, neighborhoods, and unique service requirements. Our operation as a municipal solid waste, recyclables, and yard waste services provider has evolved into one of the most comprehensive and responsive service packages in Palm Beach County.

WM, headquartered in Houston, TX, is North America's sustainability and environmental solutions leader. WMIF, headquartered in Boca Raton, is the local subsidiary that provides service across the Sunshine State, operating 84 facilities in Florida with nearly 5,000 employees. WMIF operates 32 hauling facilities, 18 landfills, 24 transfer stations, three Material Recovery Facilities, six C & D recycling centers, and one organics recycling facility. All of these facilities and their personnel stand ready to support the Senior District Manager Fred Harmon and the WM of Palm Beach Team's efforts to provide world-class service, industry-leading safety, and a high-quality customer service experience to Highland Beach and its residents and businesses.

Our WM of Palm Beach Hauling District is woven into the fabric of Palm Beach County, employing over 199 area residents who live, work, and contribute to the local economy. Our experienced professionals operate state-of-the-art equipment and facilities in support of contracts that service more than 151,000 residents and 11,000 commercial customers in the immediate area.

Please accept this as WM's formal statement of interest warranting that the requirements of this project as described in the RFP documents, its enclosures, and all addenda, have been reviewed and WM has conducted all necessary due diligence to confirm material facts upon which our response is based. We are prepared and willing to continue performing the services described and enter into an agreement with the Town of Highland Beach upon contract award.

Thank you for considering our proposal. We are committed to continuing our partnership with the Town of Highland Beach. Should you have any questions, please feel free to contact me at (954) 984-2035 or by email at dmyhan@wm.com.

Sincerely,

David M. Myhan, President
Waste Management Inc. of Florida

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



2. SUMMARY OF QUALIFICATIONS

WM is Highland Beach's Local Company
with National Resources

South Florida Municipal Partners

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

WM: Who We Are and What We Do

The WM Highland Beach Team



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community
Outreach and Education



2. SUMMARY OF QUALIFICATIONS

A Company, People, and Resources You Can Count On

Since 1893 when Waste Management founder Harm Huizenga began removing trash in Chicago, WM has been working for a better tomorrow. But what started as 'Waste Management,' has evolved to become WM - the world's leading provider - and innovator - of sustainability services, and the work that started over a hundred years ago continues every day, getting better, smarter, and more innovative.

We're WM. Always Working For A Sustainable Tomorrow.

Provide evidence of a minimum of eight (8) years of experience providing solid waste collection services in Florida;

WM is Highland Beach's Local Company with National Resources

South Florida is where it all began for WM. It was in South Florida that Wayne Huizenga started a garbage hauling business, as his grandfather had done in Chicago in 1894. In 1962, Huizenga started the Southern Sanitation Service, which ultimately grew into Waste Management, Inc., today North America's leader in sustainability and environmental solutions, with over 48,300 employees serving more than 20 million municipal, residential, commercial, and industrial customers. WM currently services over 5,000 exclusive municipal contracts, making us the clear leader with a full range of experience in providing our municipalities with the individual service that best meets each area's unique needs. When it comes to service, WM truly is a local company with global resources.

Incorporated in Florida on March 30, 1964, Waste Management Inc. of Florida (WM/WMIF), headquartered at 1800 N. Military Trail, Boca Raton, FL, is the local subsidiary of Waste Management, Inc., that provides service across the Sunshine State. We operate 32 hauling facilities, 18 active landfills, 24 transfer stations, three Material Recovery Facilities, and six C & D recycling centers. Our nearly 5,000 employees provide collection, recycling, transfer, and disposal service to municipal, commercial, industrial, and residential customers, including over 180 exclusive municipal solid waste and recycling franchise agreements in Florida alone.

Waste Management Inc. of Florida

Waste Management Inc. of Florida, a wholly-owned subsidiary of Waste Management, Inc., was organized and incorporated in Florida in 1964. Our team services Highland Beach from our WM of Palm Beach Hauling District, which is located at 651 Industrial Way, Boynton Beach, FL 33426.



Provide evidence of having exclusive residential collection service including solid waste, yard waste, bulk waste, white goods, electronic waste and tires, to at least two (2) local government jurisdictions in Florida within the past eight (8) years;

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 Town of Gulf Stream 100 Sea Road, Gulf Stream, FL 33483 Greg Dunham, Town Manager (561) 276-5116 gdunham@gulf-stream.org	MANUAL DOORSIDE MSW, REC, YW, BLK, COMM, RO	1993 to present	387	~\$250K	EF
 Town of Hypoluxo 7580 S. Federal Highway, Hypoluxo, FL. 33462, Michael Brown, Mayor (561) 582-4155 mcbrown@hypoluxo.org	MANUAL CURBSIDE MSW, REC, YW, BLK, COMM, RO	2002 - present	294	~\$420K	EF
 Town of Southwest Ranches 13400 Griffin Rd., SW Ranches, FL 33330 Andy Berns, Town Administrator (954) 343-7469 aberns@southwestranches.org	TRANSITION TO ASL MSW, REC, YW, BLK, COMM, RO & Disposal	2007 – to present	2,600	~\$3.6M	EF
 City of Delray Beach 100 NW 1st Ave., Delray Beach, FL 33444 Danise Cleckley, Assistant Neighborhood & Community Services Director (561) 243-7000 Cleckley@mydelraybeach.com	MSW, REC, YW, BLK, COMM, RO	2001 - present	15,000	~\$11M	EF
 Palm Beach County Solid Waste Authority – Zone 2 7501 N. Jog Rd., WPB, FL 33412 Dan Pellowitz, Executive Director (561) 640-4000 dpellowitz@swa.org	MSW, REC, YW, BLK, COMM, RO	2019 – to present	33,000	~\$11M	EF
 Palm Beach County Solid Waste Authority – Zone 5 7501 N. Jog Rd., WPB, FL 33412 Dan Pellowitz, Executive Director (561) 640-4000 dpellowitz@swa.org	MSW, REC, YW, BLK, COMM, RO	2019 – to present	1,200	~\$1.3M	EF
 Martin County 2401 SE Monterey Rd., Stuart, FL 34996 Don Donaldson - Deputy County Administrator (772) 288-5400 Ddonalds@martin.fl.us	MSW, REC, YW COMM, RO	2007 - 2029	48,000	~\$23M	EF

Provide evidence of having exclusive commercial collection service to at least two (2) local government jurisdictions in Florida within the past eight (8) years;

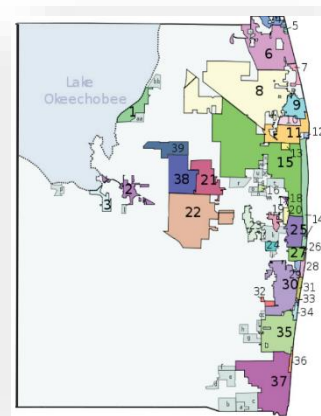
Please refer to the reference list in the previous page. Each of those exclusive franchises include commercial services as well. A comprehensive list of WM's South Florida customers follows in this section.

Provide evidence of currently providing exclusive residential collection service to a minimum of one (1) local government jurisdiction in Florida

WM services more municipalities in Palm Beach County than any other hauler, and there's a reason for that. WM is unmatched in safety and service excellence. We encourage you to contact our municipal partners to learn more about why more municipalities place their trust in WM than any other.

Additionally, we have included, for your reference, an at-a-glance chart outlining our customers that are your Palm Beach County neighbors.

WM in Palm Beach County		
3. City of South Bay	4. Village of Tequesta	5. Town of Jupiter Inlet Colony
6. Town of Jupiter	7. Town of Juno Beach	8. City of Palm Beach Gardens
10. Town of Lake Park	12. City of Palm Beach Shores	13. Town of Mangonia Park
14. Palm Beach County (SWA Area 2 and 5)	17. Town of Glen Ridge	18. Town of Cloud Lake
20. Town of Lake Clarke Shores	23. City of Greenacres	29. Town of Hypoluxo
32. Village of Golf	35. City of Delray Beach	36. Town of Highland Beach
37. City of Boca Raton	39. City of Westlake	



South Florida Municipal Partners

WM is pleased present additional municipal references from throughout South Florida. We encourage you to contact any of our partners to learn more about the service excellence and ease of transition with WM. This chart is provided simply for your reference regarding the breadth of service that WM provides in our local area.

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 Collier County 3339 Tamiami Trail E, Naples, FL 34112 Kari Ann Hodgson, Solid & Hazardous Waste Director (239) 252-2504 Kari.Hodgson@colliercountyfl.gov	MSW, REC, YW, BLK, COMM	2005 - to present	130,000	~\$40M	EF

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 Hillsborough County 332 N. Falkenburg Rd., Tampa, FL 33619 Kim Byer, S.W. Director (813) 612-7718 byerk@hillsborough.org	MSW, REC, YW COMM, RO	1980 - to present	96,000	~\$60M	EF
 City of Melbourne 900 E. Strawbridge Ave., Melbourne, FL 32901 Ralph Reigelsperger, Public Works Director (321) 608-5080 ralph.reigelsperger@mlbfl.org	MSW, REC, YW, BLK, COMM	1996 - to present	27,751	~\$10M	EF
 City of Boca Raton 201 West Palmetto Park Rd., Boca Raton, FL 33432 Richard Scherle, Municipal Services Operations Mgr (561) 416-3384 rscherle@myboca.us	C&D, COMM	2015 - to present	N/A	~\$4M	NEF
 City of Greenacres 5800 Melaleuca Lane, Greenacres FL 33463 Carlos Cedenio, Public Works Dept., 561-642-2071 grouppw@greenacresfl.gov	MSW, REC, YW, BLK, COMM, RO	2019 - to present	8,700	~\$ 2.4M	EF
 City of Palm Beach Gardens 10500 Military Trail Palm Beach Gardens, FI 33410 Jennifer Nelli, Operations Manager (561) 799-4100 jnelli@pbgfl.com	MSW, REC, YW, BLK, COMM, RO	2018-- to present	20,000	~\$7.2M	EF
 Town of Jupiter 210 Military Trail Jupiter, FI 33458 Thomas Driscoll - Dir of Engineering and Solid Waste (561) 746-5134 Thomasd@jupiter.fl.us	MSW, REC	1997 - to present	27,000	~\$12M	EF
 City of Coral Gables 2800 SW 72 Ave, Miami, FL 33155 Alberto Zamora, Asst Public Works Dir. (305) 460-5000 azamora@coralgables.com	MSW, REC, COMM, RO	1981 - to present	1,708	~ \$8.6M	EF
 City of Florida City 404 W Palm Dr., Florida City, FL 33034 Otis Wallace, Mayor 305-247-8221 cityclerk@floridacityfl.gov	MSW, REC, COMM, RO	1991 - to present	2,600	~ \$2.5M	EF
 City of Hialeah Gardens 10001 NW 87 Ave., Hialeah Gardens, FL 33016 Arturo Ruiz, Director of Administration (305) 558-4114 aruiz@cityofhialeahgardens.com	MSW, REC	1998 - to present	4,160	~ \$3.2 M	EF

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 City of Lauderdale Lakes 4300 NW 36 S, Lauderdale Lakes, FL 33319 Ronald Desbrunes, Public Works Director (954) 535-2700 ronaldd@lauderdalelakes.org	MSW, REC, RCY PROC, BLK, COMM, RO, C&D	1992 - to present	4,791	~\$5M	EF
 City of Parkland 6600 University Drive, Parkland FL 33067 Sabrina Baglieri, Public Works Director (954) 757-4108 sbaglieri@cityofparkland.org	MSW, REC, RCY PROC, BLK, COMM, RO, DISP	2008 - to present	11,000	~\$4M	EF
 City of North Lauderdale 701 S.W. 71st Ave., North Lauderdale, FL 33068 Sam May, Public Works Director (954-724-7070) smay@nlauderdale.org	MSW, REC, BLK COMM, RO, C&D	2021 – to present	8,350	~\$7M	EF
 City of Lauderdale 5581 W. Oakland Park Blvd., Lauderdale, FL 33313 Desorae Giles-Smith, City Manager (954) 730-3002 dgiles@lauderdale-fl.gov	MSW, REC, BLK, COMM, RO	2016 - to present	12,802	~\$7.2M	EF
 City of Cooper City 9090 SW 50th Place, Cooper City, FL 33328 Joseph Napoli, City Manager (954) 434-4300 JNapoli@coopercityfl.org	MSW, REC, BLK, COMM	2006 - to present	10,383	~ \$6 M	EF
 City of Lighthouse Point 2200 NE 38th St., Lighthouse Point, FL 33064 John Lavisky, City Administrator (954) 784-3434 jlavisky@lighthousepoint.com	MSW, REC, BLK, COMM	2013 - to present	3,757	~ \$2.8M	EF
 City of Wilton Manors 2100 N. Dixie Hwy., Wilton Manors, FL 33305 David Archaki, Emergency Mgmt/Utilities Director (954) 390-2190 darchacki@wiltonmanors.com	MSW, REC, BLK, COMM	2003 - to present	3,853	~\$2.6M	EF

Provide a brief discussion of the Proposer's business history and current purpose/function in the marketplace; Indicate specifically the members of the firm who will have primary responsibility for the Town's contract and provide a brief resume for each. Also indicate all key individuals, and their tasks and/or areas of expertise.

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

WM is the world's leading provider of sustainability services. For more than 50 years, we have been working for a better tomorrow with sustainability and environmental stewardship embedded in all we do.

We have partnered with countless customers to implement innovative programs and services that have shaped the solid waste and recycling industry in North America. Key highlights of our history include:



BORN OUT OF A DESIRE TO SERVE COMMUNITY

1968: The original Waste Management, Inc. begins operations, bringing together numerous solid waste companies, including some founded in the early 1890s.



A PIONEER FOR THE ENVIRONMENT

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

BREAKTHROUGH TECHNOLOGY

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

REDUCING OUR CARBON FOOTPRINT

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



CLOSING THE LOOP

2009: Our first renewable energy facility opens at our Altamont, CA Landfill, giving WM technology to produce renewable natural gas (RNG) that can be used as transportation fuel from biogas, a gaseous product from the decomposition of organic matter at our landfills. Today, WM has 16 RNG production facilities and more than half of our natural gas fleet runs on RNG fuel.

THE CROWN JEWEL OF SUSTAINABLE SPORT

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



EDUCATING TO RECYCLE RIGHT

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



THE WORLD OF RECYCLING CHANGES

2017: China, which had been the world's largest market for mixed paper and plastics, sets aggressive environmental goals that culminate with a plan to eliminate imports of all post-consumer recyclables by 2021. In response, WM works to rebalance commodity values by developing markets here in North America.

AIMING HIGHER

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

EXPORTING RESPONSIBLY

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

INVESTING IN THE FUTURE OF RECYCLING

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



MORE THAN A WASTE MANAGEMENT COMPANY

2022: Because our business offerings go beyond just managing waste, "Waste Management" re-brands to become "WM." Today, as WM, we are changing waste collection, creating alternative fuels, and forging a more sustainable tomorrow.

TODAY, AND BEYOND

While this is our story, it is not the end. WM is writing new chapters every day in pursuit of solutions to global issues, while always providing the most consistent service in the industry.

WM: Who We Are and What We Do

As North America's leading provider of comprehensive environmental services, WM serves millions of residential, commercial, industrial, and municipal customers throughout the U.S. and Canada by collecting, transporting, and finding new uses for the waste they generate. We also collaborate with our

customers to help them achieve their sustainability goals through managing and reducing waste and operating more sustainably.

To serve our diverse customer base, we have developed the industry's largest network of collection operations, transfer stations, and recycling and disposal facilities, led by a team of 48,300 employees motivated to go above and beyond. Unmatched in geographical reach and ability, our resources enable us to manage every aspect of our customers' waste streams.

WM At-a-Glance (data represents the most recently published information)

People	Operations				
48,300 team members	255 solid waste landfills	5 hazardous waste landfills	507 hauling facilities	340 transfer facilities	\$31.4B asset base
Recycling Facilities	Energy			Environmental	
49 single stream recycling facilities	10,832 alternative fuel vehicles			73 certified wildlife habitat programs	
27 commercial facilities	177 natural gas fueling stations			70 pollinator programs	
11 other facilities	102 landfill gas-to-electricity facilities			177 active habitat, species, and education certified projects	
9 construction and demolition recycling facilities	26 landfill gas-to-industrial customers as substitute for fossil fuels			13,721 acres actively managed for wildlife preservation	
26 composting facilities	16 Renewable Natural Gas facilities				
4 WM CORE® organics processing facilities					

The WM Highland Beach Team

Following is your WM Town of Highland Beach Executive Team. Included here is Barbara Herrera who will serve as Highland Beach's primary point of contact, and who has taken the lead for the planning and administration of this project.

WM's Highland Beach Executive Management Team

David Myhan, President, Waste Management Inc. of Florida



1800 N. Military Trail, Boca Raton, FL 33431, (601) 861-0003 | dmyhan@wm.com

David's 28-year WM career has earned him the position of President of Waste Management Inc. of Florida (WMIF), Mr. Myhan oversees the operations of WM's Florida Area and its over 5,000 team members.

Mr. Myhan has strategic, financial, and operation responsibilities for the overall businesses for WMIF franchised and open market sectors. He has held various positions in sales and general management in FL, LA, AL, MS, TX, AR, and OK after graduating from the University of North Alabama.

Jim Lambros, Vice President, Waste Management Inc. of Florida



1800 N. Military Trail, Suite 201, Boca Raton, Fl. 33431, (954) 984-2007 | jlambros@wm.com

At this point in Jim's 35 years with WM, he is the Vice President of WMIF, with strategic, financial, and operational responsibilities for the overall businesses for WMIF franchised and open market sectors. He has held various financial and operational positions in FL, PA, NJ, NY, DE, MD, VA, WVA, and OH, and graduated from the University of Akron.

Jack Conner, Director of Collections Operations



1800 N Military Trail, Suite 201, Boca Raton, FL 33431, (954) 557-2325 | jconner@wm.com

Jack has been with WM for 18 years and now focuses on providing exceptional service to our South Florida customers. For the past six years he has concentrated on Palm Beach, Broward, Dade and Monroe counties, and has been actively involved in providing service to Highland Beach, Delray Beach, Palm Beach County Solid Waste Authority, Wellington, Riviera Beach, Palm Beach Gardens, Juno Beach and multiple other Palm Beach County municipalities. Jack's 36 combined years of progressive leadership experience have given him invaluable audit compliance, project management, regulatory compliance, and labor relations experience. Jack graduated from Centenary College of Louisiana.

Dawn McCormick, Director of Communications



1800 N. Military Trail, Suite 201, Boca Raton, FL 33431, (954) 984-2041 | dmccormick@wm.com

Dawn is an experienced broadcast journalist and communications professional with more than 30 years of experience in media relations, issues management, crisis communications and pro-active stakeholder communications. She was an award-winning broadcast journalist with NBC and ABC affiliated TV stations. Dawn graduated with a degree in Journalism from Northwestern University.

Rick Kania, Area Director Revenue Management



1800 N Military Trail, Suite 201, Boca Raton, FL 33431, (813) 505-1814 | rkania@wm.com

Rick has been with WM for 33 years, serving in various leadership positions throughout Florida and the rest of United States. Rick's experience with WM includes Operations Management (collections, post-collection), Sales, WM Healthcare Solutions, Pricing, and overall Revenue Management.

Rick joined WM upon graduating from Bowling Green State University.

Paul Schneider, Sales Director



1800 N Military Trail, Suite 201, Boca Raton, FL 33431, Phone: (813) 927-1519 | pschneid@wm.com

Paul has been a valued member of the WM team for the past 33 years, holding various roles prior to advancing to his current Sales Leadership of 23 years. As the Director of Sales, Paul oversees a team of 71 dedicated team members throughout the Florida Area with a commitment to providing an outstanding customer experience.

Paul is a leader in focusing on a creative and innovative approach to build relationships and support customer satisfaction in the Florida Area. He graduated from Broward Community College.

Lisa McNeight, Public Affairs Director



3411 North 40th Street, Tampa, FL 33605, (716) 913-9146 | lmcneigh@wm.com

Lisa is a 27-year veteran of WM, holding progressive roles in Sales, Pricing and Public Sector over that time. She began her career with WM in 1995 as an Inside Special Waste Sales representative in Western New York. Over the next 10 years, she increased the scope of her roles and diversified her functional experience, ultimately reaching Area Public Sector Manager, Upstate New York, Western Pennsylvania and

West Virginia in 2011, and holding that position until 2015, when she relocated to the Florida Area. Over the past six years, Lisa has held the role of Public Sector Manager for North Florida. With her level of strategic planning, organization, consistency and partnership in North Florida, Lisa recently expanded her leadership role to Director, extending her managerial role across the entire Florida Area. She graduated from State University of New York.

Luigi Pace, Area Manager, Area Manager Public Sector Solutions



2380 College Ave., Davie, FL 33317, (305) 970-0127 | Email: lpace@wm.com

In his position as Area Manager, Public Sector Solutions, Luigi oversees the Public Sector Representatives that cover 16 Florida Counties. With 19 years with WM and 32 years total industry experience, he works closely with municipalities and Public Sector Solutions (PSS) representatives to ensure compliance with municipal contracts. As a prior PSS rep, Luigi knows municipal contracts and has worked seamlessly with our

local district management team to elevate customer satisfaction.

Luigi's prior positions included Sr. District Manager Broward County, South Florida Market Area Safety Manager, WM of Palm Beach Sr. District Manager, and Operations Manager. Each of these positions gives Luigi his unique skill set and ability to represent his customers' perspectives to the WM network. An invaluable communication tool is Luigi's fluency in Spanish and Italian.

Barbara Herrera, Government Affairs Manager and the Town's Project Manager



2380 College Ave., Davie, FL 33317, (954) 856-7192 | bherrera@wm.com

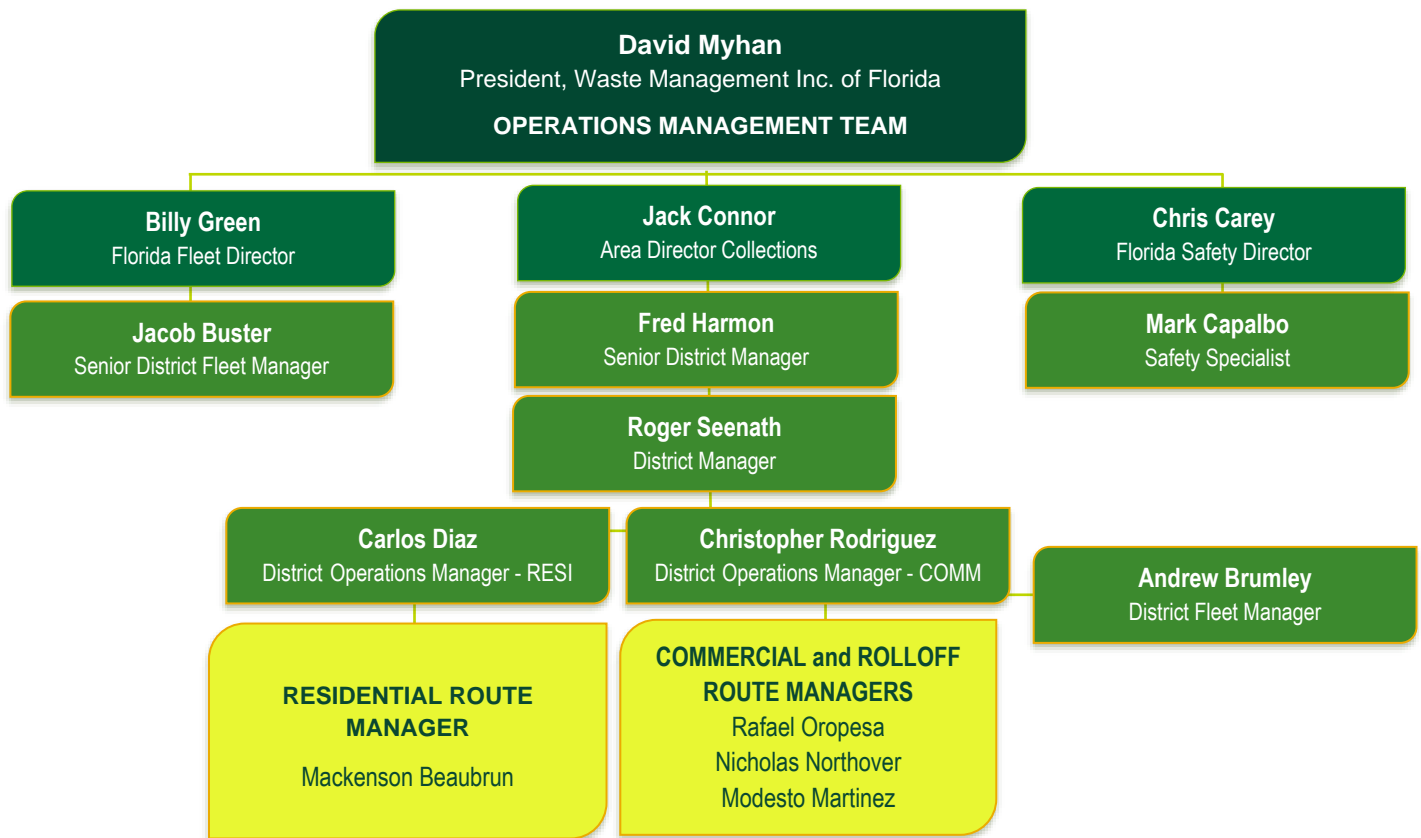
Barbara will serve as WM's government affairs liaison to the Town of Highland Beach. Her role will include, but not be limited to, the oversight of WM's implementation of the new agreement. She will work collaboratively with Highland Beach Staff to design and implement services in accordance with contractual requirements.

Barbara has been actively involved with her South Florida customers in delivering excellence of service and promoting recycling awareness in the area during her six (6)-year tenure at WM. In her role as Government Affairs Manager, she has successfully served as the government affairs liaison and contract manager to numerous municipalities. Prior to joining the WM team, Barbara served in the public sector as a City Clerk providing her with extensive understanding of municipal government which assists with meeting the needs of her customers.

Barbara's additional qualifications include her role as an Adjunct Professor of Political Science in South Florida universities; as well as her service as a local elected official in the City of Weston from 2001 - 2004. She graduated from Florida International University.



WM's Highland Beach Operations Management Team



Fred Harmon, Senior District Manager, WM of Palm Beach



(989) 293-4635 | FHarmon@wm.com

Assignment on Town's Project: Managerial responsibility for Day-to-Day Collection and Administrative Operations across the District

As Senior District Manager, Fred oversees the day-to-day operations of the District, including oversight of the 250 employees that are responsible for the collection of garbage, recycling, and yard waste from thousands of residential and commercial customers. With 16 years at WM, and 22 years total industry experience, he provides exceptional leadership support to his front-line managers. Fred is responsible for the District's overall service and budget performance including safety, operational, and service performance while also diagnosing and improving processes and procedures.

Fred began his career with Waste Management in 2007 where he excelled as a Route Manager in the Ohio Area and was promoted to various leadership positions, eventually serving as the Senior District Manager of the Northern Michigan and Southern/Central Ohio Areas. In 2019, Fred was transferred to Waste Management of Palm Beach County as the Senior District Manager. He currently leads one of the ten largest hauling companies within the corporation, with 250 employees, and supports his team's efforts to provide excellent Customer Satisfaction and maintain a focus on a strong Safety Culture. Fred directly oversees providing exceptional service to contracts including Delray Beach, Highland Beach, Palm Beach County Solid Waste Authority, Palm Beach Gardens, Mangonia Park, Golf, Gulfstream, and multiple other Palm Beach County municipalities

Fred was the recipient of the Grieves Scholarship for Academic Performance at Northern Kentucky University where he earned a Bachelor of Science degree in Mathematics & Business Management/Marketing. He has been featured in the DDI Manager Success Stories and was one of only 12 leaders selected in the 2017/2018 Waste Management Leadership Forum.

Roger Seenath, District Manager, WM of Palm Beach



(561) 718-4825 | wmrseenath@wm.com

Assignment on Town's Project: Managerial responsibilities including overseeing Quality Assurance

Roger has been employed by WM for 16 years. During that time, he has served in several different roles, from Customer Service Management, to Sales Management, and currently in Operations. He is responsible for managing the daily operations in all aspects at our WM of Palm Beach facility. Prior to his Senior Leadership Role in his district, he managed all lines of business including Residential, Commercial and Roll-off services.

Roger has extensive knowledge of the Palm Beach County areas and has been trained in all aspects of safety. His time in leadership positions has provided him with valuable experience in mentoring and coaching team members. Roger holds a Liberal Arts degree from Miami Dade Community College.

Christopher Rodriguez, District Operations Manager/Commercial, WM of Palm Beach



(772) 200-9122 | crodr33@wm.com

Assignment on Town's Project: Direct manager of all Commercial Route Managers, responsible for on time and complete collections.

Chris has been with Waste Management for six years in various roles of the operational lines of business in the Martin County and Palm Beach County areas. He began his career as a driver, eventually moving into the role of Route Manager for the residential line of business in Palm Beach Gardens. In 2019, he transferred to our WM of Palm Beach location where he transitioned into the role of Commercial Route Manager. Chris's team proudly services the areas of Highland Beach, Delray Beach, Wellington, Boca Raton, Lantana, West Palm Beach, Riviera Beach, Palm Beach Gardens, South Bay, and Pahokee.

Chris's experience as a Driver and a Route Manager in heavily populated cities has given him the tools to lead a team that provides efficient and reliable service to customers. He was educated at Adrian College, where he earned a degree in Liberal Arts.

Carlos Diaz, District Operations Manager/Residential, WM of Palm Beach



(954) 288-3100 | cdiaz1@wm.com

Assignment on Town's Project: Direct manager of all Residential Route Managers, Responsible for on time and complete collections.

Carlos has been actively involved in providing exceptional service to our South Florida customers for the past five years in Palm Beach County. He is currently serving as a District Operations Manager for Palm Beach County, focusing on the residential line of business. Carlos's team proudly services the areas of Delray Beach, Highland Beach, Gulfstream, Greenacres, Palm Beach Shores, Boca Raton, Lake Worth, Palm Beach Gardens, South Bay, and Pahokee. Carlos began his career at Waste Management as a Route Manager Trainee in 2018 continuing to a Route Manager position in 2019 before his current role of District Operations Manager in August of 2021.

Carlos has 13 years combined years of progressive leadership experience, receiving personal awards and commendations from his service in the United States Marine Corps. He was educated at Florida Atlantic University where he earned a Bachelor's degree in Criminal Justice with a Minor in Public Safety Administration.

Jacob Buster, Senior District Fleet Manager, WM of Palm Beach



(561) 547-4000 | jbuster1@wm.com

As our Senior Fleet Manager, Jacob oversees all aspects of fleet strategy and repairs at the district. He has three years with WM, and most recently won the distinguished Top Shop award within WM. Jacob's sales background, including his most recent role as Regional Sales Manager for Fabricators Plus before relocating to FL, gives him a depth of management skill and experience that make him uniquely qualified for his efforts in managing fleet strategy and repairs.

Andrew Brumley, District Fleet Manager, WM of Palm Beach



(561) 547-4000 | abrumley@wm.com

As our Fleet Manager, Andrew oversees fleet repairs at the district. He has 20 years with WM and has earned promotions from Technician Assistant, to Technician, to Senior Technician, and now to Fleet Manager. Andrew has achieved his ANGI CNG Certification, Cummins Warranty Certification, and his Michelin and Bridgestone Technical Certification.

Highland Beach Route Managers

Rafael Oropesa, Nicholas Northover, and Modesto Martinez are the Commercial & Rolloff Route Managers for our WM of Palm Beach Hauling District. They oversee daily collection services, drivers, and operational performance. They manage District personnel needs, including selection, coaching, and training drivers. They are also responsible for equipment utilization and managing all equipment needs, including cart and container inventory.



Raphael has six years with WM and 16 years in the industry; Nicholas has five years with WM and Modesto holds 27 years of experience with WM.



Mackenson Beaubrun is the current Residential Route Manager for Highland Beach and will continue in this role. He manages day to day residential operations and serves as the frontline operational liaison for the Highland Beach franchise agreement.



3. APPROACH AND METHODOLOGY

Established Routes

Highland Beach Route Maps

VALUE ADDED ELEMENTS

A Customer Service Experience For Tomorrow

Service Delivery Optimization:
A Cornerstone of Our Operations

Preventive Maintenance

Waste Watch®

Equipment

Carts



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community
Outreach and Education



3. APPROACH AND METHODOLOGY

A History of Working Together

The Town of Highland Beach is a distinctly unique community and as such has posed some distinctly unique requirements for your next contract. WM's priority, first and foremost, is to offer a solution to maintain the character of Highland Beach and enable us to earn your business for the next seven years.

The Town has clearly prioritized the potential benefits of three-man crews for community-wide collections of your current assorted containers, and WM can and will provide that convenience for your residents.

Additionally, you are interested in doorside collections where possible for the above scenario, and again WM can and will provide that convenience for your residents.

Alternatively, the Town has recognized the trend toward automated collection - one that enhances safety, service efficiency, labor retention, and results in more competitive rates but within the SWA area, still requires multiple recycling containers that necessitate either helpers or the driver to exit the vehicle. A fully automated MWS alternative for Highland Beach's carts may yield efficiencies and possible cost savings.

Our challenge is to position our operations to offer a solution to these Highland Beach scenarios. The vehicles that deliver automated services vs manual collections have intentionally been designed to accommodate one driver, and fewer, if any, laborers, and typically carted contents only. We will propose a solution that meets most, if not all, of your requirements.





As Highland Beach's current provider, WM already holds all of the needed vehicles, equipment, personnel, and resources to effectively and efficiently service the Town. WM of Palm Beach, located at 651 Industrial Way, Boynton Beach, is the local hauling district that currently services Highland Beach. WM of Palm Beach is under the leadership of Senior District Manager Fred Harmon, District Manager Roger Seenath, and District Operations Manager Carlos Diaz. Under the guidance of Florida Market Area President David Myhan, Fred, Roger, and Carlos lead the service efforts for Highland Beach. Government Affairs Manager Barbara Herrera will continue as the Town's primary liaison for service, contractual needs, and community involvement.

Our WM of Palm Beach hauling district located just over 10 miles from Highland Beach, houses 250 employees and over 170 collection vehicles, 3 container delivery trucks, 3 service trucks, and 12 support vehicles serving as additional available resources. Plus, with nearly 5,000 employees and 1,400 compressed natural gas-fueled trucks within the State of Florida, along with 48,300 employees and 32,000 vehicles in North America, WM has the capacity to handle any unforeseen circumstance in the Town.

We are uniquely well positioned to provide the services and operations the Town requires on an uninterrupted basis and our WM of Palm Beach team is committed to continue providing the service excellence that our Highland Beach residents and businesses have come to expect.

Our outstanding history of past performance, regulatory compliance, and superior safety record, along with the financial and resource backing of North America's largest environmental services company, gives us the foundation needed to not only meet but exceed Highland Beach's expectations for waste and recycling franchise services.

WM is pleased to provide the following at-a-glance charts below for Highland Beach's dedicated Routes, Employees, Vehicles, and Services. Please find additional information pertaining to each immediately following the charts below and on the following pages.

Established Routes

Collection Service	MSW	REC	YARD WASTE	BULK	CM FRONTLOAD	ROLL-OFF
The number of Routes that will be used	2+1 Saturday Seasonal	2	1	1	3	1
The type of vehicle Route; and	1 Rear-load vehicle (REL)	1 Split Body Rear-load vehicle (REL)	1 Clam shell vehicle	1 Clam shell vehicle	3 Commercial Frontload vehicle (FEL)	1 Rolloff vehicle
The type and number of employees	1 driver 2 driver helpers	1 driver 1 driver helper	1 driver	1 driver	3 drivers 2 driver helpers	1 driver



Provide a proposed route schedule and map for residential services;

General Collections Notes	
Single Family Residences	Garbage collection occurs Monday and Thursday between 7:00 am and 5:00 pm. Items must be ready by 7:00 am. Recycling collection occurs Monday only between 7:00 am and 5:00 pm. Items must be ready by 7:00 am. Yard waste collection will be provided on Monday only between 7:00 am and 5:00 pm.
Multi-Family Condominiums	Garbage collection occurs Monday and Thursday 8:00 am until 3:00 pm. There is a Saturday collection day added for seasonal months (November 16 through May 14) Collection time for this Saturday pick-up will occur from 8:00 am until 12:00 pm. Recycling collection occurs Monday and Thursday 8:00 am until 3:00 pm. Yard waste collection service is not currently included. Real Christmas trees are collected on the first Monday following January 1 st between 7:00 am and 5:00 pm.
Commercial	Commercial collections are for MFC that have transitioned over the years to traditional FE service

All of the Solid Waste and Recyclable Materials collected for Highland Beach are and will continue to be delivered to one of the Solid Waste Management Facilities operated by the Solid Waste Authority of Palm Beach County ("Authority" or "SWA") or to another Solid Waste Management Facility designated by the Town.

WM's Highland Beach Route Plans

	MSW 2x/week* Mon/Thurs		RECYCLING 1x/week Mon/Thurs		YW/BULK 1x/week Monday Only	
	Trucks # Routes Drivers/Helpers	# Units	Trucks # Routes Drivers/Helpers	# Units	Trucks # Routes Drivers/Helpers	# Units
SF/MFC carts CURBSIDE	1 REL 2 1/2	240+320	1 REL 2 1/1	240+320	1 CLAM 1 1	240+320
SF/MFC carts DOORSIDE	2 REL 2 2/4	240+320	1 REL 2 1/1	240+320	1 CLAM 1 1	240+320
SF/MFC carts AUTOMATED	1 ASL/1 REL 2 2/2	240+320	1 REL 2 1/1	240+320	1 CLAM 1 1	240+320
MFC/COMM** CURRENT	2 FEL 2 2/2	3,950	1 FEL 1 1	3,950	1 CLAM 1 1	3,950 By appointment

* MSW will be collected 3x/week November 1- May 31st for Multi-Family Condominium (MFC)>4 units

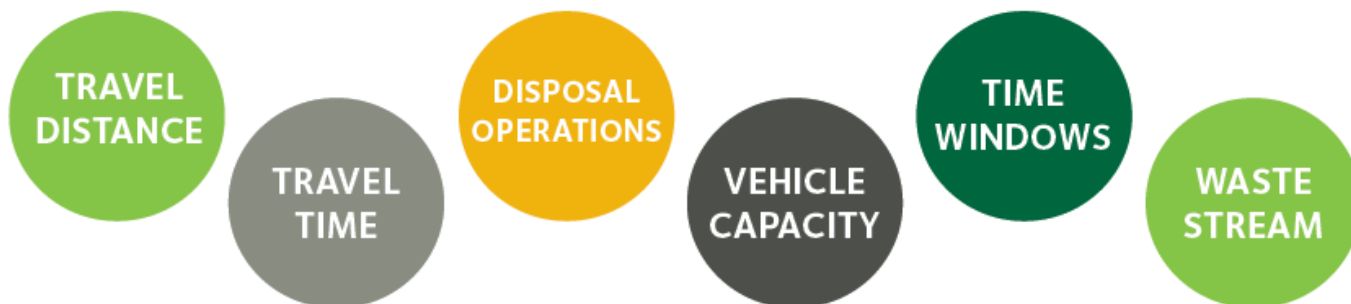
** Comm MSW FEL runs M, W, TH, F, SA and Comm Recy FEL runs M, TH, SA

eRouteLogistics®: Routing Software that Reflects Real-Time Developments



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

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



eRouteLogistics displays customer locations in a user-friendly map through a variety of coloring and labeling options and allows users to visualize existing and future routes. Updated in near real-time, eRouteLogistics enables our route managers, drivers, dispatchers, and customer service representatives to resolve any questions our customers or municipal partners may have concerning routes.

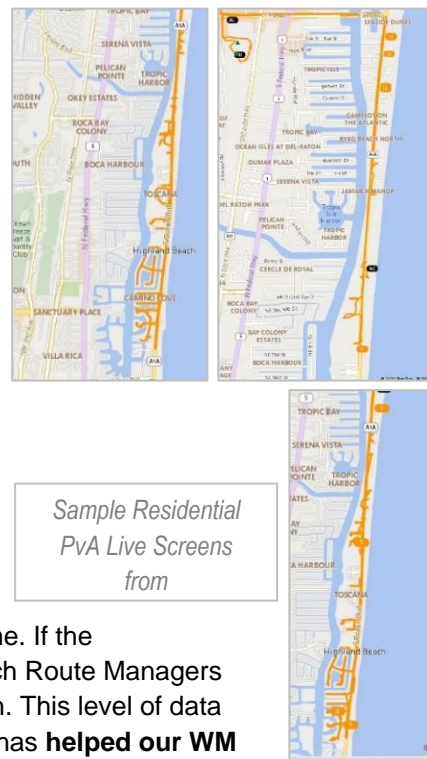
This web-based application integrates with our billing and customer database, Mid-Atlantic Services (MAS). MAS provides daily updates to eRouteLogistics to capture new customers and service level changes. eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping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

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

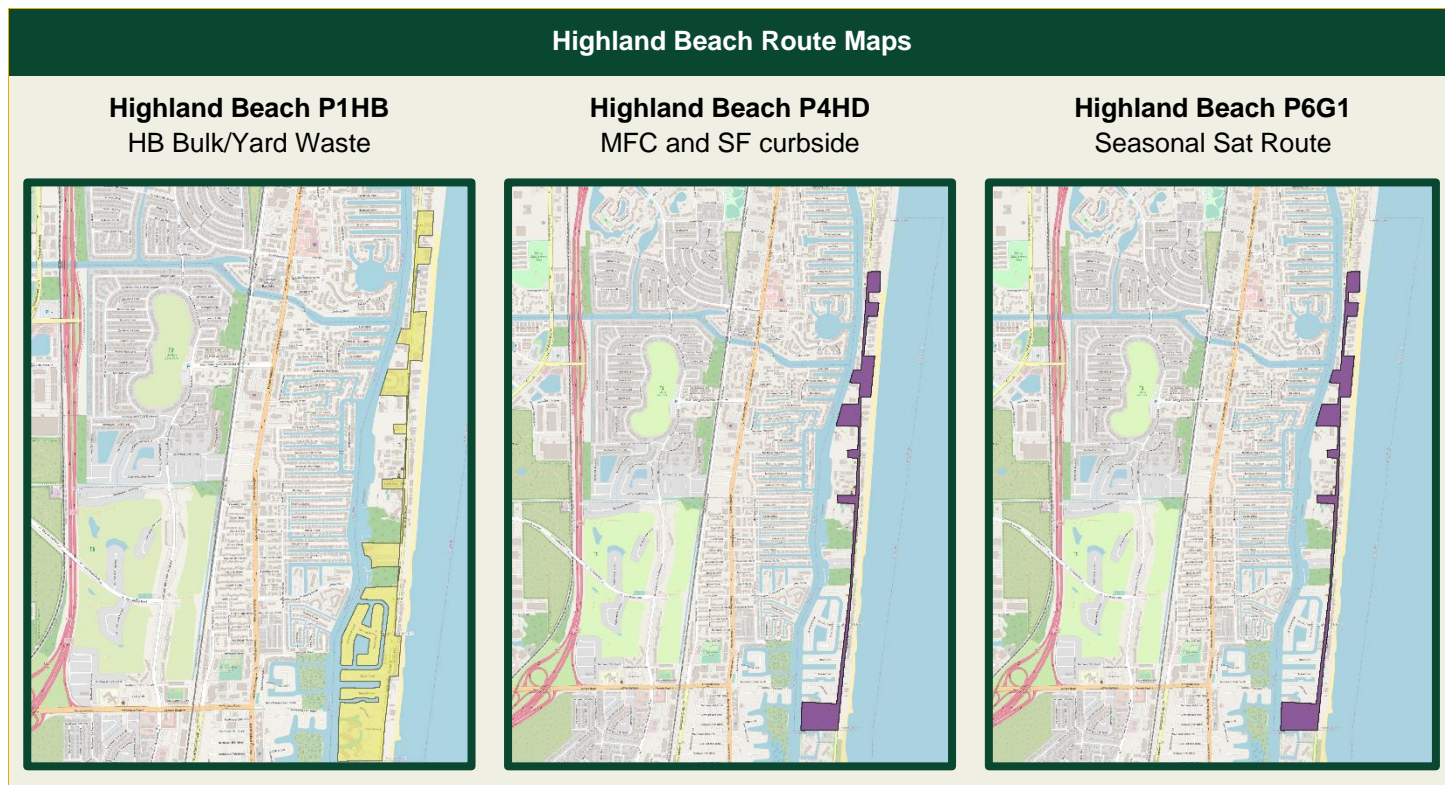
Using our Plan Versus Actual (PvA) technology, route managers and dispatchers can track every stop on the route virtually. By following the same route order every service day, we create consistency in service and increased customer satisfaction. PvA software displays how closely the driver followed the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

Fewer Missed Collections

This route information, including collection status, is visible in real time. If the Town should have a service question from a resident, Highland Beach Route Managers have the ability to immediately access service completion information. This level of data and route management dramatically decreases missed pickups and has **helped our WM of Palm Beach Hauling District achieve and sustain a 99% collection accuracy.**



Highland Beach Route Maps



Provide a detailed description of how your collection route schedule shall run (include maps);

WM's established routes begin on A1A at the northern border of the Town and run towards the southern border with curbside collections. Once at the southern edge, collection will resume towards the north, ultimately completing the route. Please refer to the maps provided for the previous question.

Describe in concept your approach to multi-dwelling residential unit collection of solid waste;

WM's approved routes, existing containers, and historical collection knowledge of the Highland Beach multi-family condominiums make us the only vendor capable of providing uninterrupted service to this community. We know what the residents need for both front end loader and rear end loader services. We can focus on our driver teams and increasing their efficiency to allow us to serve the multi-family condominiums more quickly, while reducing the time our trucks are present.

WM's Highland Beach Route Plans

	MSW 2x/week* Mon/Thurs		RECYCLING 1x/week Mon/Thurs		YW/BULK 1x/week Monday Only	
	Trucks # Routes Drivers/Helpers	# Units	Trucks # Routes Drivers/Helpers	# Units	Trucks # Routes Drivers/Helpers	# Units
SF/MFC carts CURBSIDE	1 REL 2 1/2	240+320	1 REL 2 1/1	240+320	1 CLAM 1 1	240+320
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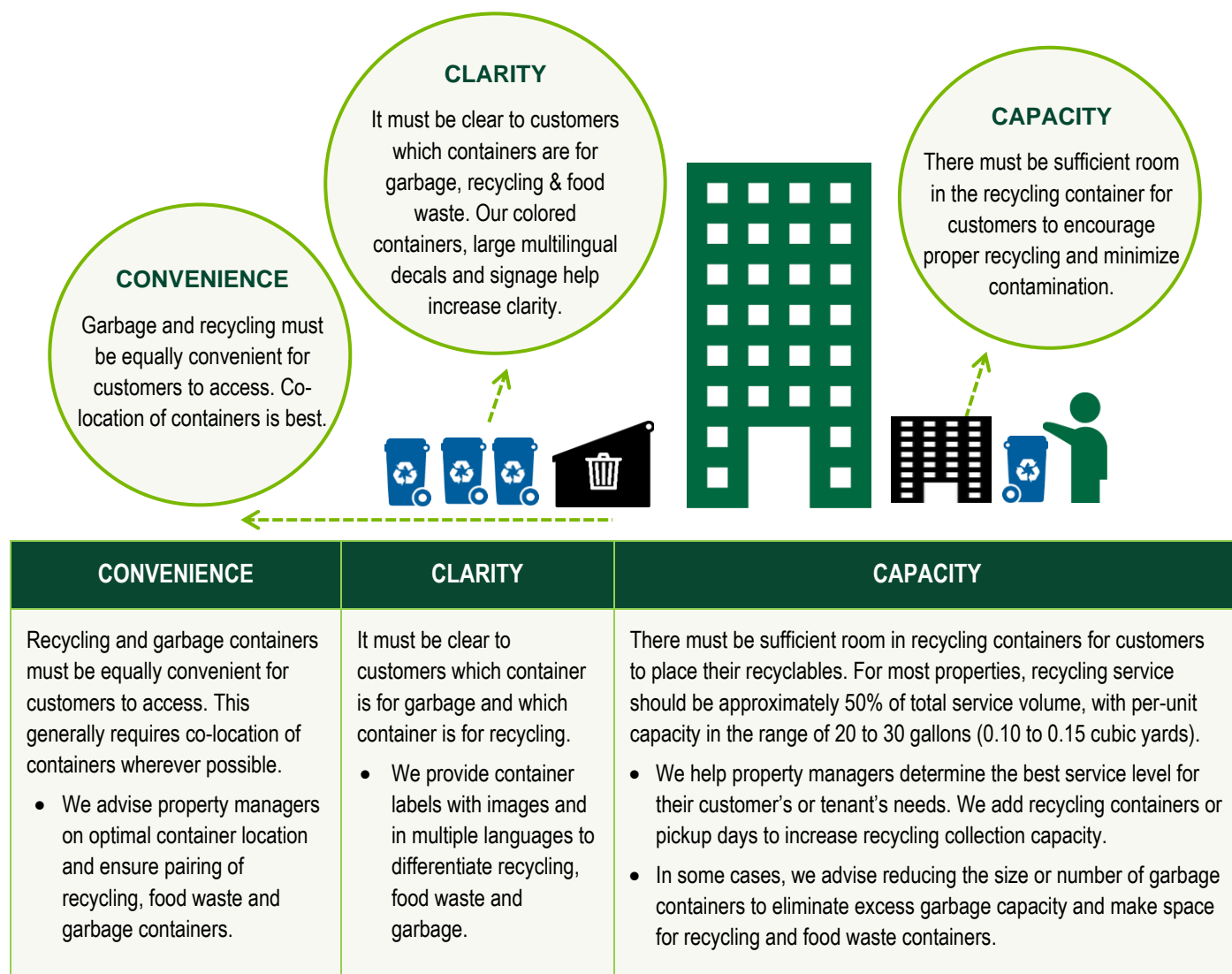
We appreciate your interest in an elevated quality of life in Highland Beach, and we will continue to look for opportunities to enhance our services to meet or exceed your requests.

Providing ASL service would greatly improve the efficiency of our collection team. There would be additional training and customer education on the process of automatic collection, compared to the present-day manual collection.

Our drivers are proud to work in Highland Beach and they make an effort to prove that. The little things that our teams do (i.e. picking up litter, replacing cans/bins to their original locations, assisting residents) may seem insignificant, but their impact of taking care of the Town leaves a great impression on our service.



WM's "3Cs" Approach for Multi-Family Program Success



Provide your procedure for notifying applicable government agencies of reportable quantities of hazardous waste found or observed by you anywhere within the Town, including on, in, under or about Town-owned property and Town waste containers;

Per Addendum 1, this requirement has been removed. It is worthy of note however, that should Highland Beach wish to establish procedures, we would be happy to collaborate with the Town to discuss protocols for necessary notifications.

Provide a list of standard reports that will be available to the Town;

The key to continuous improvement is that you cannot change what you do not measure. At WM, we understand that measuring and reporting diversion, financial performance, and service delivery are key components of a successful program.

We can provide detailed, accurate reporting in a format that is mutually agreed upon by Highland Beach and WM. Typically, these reports are provided on a monthly, quarterly, and/or annual basis, but we can also submit reports to Highland Beach on an ad hoc basis as requested.

We can offer Highland Beach the following types of reports:

- Tonnage reports by waste type
- Single-family and multifamily service levels, cart, and bin replacements
- Customer interaction logs
- Vehicle Inventory
- Bulky items collections

Working with Highland Beach staff, we can design the reports to provide easy-to-read charts that display year-over-year performance, diversion results against stated goals, and identify opportunities for improvement. Typically, data is presented in Excel spreadsheets/charts.

VALUE ADDED ELEMENTS

Provide your response to the Value Added Elements;

NEW!

A Customer Service Experience For Tomorrow

In today's digital age, customers' service expectations are changing. Customers want a direct and seamless experience - anytime, anywhere, and on multiple platforms and touchpoints. WM has aligned with those expectations by transforming how we do business to deliver an unrivaled customer experience.

WM has made significant investments in technology to create a robust omnichannel to meet our digitally conscious customers on their platforms – email, social media, live chat, and mobile apps. The WM Omnichannel Customer Service Experience positively impacts the quality of customer interactions by allowing us to reach our customers at every point of their journey, regardless of where they started.

This digital transformation breaks down communication silos to put our customers at the center of what we do every day. It delivers the experiences customers expect while providing convenient, flexible, and efficient customer service solutions on their preferred channels - including personal one-on-one interaction. And as customer expectations and service trends evolve, WM can leverage the Omnichannel approach to develop forward-thinking solutions to construct a new customer service journey.




































WM Omnichannel: Customers Conduct Business How and When They Want

Modern customers want to save time and expect 24/7 service and easily accessible solutions to their problems without wasting time on hold or explaining the same issue to multiple people. Our holistic strategy puts our customers in the driver's seat by allowing them to self-serve and handle routine issues at their convenience.

WM's Omnichannel Customer Service Platforms

WM.com	Offers seamless navigation and an intuitive way for customers to learn about services and solutions in their community.
AI-Powered Virtual Assistant Chatbot	Handles routine issues promptly and provides 24/7 customer service with automated responses to the most frequently asked customer questions.
Knowledge Base Help Center	Houses answers and videos to top customer requests about WM services as well as support articles by topic – products/services, understanding your bill, delays, and more.
Live Chat	Allows customers to skip email exchanges or wait in line in the call queue. With Live Chat, we can respond immediately to customer questions.
WM's Social Media Platforms	Meets customers where they are and allows us to answer questions quickly. Customers can also stay updated about services and ways they can help protect the environment.
Interactive Voice Response System (IVR)	Seamlessly routes customers to self-service options and connects them with the right resources, links, or departments so we can limit call transfers and reduce wait times. Our IVR System is also equipped with convenient callback functionality, so customers never have to wait on hold during peak call hours. Customers can simply choose to be called back and "hold their place in line" while they continue with their day.
Call Center	Personal, one-on-one customer assistance for questions or service issues.
My WM	Offers simple and intuitive online account management for service requests, holiday schedules, online bill pay, autopay, notification preferences and more. We've added a new self-serve feature to My WM - bulk item pickup. Scheduling a Bulk Pickup with My WM is easy: <ol style="list-style-type: none"> 1. Login: Log in to your My WM profile. Select Manage My Services. 2. Choose Materials: Review the service rules and list of unacceptable items. Use the checklist provided to identify the materials you need to get rid of – once an item is selected, specific instructions will be provided. 3. Pickup Date & Payment: Use the calendar to choose your pickup date and add additional notes directly to your Driver. Review the costs (if applicable), approve the payment method (if a prepay is required), and confirm your order.
My WM App	Provides a personalized customer experience. With the My WM app, customers can: <ul style="list-style-type: none"> ○ Manage and use different payment methods with ease, including Apple Pay ○ Enroll in AutoPay and Paperless billing (if applicable) ○ Get service day updates so they know when to expect pickup ○ Request bulky item pickup, extra pickups, roll-off dumpsters, and more ○ View or change their existing services and schedules.

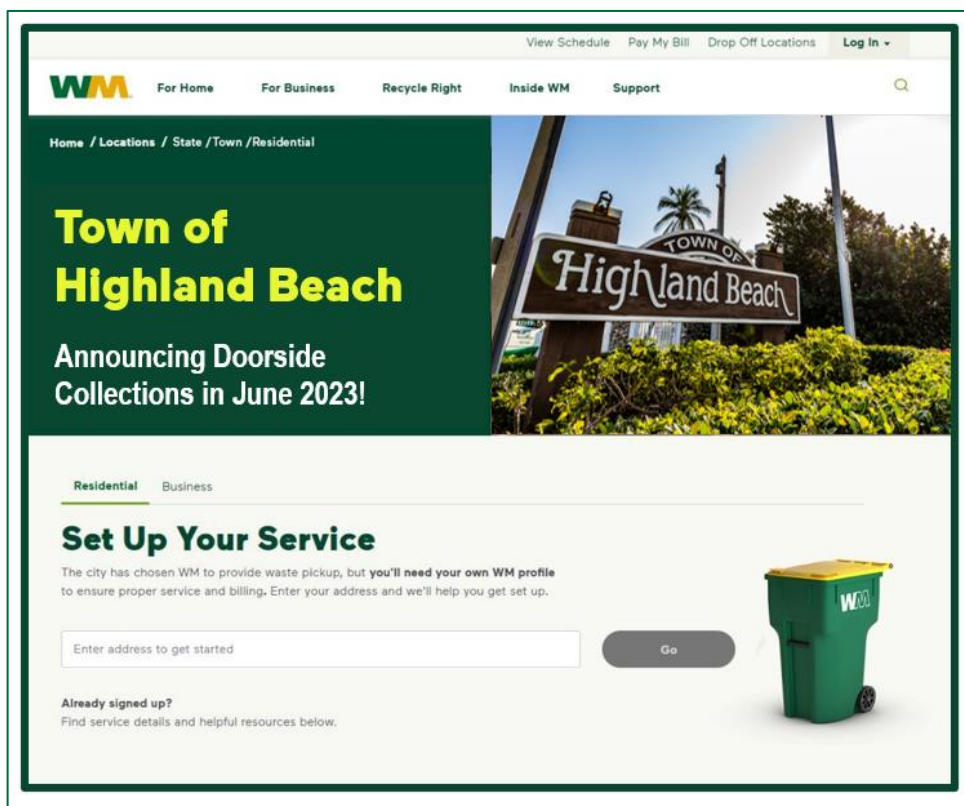
WM Digital Customer Service Capabilities			Residential	Commercial	Roll Off
Billing	Manage Accounts	Allows customers to add or remove WM accounts and manage all with your My WM Profile.			
	AutoPay & Paperless	Save time by receiving bills electronically and having them paid automatically. Signing up for both autopay and paperless can save customers some money, too.			
	Pending Charges	Be informed of one-time charges before receiving invoice.			
	My Billing	Provides access to current and past invoices, allows customers to save or update payment methods, and allows partial payments or pay multiple invoices in one.			
Buy & Adjust Service	Adjust Service	Things are constantly changing - including service needs. Our online options help customers adjust to change.	COMING SOON!		
	Extra Pickup	Avoid hassles of an overloaded container by completing an online request for WM to come before your next service day.			
	Bulk Item Pickup	Schedule a time for WM to pick up large trash items that can't be recycled or repaired.		COMING SOON!	
	Container Repair	If your container needs care, visit us online to schedule a repair or replacement.		COMING SOON!	
	Roll Off Requests	Schedule an exchange or removal of a roll off container online, where you choose the date and see estimated costs.			
Service Details	View ETA & Schedule	Stay informed of when WM is stopping by - including holiday, weather, or other service schedule changes.			
	View Service Visuals	Customers can see their container the way our drivers see it with photos and videos.			COMING SOON!
Contact	Manage Contacts	Assign a service contact or billing contact, or both. Customers can easily make changes at any time to ensure the right people are contacted with the right information.			
	Communication Preferences	Customers stay informed by receiving the information they want to receive and how they prefer to receive it.			
	Feedback	Let WM know what you think – we are all ears! We want to keep doing what the customer likes or work to improve where there may be opportunities.			
			WM.com:  Mobile App: 		

A Dedicated, Local Website for Local Services

As part of our digital transformation, WM has created dynamic, easy-to-navigate WM customer websites. These tailored-to-your-municipality websites provide a single access point for service information and 24/7 self-serve customer service solutions. With a WM customer website, you can:

Your community's website is the digital gateway for residents to self-serve through WM.com, make service requests, pay their bill, set personalized service notification preferences, and more.

- **Personalize your website:** Your WM customer website is designed and custom-built to showcase your community, services, solutions, and special programs.
- **Promote self-serve customer service solutions:** Your WM customer website is the first line of support, empowering customers to access information on demand, find answers on their own - at their convenience - request services, and resolve issues with zero to minimal waiting time.
- **Provide helpful resources and service information:** Your WM customer website is the information hub for all information regarding services - from collection schedules, including holidays or any special events such as holiday tree collection, to bulk item collection information (if applicable), to any service delays. The website can also inform of where to place carts/bins and acceptable and non-acceptable items.
- **Help lead the way to a more sustainable community:** Your WM customer website links directly to WM's Recycle Right® recycling education program, providing your community with access to recycling resources, making it even easier to recycle right and reduce contamination.




As an added convenience, WM staff will share access to our web content for cross-promotion on your website. Connecting directly to WM's information will save Highland Beach staff time and confirm your community continuously receives accurate and consistent information.


Answering questions, finding service information, and utilizing local services should be easy. WM's local website will give your community the information and tools they need - when they need them.


My WM Quick Access


Take action or submit a request now.

[Go to Dashboard](#)


Make a Payment


Report Missed Pickup


Request Container Repair


Request Bulk Pickup

Need assistance?

Take care of your issue online, right now, with our guided support helper.

Or connect with a WM agent if you get stuck.

[Go to WM Support](#)

WM's tailored-to-your-municipality websites provide a single access point for service information and 24/7 self-serve customer service solutions.

Shown here are quick access links to make payments, report missed pickups, get general assistance, and more, as well as general Service Guidelines and Instructions for your residents.

Service Guidelines & Instructions

Trash Service

[Recycling](#)
[Yard Waste \(Organics\)](#)
[Bulky Collection](#)
[Special Programs & Services](#)

Container Information

- **Previous:** 35- or 96-gallon cart with blue body and blue lid.
- **Transitioning to*:** 35- or 96-gallon cart with dark gray body and black lid.

**Per SB 1383 mandate*

Service Frequency

Weekly on service day.

Container Setout Instructions

Place cart on the street with wheels against the curb by 6 a.m. on collection days and remove the same day. Keep cart at least four feet from parked cars, mailboxes and other obstacles that may prevent WM team members from picking it up.

Special Instructions & Limitations

Don't overfill your cart — the lid must close tightly. No overflow allowed.

Set Up New Residential Service

Sign up online at any time. **Scroll up to the Set Up New Service section** to get started.

You can also call **661-947-7197** to set up service.

Acceptable & Non-Acceptable Items

Acceptable items include household trash like chip bags, paper towels, plastic bags, & textiles (donate if lightly used).

Non-acceptable items include construction/demolition waste, auto parts, tires, household hazardous waste (paint, oil, household cleaners), medical or electronic waste.

Request Container Repair or Replacement

Submit a request in [My WM](#) or fill out a [Container Repair Form](#).

Report a Missed Pickup

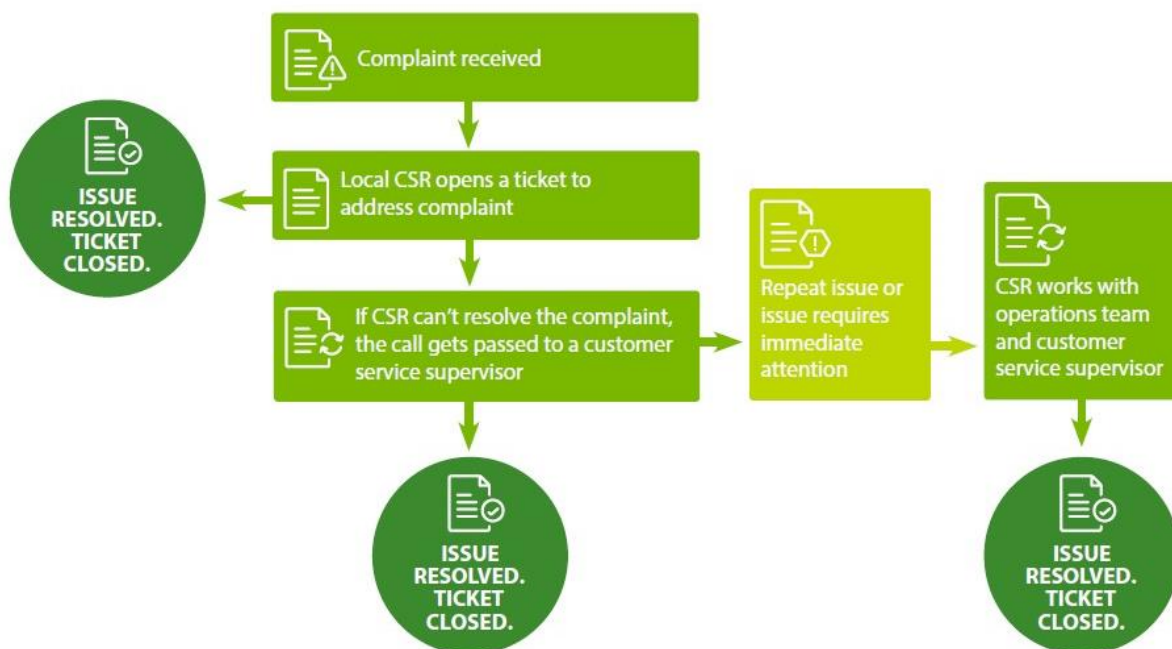
If containers were curbside by the specified time and were not emptied, you can report a missed pickup in [My WM](#) or call us at 661-947-7197.

Request an Additional Container

Contact WM at **661-947-7197**.

Cutting Edge Customer Service Center with Personalized, Convenient Solutions

At WM, we know that excellent customer service means going beyond meeting our customers' basic needs and providing personalized, knowledgeable, convenient, and proactive service. That's why our state-of-the-art Customer Service Center is equipped with the latest customer support software and a well-designed, intuitive call flow that allows our Customer Service Representatives (CSRs) to provide customers with the right information or resolution they are looking for right away.



Customer Service Center Availability

Our Customer Service Center is open Monday through Friday during normal business hours - the Center is closed on nationally observed holidays. However, our easy-to-use self-service channels - WM.com, My WM, Virtual Assistant chatbot and more - are available to support customers' needs 24 hours a day, seven days a week, 365 days a year.

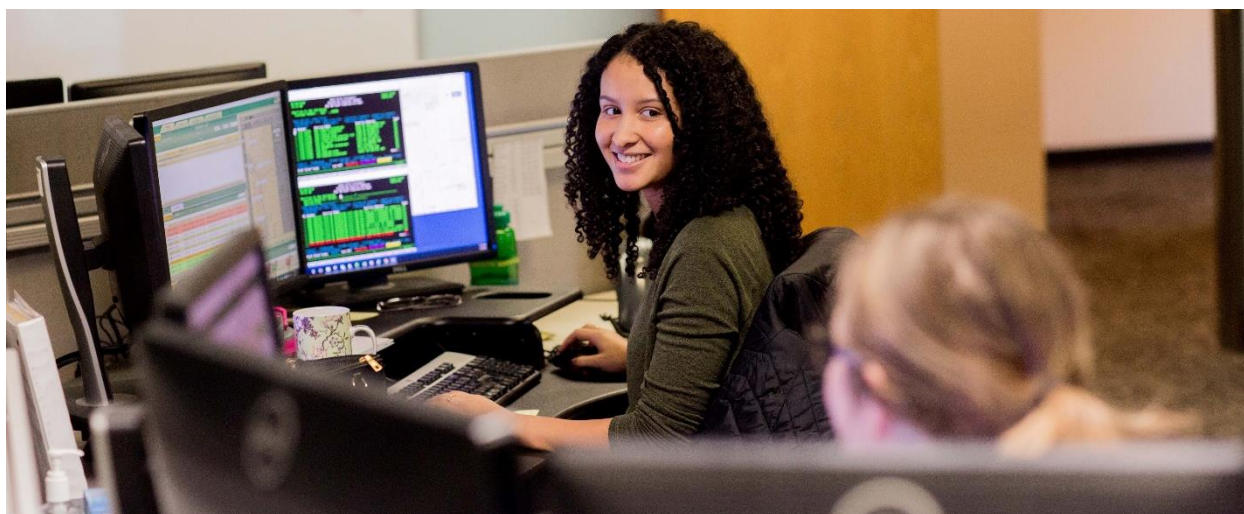
A Nationwide Network for Redundancy When Our Customers May Need It Most

During a local power outage or natural disaster, our infrastructure routes call throughout our nationwide customer service network, allowing us to deal with customers' inquiries or requests effectively and timely. Customers can also access WM's self-service tools 24/7.

Professional, Well-Trained Customer Service Representatives

Our Customer Service Center is staffed with professional, well-trained CSRs who deal with complex issues not best handled online. They place our customers at the center of what they do every day, take the right steps to understand our customers' unique needs and make the best decisions to address and resolve issues on first interactions. This customer relationship management ensures that customers do not need to follow up with a second call.

Our six-week onboarding training program, continual learning, and training opportunities allow us to lead the way in customer service and ensure that our CSRs are ready to support customers with professionalism and a customer-centric focus.



People First: Our proud, caring, and resilient CSRs are the foundation of our customer service success. That is why WM has partnered with Genesys, a global leader in workforce engagement management, to gain greater insight into our CSRs' professional and personal needs. Genesys' AI-powered customer interaction management platform allows us to create strategic data-driven workforce plans, which is invaluable to delivering proactive, predictive, and personalized customer experiences while elevating our CSRs' experience and engagement.

Comprehensive Investments in Customer Service Technology

WM has made operational and capacity-building investments to service technology to better serve our customers by strategically connecting them to the right information at the right time.

Onboard Computer Technology for Constant Contact with Drivers and Vehicles

WM's onboard computer technology allows us to improve workflow efficiency, reduce emissions in the communities we serve, and makes it easier to provide effective solutions for our customers by:

- Obtaining real-time information related to all truck locations, stops serviced, service status
- One-touch cart service verification
- Proactively generating service tickets for cart repair or replacements for customers
- Centralized customer service for immediate and efficient issue resolution, including on-call requests, rerouting, and customer service needs

Integrated Knowledge Management Systems

Green Pages is a proprietary web-based Knowledge Management System (KMS) and a single source of truth for sharing, organizing, and managing contract-specific information with customers, such as available services, rates, and collection schedules.

Green Pages is accessible to all our CSRs nationwide, enabling our nationwide network of experienced CSRs across to instantly access service-related information, allowing WM to provide consistent, accurate information during the most critical emergency situations.

Our Customer at a Glance (CAAG) KMS incorporates customer data from key WM systems into a single application, allowing our CSRs access to comprehensive customer information, including customer invoice and payment history, WM's integrated billing system, Mid-Atlantic System (MAS), and onboard computing that captures service history and service statuses.

With CAAG, CSRs are also able to manage first-call resolutions for customers regarding:

- Administrative actions (online pay/autopay/paperless invoicing)
- Bulky/large item collection
- Commercial – extra pickup, service changes
- Holiday schedules
- How to Recycle Right
- Service schedule changes
- Service/pickup schedule
- Sustainability education
- Weather and natural disasters alerts

WM Smart TruckSM Technology for ASL Trucks

WM Smart TruckSM is our state-of-the-art smart technology for ASL trucks that helps communities ensure the cleanliness of their streets and stormwater systems, reduce contamination, and identifies recycling opportunities. This smart technology enhances our customer service by:

- Educating customers on how to care for their trash and recycling
- Equipping drivers with the tools to capture real-time service opportunities via recorded images
- Providing CSRs with the technology and tools to resolve issues quickly and accurately through service verification

How WM Smart TruckSM Works

WM Smart TruckSM technology captures footage of customer containers as they are tipped into the truck during service. Technicians review the footage to ensure materials are placed in the correct container and collected successfully. This information is never shared. If a cart associated with a service address is overloaded or has non-acceptable material inside, customers receive educational notifications.

WM Smart TruckSM Customer Communications

WM has created customizable WM Smart TruckSM customer educational communications to strategically collaborate with our customers and help build awareness of the importance of placing the right materials into the right cart.



Our proprietary Smart TruckSM technology captures video and photo of every collection.



Our Customer Experience Performance

WM utilizes key performance metrics and customer feedback to improve CSRs' training, coaching, and call quality to enhance our customers' experience. This invaluable data provides actionable insights which drive our decisions around the customer service journey.

Key Performance Metrics

Accountability through Leader-led Monitoring	CSRs are monitored a minimum of four times per month. As part of that monitoring session, employees are evaluated on 72 talking points and scored on a scale of one to four. Leader-led monitoring sessions provide immediate feedback on call handling to foster an excellent customer experience.
Customer Service Scorecard	Each CSR receives a monthly evaluation of individual performance with actions and opportunities to develop and improve. The Scorecard is balanced between quality, scheduled adherence, efficiency, and sales. The Scorecard is composed of four qualifying sections: <ul style="list-style-type: none"> ○ Quality Assurance ○ Resource Management ○ Efficiency ○ Qualitative Professional Development
Average Speed of Answer (ASA)	We strive to answer customer calls as quickly and efficiently as possible. We monitor our performance by evaluating all callers' average answer speed in seconds.
Live Chat Response Rate	We strive to answer each live chat as quickly as possible. We monitor our performance by evaluating our speed in responding to each incoming conversation.
Email Response Rate	We strive to respond to all emails, even those received during non-operating hours, as quickly as possible.

Customer Experience Analytics: Voice of Our Customers Survey

WM invites more than 100,000 unique customers to fill out our Voice of Our Customers survey every month to understand expectations, perceptions, and satisfaction points, and gain insight into areas for improvement.



The survey initially focuses on core questions related to the customer's overall relationship with WM, then expands into targeted questions regarding the customer's service experience with our company. This survey provides WM with unprecedented insights to develop proactive solutions to not only meet but exceed customer expectations every day.

**Maybe not new – BUT A
VALUE-ADD EXCLUSIVE**

Service Delivery Optimization: A Cornerstone of Our Operations

WM focuses on four performance principles in all our operations: **Safety, Service, Savings, and Satisfaction**. To meet the goals of each of these principles, we use a comprehensive operations framework - Service Delivery Optimization (SDO) - to define, track, and measure every aspect of our operations to enable us to monitor for continuous improvement.

SDO is a marriage of technology and management to drive employee engagement, knowledge sharing, and accountability, which give all our team members the mindset to meet and exceed our customers' expectations. SDO was developed based on our extensive research of best practice operations from

businesses with expertise in logistics, employee engagement, and service delivery. The system, which is unique to WM, will help us meet the benchmarks set by Highland Beach.



SDO creates an environment that focuses on continuous improvement and provides metrics so we can coach everyone from our drivers to our district managers. The SDO mindset encourages all employees to communicate their setbacks as well as their successes, which helps them unleash their potential. While a setback means that something went wrong, it also offers an opportunity for improvement by figuring out why it happened, learning from it, and making changes to prevent it from happening in the future. Alternatively, when something goes right, we celebrate success to encourage repeat behavior and share best practices. Rather than seeing the success of others as a threat, we want our employees to consider their successes as inspiring and a source for learning.

By integrating technology and logistics management processes with the skills of our drivers, we improve safety, facilitate real-time accountability, set clearer expectations, and enhance employee communications, all of which ultimately maximize customer service and satisfaction.



Four Performance Principles

Safety Results for Highland Beach

Safety is woven into SDO because safety is our core value. For example, every Wednesday, managers review videos from our trucks; on-board camera system, DriveCam®. If a manager notices a driver has, for instance, violated the requirement for a four-second following distance in traffic, our route managers role play a discussion with the driver. When the scenario is well-rehearsed, the managers and drivers review the footage together. The manager asks the driver to describe what they see, recall the rule on following distance, and explain why he or she was in violation. Next, the driver is asked how they will avoid repeating the mistake and commit to abiding by our four-second following distance. Through DriveCam and role playing, drivers are held accountable and are empowered to become better at what they do, which makes Highland Beach a safer place to live, work, and play.

Service Results for the Town

SDO encourages drivers to share their thoughts with each other on how to provide better service. During their daily morning huddles, managers might show a brief video of garbage scattered in the street. Drivers are asked to come up with a daily nugget on service improvement. A recent example: "Leave it better than you found it." It is a win-win for Highland Beach and WM.

Savings Results for Highland Beach

SDO helps us be consistent and efficient in our service delivery, which saves time wasted on returning to collect missed containers. All routes are carefully planned to adhere to a schedule and are typically handled by the same drivers from week to week. They know which customers need backyard collections,

so they have fewer missed collections. Also, they know the streets, giving them insights into each route to provide the safest possible service delivery.

Customer and Employee Satisfaction

SDO has given us a highly trained team, yielded better performance, and increased driver satisfaction, which has reduced turnover. Because our entire operation is highly organized and predictable, drivers know what to expect. They will typically drive the same route. Their day runs smoothly. They get back to the hauling site on schedule. Drivers work as a team, using peer-to-peer advice to foster individual improvements that make the whole company stronger. If a recycle driver accidentally leaves spilled paper on a route, then the garbage driver who follows will call him to mention the problem. By keeping tabs on each other, drivers provide better service for Highland Beach. Through SDO we actively engage with our drivers. Our drivers are our frontline employees, and their feedback from the streets is vital to meeting your performance expectations.

SDO Management Procedures

We take pride in providing exemplary service. To manage and track our performance, we utilize SDO as our proprietary best practices management tool. If an issue does arise, our SDO management procedures are:

Service Metric	SDO Procedure	SDO Value
Safety	Safety metrics, both present and past, are summarized weekly and monthly. The report includes the total recordable injury rate (TRIR) and the vehicle accident rate report (VARR), which address injuries and accidents, respectively.	Our goal is to return every employee home safely to their family and friends at the end of every day. As part of SDO, we use established safety metrics to measure and manage our operational performance. Managers and drivers discuss these metrics at daily launches.
Missed pickups	Our operations team creates a report on a daily, weekly, and monthly basis. The results are posted by route and driver name in the drivers' meeting room to inform all our drivers where we are missing customers.	This creates transparency and peer-to-peer accountability. Our route managers actively engage with drivers regarding missed collections. Drivers also participate in coaching and mentoring their team members.
Noise and spills	We track noise and spill complaints through our customer service complaint log and report them to Highland Beach as required.	Tracking noise and spill complaints gives our management team insight into incidents that need to be resolved before they become a nuisance for your community.
No can out percentage (NCO)	The daily NCO report tracks the percentage of a route that was reported as "no can out." This data helps to inform operational compliance and identify trends.	If the route is showing a high percentage of "no can out," route managers will conduct a "walk and talk" with our drivers on the route. High percentages of NCOs may signal missed collections, a situation requiring immediate correction.
Daily efficiencies dashboard	All efficiency data is combined into one daily dashboard report, including homes collected per hour based on each route's efficiency goal, total daily idle time by truck, and route sequence compliance (Plan vs. Actual).	To confirm we are routing for safety, service, and savings, our operations team meets every morning to review and discuss the daily dashboard and make route adjustments, if necessary.
Truck weights	This daily report lists the weight of every load from the previous day by truck.	The report enables the operations team to review truck weights to confirm they are within legal limits.

Service Metric	SDO Procedure	SDO Value
Fleet maintenance reports	Every morning, we track the number of trucks that depart for collections versus those needing repair. This data is summarized weekly.	Route managers use this report to coach drivers on proper maintenance protocol. We need drivers to anticipate repairs to avoid disrupting collections.

SDO Drives Real Results

While the information we capture is critical to each aspect of our business, what sets WM procedures apart is the automated integration of that information into all aspects of our operations. The data from our drivers not only provides task completion details, but it is also then automatically integrated throughout all WM systems. Our significant investment in the technology that facilitates this provides the information we need for improved safety, timely and detailed service reporting, cost savings, and ultimately enhanced employee and customer satisfaction for Highland Beach.

**NEVER overlooked at WM
and it adds value every day.**

Preventive Maintenance to Keep Vehicles and Equipment Safe

WM has a comprehensive Preventive Maintenance Program for vehicles and equipment. Disciplined adherence to the program and associated tasks help us reduce breakdowns within our fleet and provide Highland Beach with safe and efficient services.

Our program establishes a systematic procedure to minimize all vehicle and equipment failures by monitoring the current conditions and correcting defects before they develop into safety concerns or costly repairs.

Our maintenance team performs regular quality control audits and self-inspections for compliance of our maintenance programs, enabling us to identify areas of improvement and correct deficiencies. Our Preventive Maintenance Program complies with all applicable state and federal requirements, and includes:

Preventive Maintenance Intervals: These intervals are based on vehicle or equipment utilization by hours and/or days. Intervals are increased in the frequency in areas where severe operating conditions exist, such as extreme temperatures, poor road conditions, etc.

Daily Driver Inspections: Before and after each shift, drivers are required to conduct a standardized safety and maintenance check of vehicles and report on any items that may need service. Any defects found during inspections are noted on the inspection form and transferred to a work order for a scheduled repair. Safety-related defects result in the vehicle being removed from service until repairs are completed.

Fluid Sampling and Filter Changes: Our program requires scheduled fluid sampling and filter changes at specified intervals.

Leak Prevention: After operating for 200 hours, each of our collection vehicles undergoes a spill and leak prevention assessment. Mechanics inspect and replace worn hoses - prior to the manufacturer's recommendation. Drivers check their vehicles daily for leaks, including during pre-trip and post-trip inspections.

Investing in Our Fleet

Each year, WM invests roughly \$600 million in vehicle and equipment maintenance. These investments in our fleet safety, driver training, and onboard equipment have resulted in a 57% reduction in vehicle accidents since 2007.





Testing brake lights



Checking tire pressure



Inspecting fire extinguishers



Testing hydraulic lifts and buckets

In-Field Repair Response: If a driver experiences an issue while on a route, he/she calls into dispatch immediately to report the problem. Our in-house maintenance shop will dispatch a mechanic out to the driver immediately to make the necessary repairs. If repairs cannot be completed in field, a backup collection vehicle will be deployed.

Customers depend upon us to pick up and safely recycle or dispose of their wastes; but they often fail to notice our workers performing these essential tasks. Although vehicle and equipment maintenance may seem like common sense, it is an expensive and labor-intensive task that many companies delay, discount, or even eliminate – but it is imperative to the safety of our employees and customers that these preventive measures are completed.

WM's Preventive Maintenance Program is consistent with the standards and procedures recommended by the Technical Maintenance Council (TMC) of the American Trucking Association and encompasses the mandatory Department of Transportation (DOT) inspection criteria set forth in Section 396 of the Federal Motor Carrier Safety Regulations (FMCSR).

Environmentally Sound Maintenance Procedures

WM has implemented several environmental procedures for fleet maintenance, including:

- Use of synthetic or semi-synthetic fluids that allow extended oil drain intervals in engine transmissions, differentials and hydraulic systems and reduces the amount of virgin petroleum stock required
- Collection and recycling of all fluids collected from vehicle maintenance by licensed recyclers
- Used oil filters are drained and scrapped, per regulations
- All filters placed in drain basins to prevent environmental pollutants from entering streams

COMPASS® Planning and Control System

Through WM's use of the COMPASS® maintenance planning and control system, we are able to track every piece of equipment for alignment with expectations for good preventive maintenance. COMPASS is our automated maintenance tracking system that includes predictive maintenance features, complete repair and service histories, and calendar reminders. Each equipment component and its available manufacturer-recommended maintenance requirements (or WM standard maintenance intervals), are individually loaded by type, brand, and configuration and given a specific tracking number into COMPASS.

This system is used throughout the entire WM enterprise and has successfully transformed more than 32,000 vehicles and thousands of factory components from a reactive manual tracking maintenance approach to a proactive and predictive one. Utilization of COMPASS has resulted in recent studies showing that, across the board, WM achieves lower-than-average maintenance costs compared to the industry, while maintaining excellent uptime, which equates to outstanding service for Highland Beach.

The usage hours of all equipment are input daily and the system will generate preventive maintenance recommendations according to manufacturers' recommendations. The maintenance must then be completed and paperwork submitted in order to clear the maintenance task from the system.

Maintenance in the Field

If a collection vehicle has a problem in the field, WM immediately dispatches a maintenance vehicle equipped with the tools and supplies necessary to make on-the-spot repairs. Pickup trucks are also available to deliver additional supplies and spare parts as needed. If repairs cannot be completed in field, a backup collection vehicle will be deployed. Response, replacement, and repair time for vehicles on route is typically less than one hour.

Skilled, Trained Technicians

WM expanded its Fort Myers, Fla. Driver Training Center in 2017 to include a Fleet Technician Training Center, and opened a second Technician Training Center in Glendale, Ariz. in June 2019. Through these learning facilities, technicians new to WM – regardless of past experience – take part in a two-week immersion training experience to learn our fleet maintenance processes and programs. The two-week course provides on-the-job training that is invaluable to preparing skilled technicians for Day One success as well as giving them a foundation of knowledge to build upon in their WM careers.



Maintenance Service Delivery Optimization Fosters Continuous Improvement

WM's Maintenance Service Delivery Optimization (MSDO) program engages our maintenance technicians in a continuous improvement process - soliciting and implementing their ideas for how to constantly improve our maintenance program. MSDO supports our managers and technicians and allows them to focus on properly executing fundamental fleet processes, being accountable for quality repairs, and conducting root cause analyses to reduce truck downtime to improve customer service for Highland Beach.

The MSDO program emphasizes processes that streamline the maintenance of WM's vehicles. Maintenance shops are outfitted with a live board, which is a large screen that provides real-time data to

frontline managers and technicians on vehicle repairs. The program focuses on a series of goals to make maintenance jobs easier and more efficient for us, and in a timely manner for Highland Beach. These goals include:

- Encouraging personal coaching to drive better performance
- Establishing annual assessments, training, and certifications for technicians
- Having technicians work on “lean events” to make the shop environment more effective and efficient
- Updating maintenance programs - like Total Hydraulic Maintenance - for shop compliance
- Improving planning and scheduling for both short- and long-term projects
- Creating different standards for maintaining a vehicle that is based on its age
- Formalizing fleet-related safety and process rules to drive accountability

The following table outlines our MSDO processes for preventive maintenance:

Preventive Maintenance Task	MSDO Processes	Process Performance Standards
Planning and Scheduling	Managing performance along with planning/scheduling vehicle repairs	Managers and supervisors are trained to use planning tools that maximize the hours on jobs.
Preventive Maintenance Inspection/Compliance	Scheduled vehicle inspection conducted by maintenance technicians every 200 engine hours	100% of preventive maintenance inspection (PMI) activities performed within 10% of designated intervals
Quality Control Inspection (QCI)	Fleet manager/supervisor conducts quality control inspection on 10% or more of PMIs completed	Properly documented inspections of 10% of all PMIs
Driver Pre-Trip/Post-Trip Inspections	Pre-trip inspections are conducted prior to the driver starting their day. Post-trip inspections are completed once the driver's route is completed.	Drivers conduct inspections on every truck prior to leaving the facility and upon returning to the yard.
Total Tire Maintenance (TTM)	TTM is a cornerstone of our maintenance program. The technicians follow a seven-step process when changing tires. We focus on accountability for the safety of the public as well as our drivers.	All drivers inspect their truck tires at least two times a day and technicians follow a seven-step process to confirm the tires are installed correctly.

MSDO Mobile

WM's fleet organization recently tapped into mobile technology with its new MSDO mobile app for Android and Apple phones that mimics the MSDO live board. The app helps the fleet and operations team through:

- A **real-time view** of shop operations that allows fleet managers responsible for multiple districts to get a real-time view when they are not physically present.
- A **Current Labor** tab that provides a communications link to shop technicians and updates on standard repair times. The time updates every three minutes.
- A **Unit Availability** tab that lets users know at a glance if the district has enough assets ready to service customers.

- A **Customer Service Interruption (CSI) Events** tab that reveals recent downtime opportunities, supporting root cause analysis and coaching discussions.
- **Reducing cost burden** for smaller districts that cannot install the normal MSDO live board.

Recently, a new MSDO certification criteria went into effect for WM's maintenance sites. The new certification criteria uses a stepped approach, allowing locations to reach certifications – bronze, silver, then ultimately the gold/best in class ranking. The new MSDO certification criteria focuses on process improvements that reduce downtime, which ultimately results in decreased maintenance cost and improved service for Highland Beach.

Maximizing Prevention, Minimizing Failures



WM makes every effort to provide uninterrupted service to our customers, but breakdowns and issues do occur. Highland Beach can be confident that WM has the necessary systems and measures in place to minimize the effects of vehicle and equipment failures.

From our tried-and-tested maintenance manual, to our regular quality control audits and self-inspections, to our swift response and repair time, we make the investments required to meet your expectations of the industry's leading service provider throughout the contract term.

Waste Watch®

**ADDED SAFETY is
always a VALUE ADD.**

Collaborating with Local Law Enforcement to Keep Highland Beach's Neighborhoods Safe

Serving the same neighborhoods each week allows WM drivers to become familiar with their routes. This level of familiarity enables drivers to identify when a situation does not feel right. Our drivers are in a unique position to act as an extra set of eyes and ears on the street. This is why we implemented Waste Watch® and would introduce this program in Highland Beach as a value-added service.

The Waste Watch program formally teaches our drivers how to observe and report suspicious activity or an emergency to authorities. DriveCam® has also helps make our Waste Watch program successful, as drivers can manually start the camera if they witness an incident. WM developed Waste Watch in 2004 and has expanded the program to more than 270 communities nationwide and has been recognized by the National Sheriff's Association.



RIGHT NEARBY THE TOWN OF HIGHLAND BEACH!

Waste Management Driver Jean Frino Joseph Receives “Life Saving Award” from Delray Beach Police Department

WM driver Jean Frino Joseph was honored with the “Life Saving Award” by the Delray Beach Police Department on July 30.

Joseph was on a break near 280 West Linton Boulevard earlier this year when he observed a red car driven by an elderly woman filling with heavy smoke as she was driving to the rear of a nearby building. Joseph stopped the vehicle and urged the driver to exit immediately. Joseph, and another passerby (Bonifilio Javier Juarez Cruz), assisted the reluctant woman out of the car and carried her to safety. Moments later, the car was engulfed in flames. Joseph was commended for his “quick action and valor.” The citation read: “Your outstanding actions and professionalism are an excellent reflection on your organization. You truly represent “One Delray. One Community. One Police Department.”



Frantcy Elysee, Driver

While servicing his Delray Beach neighborhood, WM Driver Frantcy Elysee saw an elderly woman lying on the ground. He stopped his truck, helped her up, and walked her back inside her home where family members called 911. The 95-year-old woman was bloodied and bruised but had no broken bones. The family was grateful that Frantcy intervened to assist.

James Cassell, Driver




WM Driver James Cassell was servicing his Delray Beach neighborhood for recycling when he noticed 23-month-old Mason Tracy follow his father out of the garage door. Mason left his dad's side and ran to the stop sign and then into the path of oncoming traffic. James pulled his brake on, blew his horn, and ran from his truck to secure Mason in his arms. “We are very thankful that James was vigilant and sprang into action to keep Mason safe,” said his dad James.

SAFETY ALWAYS.

Equipment

Provide a thorough and complete list of all equipment that shall be used to service the Town of Highland Beach and the age of each piece of equipment;

Vehicles Dedicated to Highland Beach

Town of Highland Beach Vehicle Plan (all existing and proposed vehicles are in WM's current fleet – ready to roll)				
Freightliner M2112 equipped with a McNeilus rear load body with cable (ID 312533)	2017 CNG	25cy Rear Loader for Residential MSW collections	1	
Autocar ACX64 equipped with a Heil split-compartment rear load body (ID 312910)	2019 CNG	25cy Rear Loader for Residential Recycling collections	1	
Autocar ACX 64 equipped with a Heil frontload body (ID 213588 & 216164)	2018 & 2022 CNG	28cy Front Load for Commercial MSW collections	2	
Autocar ACX 64 equipped with a Heil frontload body (ID 213955)	2019 CNG	28cy Front Load for Commercial Recycling collections	1	
Peterbilt 337 equipped with a Petersen Lightning Loader Body (ID 674603)	2016 Diesel	25cy Clamshell for manual Yard Waste collections	1	6 total trucks for current Highland Beach collections
PROPOSED DOORSIDE SCENARIO Add one (1) MSW Rear Loader (ID 312533)	2017 CNG	25cy Rear Loader for Residential MSW collections	+1	7 total trucks (one (1) additional REL for MSW plus all above vehicles)
PROPOSED ASL SCENARIO PROPOSED ASL DOORSIDE SCENARIO 2022 Autocar ACX64 equipped with a Heil Python body (ID 107474)	2022 CNG	28cy ASL for Residential MSW	+1	 7 total trucks replacing the added REL with one (1) ASL

Current Fleet



WM currently owns and houses 170 collection vehicles at its WM of Palm Beach hauling facility, where we also maintain a minimum of 10% reserve vehicles of all types that are assigned as needed to service our municipal customers. Plus, WM currently holds the following resources in the tri-county area, each with a minimum of 10% reserve vehicles of all types:

- Palm Beach County: 170 trucks, 1 yard, 5 other facilities, over 250 employees
- Broward County: 202 trucks, 1 yard, 5 facilities, over 300 employees
- Miami-Dade County: 210 trucks, 1 yard, 6 facilities, over 500 employees

- Florida Market Area: Over 2,000 trucks, 32 hauling yards, 5,000 employees,

Additionally, WM owns more than 32,000 vehicles throughout North America; only WM has the resources to handle any unforeseen circumstance in the Town. WM will service Highland Beach with **newer model, clean-burning, environmentally friendly Compressed Natural Gas (CNG)-fueled trucks**. CNG is one of the cleanest fuels available for use in heavy-duty trucks and the environmental benefits are significant, **and only WM is the only hauler that currently services the Palm Beach County area with CNG-fueled trucks**.

A Mission to Near-Zero Fleet Emissions

For more than two decades, WM has operated the largest heavy-duty natural gas truck fleet in North America – today, more than half of our 18,927 collection vehicles run on clean natural gas, avoiding the use of millions of gallons of diesel fuel per year.



Our mission to near-zero fleet emissions began in 1990 when WM worked with our equipment manufacturers to develop trucks powered by natural gas. In 2007, we committed to reducing our fleet's carbon dioxide emissions by 15% by 2020 by transitioning to cleaner vehicles and fuels and minimizing the number of miles our trucks travel each day. As a result of these focused efforts, we achieved our goal in just four years – by 2011.

Now, we are setting our vision to greater heights. WM is working toward a science-based target to cut fleet emissions by 45% – against a 2010 baseline – by 2038. This includes an interim goal for 70% of our collection fleet to use compressed natural gas (CNG) engines by 2025, with 50% running on even cleaner renewable natural gas (RNG). We are well on our way to achieving this goal, having already reduced collection and support fleet emissions by 43%.

To achieve our ambitious goals, we have invested more than \$3 billion in assets and infrastructure in fuel and routing technologies and moving forward we will invest nearly \$400 million annually in near-zero-emissions trucks.

Compressed Natural Gas Trucks Mean Cleaner, Greener, Quieter Collections

WM is proud to service Highland Beach with a newer model fleet of vehicles that run on compressed natural gas (CNG). CNG is a fuel used in place of diesel gasoline 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%, and cut smog-producing NOx emissions by 50% 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 CNG trucks coming down the street.

For every diesel truck we replace with natural gas, we reduce our use of diesel fuel by an average of 8,000 gallons per year along with a reduction of 14 metric tons of GHG emissions per year - the equivalent of a 15 % emissions reduction per truck.

While our “last generation” natural gas engine cuts smog-producing nitrogen oxide (NOx) emissions by up to 50% compared to the cleanest diesels, our new 2019 near zero emission natural gas engine (ISL-G “NZ”) is the cleanest heavy-duty engine ever certified by the California Air Resources Board (CARB) and the US Environmental Protection Agency (EPA).

WM helped pioneer this new engine with Cummins, and it now provides a 95% reduction in NOx emissions compared to the current 0.2 g NOx standard (EPA/CARB 2010) and a 94% reduction in NOx compared to the latest comparable diesel engine technology.

Furthermore, this new engine is already certified at 16% below the current GHG emission standard and is already 12% below the proposed 2027 standard.

A More Efficient Network

Beyond reducing tailpipe emissions, we also reduce the footprint of our fleet through proactive and constantly monitored routing to make sure that every WM vehicle completes its service route in as few miles as possible and maximizes efficiency based on traffic patterns and the location of disposal and processing facilities.

The premise of efficient logistics is simple: a more efficient route means fewer miles traveled, which translates into reduced fuel consumption and associated emissions. Since 2017, WM's fleet has reduced miles driven by approximately 8.9 million miles annually. Optimizing routes not only reduces our environmental impact, it also increases the quality of our service: we miss fewer stops for our customers.

Natural Gas Fueling Stations

Our transition to a natural gas fleet depends on the existence of fueling stations that support these types of engines. That is why a core element of our fleet transition strategy has been to build our own fueling infrastructure - both to refuel our own vehicles as well as to sell CNG to other commercial fleets and individuals at select locations.

Locally, WM invested more than \$500 million in CNG trucks and fueling stations in Florida alone, including a \$26 million investment in a state-of-the-art CNG fueling station and CNG-fueled trucks at our WM of Palm Beach Hauling District, bringing cleaner, quieter collection vehicles to Highland Beach.

We continue to grow our natural gas fueling infrastructure across North America, with fueling capabilities at 177 fueling stations, 25 of which are open to the public. WM owns and operates the stations, purchases the fuel, and finances the construction.

Highland Beach's Next Generation Fleet with Even More Safety Features!

In addition to the safety features listed, we are excited to introduce tomorrow's truck, today.

Our collection vehicles exceed federal motor vehicle safety standards and are equipped with seven new safety features for an even safer Highland Beach.



WM Fleet Preventive Maintenance Program

WM's preventive maintenance program ensures all of our vehicles perform at an optimal level so there are minimal service interruptions. Our entire fleet participates in a regular, preventive maintenance program that ranks among the most aggressive in the industry.

WM invests more than one-third of the cost of machinery and equipment in preventive maintenance on its vehicles. We have also established best practices for the preventive maintenance of our vehicles to ensure the safety of our drivers and rolling stock.

WM goes well beyond the Department of Transportation's (DOT) routine requirements (which require a full inspection every year) with our 150-hour maintenance program in which full inspections are conducted multiple times per year.

Effectively, WM conducts the equivalent of a DOT inspection on its vehicles every 150 hours.



Waste Management participates in the Voluntary Protection Program (VPP) Corporate Pilot overseen by OSHA.

Fleet Maintenance Facility

Our WM of Palm Beach fleet maintenance facility has its own maintenance center to support our CNG fleet. The current maintenance property includes:

<ul style="list-style-type: none">• 18 certified technicians• A 10,000 square-foot maintenance shop that services 199 collection vehicles	<ul style="list-style-type: none">• 12 repair bays• Operates 19 hours per day Monday through Friday, and 10 hours on Saturday
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WM of Palm Beach

Existing Containers

With more than 20 million customers throughout North America, WM holds the resources needed to effectively service our customers. As Highland Beach's current provider, all commercial customers currently have all needed mechanical containers already on site.

In addition, we have the following slant top mechanical containers at the ready, located at WM's South Florida Container Shop in Pembroke Pines, in Lantana, and at other WM South Florida facilities.

Shape	Volume	Slotted	Material	Ready
Slant	1 YD	No	Metal	241
Slant	2 YD	No	Metal	555
Slant	2 YD	No	Plastic	2
Slant	3 YD	No	Metal	252
Slant	4 YD	No	Metal	45
Slant	4 YD	No	Plastic	30
Slant	6 YD	No	Metal	205
Slant	8 YD	No	Metal	151
TOTAL EXTRA CONTAINERS				1,481



We also have (50) 2yd compactors at the ready.

In short, WM holds 1,531 immediately available mechanical containers and compactors just in the South Florida area alone, with thousands more available throughout Florida and the country. Furthermore, our proactive approach to ordering containers provides Highland Beach with the assurance that we have the resources available to service our customers.

Wastequip, WM's frequent source for dumpsters, provides Front End Load Containers (FELs) that are engineered using heavy gauge steel to withstand the stress of continued use. Standard models feature 12-gauge sides and 10-gauge bottoms, high density polyethylene lids and fully welded in-seams. Heavy duty models have 10-gauge sides and 7-gauge bottoms for added strength and durability. Containers are primed inside and outside to reduce corrosion. Wastequip containers meet ANSI safety specifications and dimensional standards for haulers. Wastequip has locations throughout North America, and regularly fulfills our container needs.

Carts

Cascade Carts: WM's Preferred Cart Supplier

Built for Highland Beach with Durability, Convenience, and Sustainability in Mind

In the event that Town chooses new carts, WM will partner with our preferred cart supplier, Cascade Cart Solutions, to manufacture and deliver new carts for Highland Beach immediately upon contract award. Our longtime partnership spans more than 30 years with more than 17 million Cascade carts set out for WM customers to date. Cascade prides itself on having top-of-the-class quality control and performance standards and workmanship is backed by a 10-year warranty. We have successfully utilized Cascade carts for customers throughout North America and will continue providing them to Highland Beach. Our partnership with Cascade Cart Solutions will ensure that Highland Beach will have replacement garbage and recycle carts readily available, meeting the specifications described in the RFP.

Primary features and benefits include:

- **Product Quality:** Cascade carts are produced using an injection molding process that allows for exact precision and product uniformity.
- **Durability:** Cascade carts are UV-stabilized and designed for optimal compatibility and functionality with both semi and fully automated lifter systems, including a wear strip to permanently protect the bottom of the cart from abrasion.
- **Customer Convenience:** Cascade carts are easy to handle and provide an excellent balance between stability and maneuverability.
- **Customizable Design Options:** Carts are available in 20 standard color options with hot stamping and large in-mold labels to display key program instructions.

Tested and Proven

ISO9001
CERTIFIED

As the first U.S. waste container producer to be ISO 9001 registered, Cascade takes their commitment to quality manufacturing seriously. They test their carts beyond industry durability standards for performance. Cascade's cart testing procedures include:

- Cold impact test for lids and wheels
- Hot and cold wheel assembly tests
- Double pump cart tests, equivalent to three lifetimes

Our Commitment to Closing the Recycling Loop

NEW! EcoCart™: A Visible Commitment to the Environment and Recycling

In the midst of market disruptions that are threatening recycling programs across North America, WM and Cascade Cart Solutions have teamed to create the EcoCart™ - the waste industry's first collection cart manufactured with at least 10% post-consumer plastic resin.



The EcoCart creates a closed loop system as it is manufactured with recycled residential curbside plastic - bulky, rigid plastics collected straight out of recycling programs across the country - without compromising durability or warranty standards. Additionally, the 96-gallon EcoCart is available in a wide range of colors.

WM is prioritizing the purchase of the EcoCart - one of our largest ever purchasing commitments - as part of a new commitment to the Association of Plastic Recyclers Demand Champion Program, which seeks to expand market demand for recycled resins and improve plastic recycling in North America.

Utilizing the EcoCart, Highland Beach can be a sustainability leader by being among the first communities to create a truly closed recycling loop with carts produced from consumer materials.

Award-Winning EcoCart®

Cascade Engineering was awarded the Design for Recycling® award from the Institute of Scrap Recycling Industries (ISRI) for the EcoCart®. According to ISRI, early predictions indicate that through the manufacture of the EcoCart, 2.2 million pounds of post-consumer curbside recycled materials will be removed from the waste stream annually.



Cascade is a Certified B Corporation

Cascade is proud to be part of a growing community of more than 2,000 Certified B Corps from 50 countries and over 130 industries that work together to redefine what success in business really means.

Using business as a force for good, “B Corps” meet rigorous standards in social and environmental performance, transparency, and legal accountability.

Cart Sustainability

It only makes sense that the carts we provide Highland Beach for the collection of trash and recyclables should be made as environmentally responsible as they are durable, convenient, and long lasting. When selecting Cascade Cart Solutions as our proposed cart manufacturer for Highland Beach, we considered the following environmental benefits:

- **End-of-Life Cart Recovery and Recycling.** The thermoplastic resin used to make Cascade carts is recyclable at the end of the cart’s useful life. This helps create a closed loop system - reclaiming and recycling products at the end of their lifecycle for reuse in the production of new products.

- **Minimal Manufacturing Waste.** Cascade carts are injection molded and manufactured using thermoplastic resin. This allows the recyclability and reuse of any unused plastic and/or scraps. This reclaimed plastic can be melted down and reground for use in the manufacturing of new containers without compromising the structural integrity of the cart. This eliminates waste in the molding process and diverts waste from the landfill.

Cart Warranty

As durable as these carts are, we do recognize that they can sometimes break. Our cart supplier, Cascade Cart Solutions, provides a 10-year warranty period from date of cart shipment. The warranty protects WM and Highland Beach from defects in materials and workmanship. In the event that a residential cart should break or require a replacement part through no fault of the resident, WM will repair or replace the cart at no charge to the resident within the City's specified time frame.

WM has a long-standing vendor history with Cascade and has successfully utilized their cart warranty when needed. We are confident that Cascade will stand behind their product quality.

Cascade's product warranty meets all Highland Beach specifications and can be found at:

<http://www.cascadeng.com/terms-warranties>.

Carts are available in multiple sizes and a wide range of colors for your choosing: WM green, black, dark blue, or grey.

Cascade Certified as Women's Business Enterprise

Doing the right thing, the right way guides everything we do, every day. This includes embracing and cultivating a diverse workforce. Likewise, we believe that our suppliers are an extension of our workforce.

WM is happy to include Cascade Engineering, Inc. to our growing list of diverse suppliers as Cascade received formal certification by the Women's Business Enterprise National Council as a woman owned, operated, and controlled business.

Supporting diversity among our suppliers will help us build a world-class supplier network - a network truly capable of providing WM customers and communities with the best, most innovative, and cost-effective solutions.

Sample Waste Management Carts			
35-gallon carts	35-Gallon Capacity	64-gallon carts	64 Gallon Capacity
	EcoCart		EcoCart
	H: 37.5", W: 19", D 23.75"		H: 41.5", W: 24", D 27"
	122.5 pounds		224 pounds
	7 carts/stack		9 carts/stack
	Manufactured with at least 10% post-consumer resin		Manufactured with at least 10% post-consumer resin



In the event that Highland Beach chooses new carts, we would work with the Town to create a list of the number of carts required in each size, to eliminate the need for residents to call in with individual requests and facilitate the delivery effort. We will provide assembled carts directly to the residents within five (5) business days of receiving the request. We will store an adequate supply for replacements and/or new requests.

4. ABILITY TO PROVIDE DOORSIDE COLLECTION



Highland Beach, March 2023

*Photo by Shiraz Kashar, WMIF Community
Outreach and Education*



4. ABILITY TO PROVIDE DOORSIDE COLLECTION

Above and Beyond Collection Approach


Describe your capability and plan to provide Townwide Doorside Waste and Recycling Collection for accessible single-family homes and multi-family structures of four (4) units or less. If you cannot offer this service, please clearly state so.



If the Town of Highland Beach elects to provide doorside collection, WM will make provisions to do exactly that. We will adapt current routines to deliver Townwide doorside waste and recycling collection for accessible single-family homes and specified multi-family units.

We recognize that this is a different level of collection, and that there is a need to add an additional vehicle, along with labor, to ensure that we meet the specified collection timeframes. Doorside service would entail the collection team to spend additional time at each property accessing, moving, dumping, and returning containers to their original location. Routes are established and crews would be assembled to accomplish this.

Included again here is our most recent doorside service implementation for your review. Gulf Stream utilizes three (3) two-man teams and our successful implementation provides evidence of our experience with a similar coastal town.

	Town of Gulf Stream	MANUAL DOORSIDE				
	100 Sea Road, Gulf Stream, FL 33483 Greg Dunham, Town Manager (561) 276-5116 gdunham@gulf-stream.org	MSW, REC, YW, BLK, COMM, RO	1993 to present	387	~\$250K	EF

And as mentioned earlier, WM would add the following vehicle from our fleet to Highland Beach's currently assigned trucks.

PROPOSED DOORSIDE SCENARIO	2017	25cy Rear Loader for		7 total trucks (one (1) additional
Add one (1) MSW Rear Loader (ID 312533)	CNG	Residential MSW collections	+1	REL for MSW plus all current vehicles

Whatever Highland Beach decides, we will collaborate with the Town to launch a customized education campaign to announce enhanced services. Samples follow for illustration purposes only.



We're rolling out something big(ger)

**NEW 64-or 35-gallon refuse carts for automated collections
for Highland Beach residents!**

Weekly collections – Just like you're used to – only better!



New Service Starts In June 2023, for all Highland Beach Residents

Dear Highland Beach Residents,

WM is proud to remain your
environmental service provider!

NEW wheeled carts with lids will be used
for your garbage collections.

Help keep Highland Beach clean by
placing all waste in your carts with the
lids closed.

Your pickup day for trash and recycling
will remain the same.



EMAIL, CHAT OR CALL

As Highland Beach's waste provider, we want to
make it as easy as possible for you to contact us
at your convenience.

ANYTIME - ANYWHERE - ANY DEVICE

Reach WM to report a
missed pickup, schedule a cart repair,
or order an additional cart.

Email: CustomerService@wm.com

Chat: www.wm.com

Call toll-free: (800) 866-4460



5. TRANSITION PLAN

Our Commitment to Highland Beach – A Risk-Free Implementation

Execution of Highland Beach's Operational / Transition Plan

Sample Transition Timeline of Implementation Tasks



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community Outreach and Education





5. TRANSITION PLAN

A Seamless Implementation with a Trusted Partner

Your proposed strategy to ensure a smooth transition;

Our Commitment to Highland Beach – A Risk-Free Implementation








Throughout our 20+-year partnership with Highland Beach, WM has shown our dedication to continuous improvement - better processes, more efficient procedures, and investments in technologies that enhance our collection capabilities and customer service. Transitioning service providers would require rebuilding a successful program from the ground up. With all service requirements already in place, our team is able to concentrate on delivering dependable collection and enhancing our customers' experience.

The benefits to Highland Beach for continuing to work with WM are comprehensive. We offer:

- WM. Established and reliable collection services.** We already have the vehicles, collection equipment, operations site, fueling station, processing facilities, account data, and systems in-place to offer a risk- and disruption-free implementation.
- WM. Invaluable experience.** Our experienced drivers know every road and customer in your community and our knowledgeable customer service staff is already well-versed in Highland Beach contract terms and service offerings, and what residents want and need to know.
- WM. Existing relationships.** Over the years, WM staff members have worked hard to become a trusted community partner. We have built meaningful relationships with Town leadership and staff, our customers, and local groups and organizations, and will continue to support the vitality of the Highland Beach community.
- WM. A commitment to continuous improvement.** We seek to continuously improve our service and offer the latest technologies and innovations in sustainability and integrated operational technology. Our onboard technology allows us to manage routes and customer pick-ups in near real time and seamlessly connect operations with customer service and dispatch – all leading to greater service accuracy for our customers.
- WM. No matter if the Town continues with the current service level, or chooses to implement any collection changes, Highland Beach can be assured that we will manage the contract implementation with meticulous care. We have outlined our approach to the most critical components of the new contract implementation, **offering a seamless transition with no service day changes or disruption to residents.****



Core Collection Equipment and Resources		
	WM Competency	Benefits to Highland Beach
Drivers 	<p>WM currently serves Highland Beach with a team of 11 CDL drivers, who have all successfully completed rigorous safety and customer service training requirements, the most comprehensive in the industry. We keep 3 on call, swing drivers/helpers for when needed.</p>	<ul style="list-style-type: none"> • Safer, more experienced drivers in your community • Existing customer knowledge and personalized customer service • No driver learning curve resulting in fewer missed pick-ups
Trucks 	<p>WM's fleet of collection vehicles are already in place. All our vehicles are subject to daily preventive maintenance and safety inspections. Our fleet is maintained to the highest safety standards and is fully compliant with local and federal safety standards.</p>	<ul style="list-style-type: none"> • Trucks are not subject to manufacturing delays and are guaranteed ready-to-roll on Day 1 of the new contract • Clean-burning, environmentally friendly, CNG-fueled vehicles already servicing Highland Beach
Containers 	<p>Existing equipment inventory includes adequate quantities of all required cart and container sizes allowing for deliveries and swaps to be successfully conducted each day, with a skilled and efficient container delivery team already in place.</p>	<ul style="list-style-type: none"> • Zero hassle and customer confusion associated with swapping out carts and containers, as a skilled cart delivery team is already in place • No chance of commercial customers experiencing service delays due to carts or containers not being delivered on-time • Clean, well-maintained carts and containers
Routes & Customer Data 	<p>WM collection routes are already in place, created with eRouteLogistics® software and take into account local traffic patterns, truck capacity and disposal locations.</p>	<ul style="list-style-type: none"> • No missed pick-ups associated with customer confusion caused by collection day changes • Local knowledge of routes eases transition for any new services selected • Less wear and tear on Town streets
Onboard Computing System (OCS) 	<p>Each of the 6 collection trucks that currently service Highland Beach is already equipped with onboard tablets that display drivers' exact routes, all scheduled collections, and relevant account notes such as container placement. The tablets include GPS technology that allows managers to capture route data in real-time.</p>	<ul style="list-style-type: none"> • Customers can obtain a collection estimated time of arrival • Collection statuses minimize the opportunity for missed collections • Provides customer service agents with near-real time field data to assist with customer service calls/interactions

Critical Collection Equipment and Resources in Place Today

At the core of successful implementation is a combination of experience, careful planning, thoughtful staffing, and clear communication at every level. All of WM's collection equipment and resources are already in place, eliminating any opportunity for customer disruption associated with a new contract implementation.

Should Highland Beach elect any new services, WM will be ready to implement any service level changes immediately. Senior District Manager Fred Harmon, with 22 years of industry experience, will lead the transition team and will provide a detailed timeline for phases of transition if any new services are elected. With resources already in place, any service transition with WM will be smooth.

As the Town's current provider, only WM can provide absolutely seamless transition with a new franchise agreement, as residents and businesses will enjoy the same service schedule as currently in place. However, WM is the hands-down leader in transitions, providing more service transitions through the decades than any other service provider. For your reference, we have provided our detailed timeline to demonstrate how WM executes a transition of service. Please see page 55-57.

Your strategy to meet or exceed the current level of service;

WM is proud to be Highland Beach's provider and aims to keep your business. Our strategy to meet or exceed the current level of service is to capitalize on our intimate knowledge of the Town, enabling us to continue uninterrupted while focusing immediately on the Town's new selections and deliver any modifications exactly as specified.

We have attempted to illustrate why industry trends are moving to one-man automated trucks but are fully prepared to staff whatever selection Highland Beach makes to provide personalized service to your community and residents. We recognize your continuous pursuit of an elevated quality of life in Highland Beach, and we look for opportunities to enhance our services to meet or exceed your requests.

Knowing our customers' needs and continuing to build on our existing relationships, will elevate the level of service we can provide to the Town of Highland Beach. The "little things" that our driver teams do (picking up litter, replacing cans/bins to their original locations) may seem insignificant, but their impact of taking care of the Town leaves a great impression of our service.

Describe in detail your process to transition billing from the current provider to your company;

With WM as your provider there will be no transition of billing.

Identify the group of individuals who will oversee the execution of the transition plan and provide a brief resume for each;

Please refer to WM's Highland Beach Operations Management Team presented on pages 11-13. Fred Harmon, our Senior District Manager and Barbara Herrera, the Town's Project Manager will lead the WM Transition team. Roger Seenath, District Manager, along with Christopher Rodriguez and Carlos Diaz our Operations managers will coordinate the efforts of Route Managers, Technicians and Drivers who will all be versed in whatever transition the Town selects.

Identify equipment, personnel, and schedule for delivering containers to all residents;

Equipment: Highland Beach's trucks are currently allocated, and we have vehicles ready to service any of the Town's options. Exact cart models and sizes will be ordered as soon as/if the Town elects new services.

Personnel: Your WM Team named above is experienced and ready to coordinate the receipt of new carts and the subsequent delivery to your residents. We will need to determine a staging facility for cart receipt and assembly, and from there will dispatch carts on regularly scheduled collection days.

Schedule: Upon execution of the agreement, we will work with our cart vendor's staff to design a prototype for Highland Beach. The timeline will be subject to supply chain status, but our volumes typically result in expedited timelines whenever possible. Depending on volume, current delivery has been running at roughly 10-12 weeks and would be confirmed/modified once an order is placed.

We will coordinate with Highland Beach staff to announce the new carts and prepare for the swap where the old will be removed and the new cart delivered on resident's current service days. Critical milestones will include the following.

- Development and Town-approval of all cart/container graphics/messaging
- Procurement of cart inventory
- Finalize removal, assembly, delivery, vendor staging facility, and schedule
- Conduct cart and container transition

Once finalized, we will work with the Town to kick off the big news with flyers and social media. Our design team will provide templates that can be customized for the Town's use.

Describe how the delivery of containers will be conducted in coordination with the removal or use of existing containers used by residents;

Carts will be received at a preapproved, amply sized, well-lit staging facility. There they will be assembled by our personnel and then grouped for transportation to customer locations. Typically, we deploy a delivery vehicle that arrives just after the collection truck. The emptied cart is removed if necessary and a new cart left in its place, either curbside or doorside depending on Town decisions.

We worked with Martin County, one of our references, to successfully deliver thousands of new recycling carts. The Martin County Fairground was used as the staging facility and from there delivery was staggered over several weeks until all 40,000+ carts were placed in service.

Provide a timeline for the transition;

If Highland Beach keeps the current services, there will be minimal transition if any, because all assets are in place, personnel assigned, routes established, and service would continue uninterrupted.

If the Town elects to offer Townwide doorside service, we have the additional truck ready and would need only to adjust the timing of existing routes to ensure service delivery within the required hours for collection.

If the automated collection option is selected we will need to deliver selected carts to designated residences and provide ample notice to all residents for the change in service. Routes will be adjusted to accommodate increased efficiencies but there would be minimal if any disruption for customers. The timeline for cart delivery will be subject to manufacturing schedules.

Regardless of service selections, WM will coordinate with Town staff to create and distribute public outreach materials to announce a new contract with its relevant details. Sample outreach materials are provided on page 49.

Execution of Highland Beach's Operational / Transition Plan



Generally speaking, we build from the more than 50 years of experience we have with service transitions; to customize our operational tasks and timeline to Highland Beach 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% ready to roll on schedule.

Major implementation tasks for Highland Beach include:

- Implementation meetings, coordination, and course correction
- Cart deliveries, as needed
- Driver screening, hiring, and training for Highland Beach, as needed
- Review of existing routes and re-balancing if needed
- Contingency planning

These tasks are described in more detail below. A sample timeline of implementation tasks is also included.

Implementation Meetings, Coordination and Course Correction

WM's internal Highland Beach 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 Highland Beach 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 the 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.



Safety Meeting - WM of Palm Beach

Cart and Container Deliveries

With direction from the Town with regard to the model and design, we will stock an adequate inventory of replacement carts and containers by the start of a new contract.

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 – the most aggressive in the industry – as well as fingerprinting and drug testing before joining our team.

At WM, new drivers participate in more than 90 hours of classroom and in-field new hire training – regardless of prior, relevant experience. Prior to a new contract, all Highland Beach drivers receive contract-specific training that includes a review of our implementation education efforts, materials, and resources, as well as information regarding Highland Beach’s unique service requirements, collection offerings, and contractual requirements.

Onboard Tablets Eliminate Learning Curve

Each of the Town collection trucks 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.

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. Any new drivers hired to serve Highland Beach 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.
- **Carts.** We build in a 30-day buffer between when equipment begins to arrive and when we anticipate customer requests. 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.
- **Customer Service.** Our CSRs will be available to assist Town staff in answering any questions regarding any transition to new services.

Sample Transition Timeline of Implementation Tasks

The following sample timeline illustrates the meticulous planning that WM utilizes for any transition. We collaboratively customize and complete this schedule with Town staff once dates and services are selected and finalized. This chart is provided for your reference.

Tasks	Start Date	Completion Date
Notice of award		
Contract negotiations		
Council contract execution		
Operations		
Carts and Containers		
<ul style="list-style-type: none"> • Development and Town-approval of all cart/container graphics/messaging 		

Tasks	Start Date	Completion Date
<ul style="list-style-type: none"> Procurement of cart inventory 		
<ul style="list-style-type: none"> Finalize removal, assembly, delivery, vendor staging facility, and schedule 		
<ul style="list-style-type: none"> Conduct cart and container transition 		
Trucks and Fueling		
<ul style="list-style-type: none"> Place order for new collection vehicles 		
<ul style="list-style-type: none"> Develop and seek approval of contract-specific truck signage 		
<ul style="list-style-type: none"> Delivery of new collection vehicles 		
<ul style="list-style-type: none"> Conduct pre-implementation vehicle and onboard computer testing 		
Routing		
<ul style="list-style-type: none"> Develop routes using existing routes where possible 		
<ul style="list-style-type: none"> New route field-testing (prior to go-live) 		
<ul style="list-style-type: none"> Creation of final route maps 		
Staffing		
<ul style="list-style-type: none"> Conduct driver recruitment, interviews, and screening 		
<ul style="list-style-type: none"> Conduct classroom-based driver training and onboarding 		
<ul style="list-style-type: none"> Conduct field-based driver training 		
Data Integrity and Ongoing Data Transfer Requirements		
Coordinate and conduct data transfers with outgoing service provider		
Audit and verify data accuracy, upload to MAS, and assign WM account numbers, and if applicable link each account to its respective Town-account number		
Request and establish codes for all services		
Establish ongoing data transfer, reporting, and Town-invoice protocols with Highland Beach		
Contract Compliance		
Develop comprehensive contract compliance checklist for implementation		
Establish reporting process and template in accordance with contract specifications		
Renew local business license, insurance, and performance bond		
Review all updates to wm.com and Town website for accuracy and compliance with contract terms and maximize cross-promotion		
Customer Experience		
Update Green Pages to reflect changes to contract requirements and new services		
Review and approve Green Pages with all key departments		
Upload all transition public education materials to Green Pages for CSRs' reference		
Develop detailed new contract curriculum		

Tasks	Start Date	Completion Date
Management conducts pre-implementation training		
Management conducts small group CSR training with emphasis on new contract terms and new services		
New Green Pages content goes-live		
Public Outreach and Communication Efforts		
Communication with the Town		
<ul style="list-style-type: none"> Present implementation programs, services, and timeline to Town Council at a scheduled time 		
<ul style="list-style-type: none"> Schedule month or bi-weekly meetings with key implementation staff and Town contacts 		
<ul style="list-style-type: none"> Designate a dedicated implementation contact for the Town's Public Information Officer 		
<ul style="list-style-type: none"> Finalize strategic communications plan with emphasis on promotion of new services and attain feedback/approval 		
<ul style="list-style-type: none"> Communication with Residents 		
<ul style="list-style-type: none"> Design and distribute Welcome Postcard 		
<ul style="list-style-type: none"> Conduct media outreach with the Highland Beach Public Information Officer 		
<ul style="list-style-type: none"> Continually update wm.com with key service info 		
<ul style="list-style-type: none"> Conduct commercial/multi-family site visits 		
<ul style="list-style-type: none"> Design and distribute customer Welcome Packet 		
<ul style="list-style-type: none"> Design and distribute collection cart delivery promotional materials 		
<ul style="list-style-type: none"> Design and order supply of enforcement tags/ "oops" tags 		
<ul style="list-style-type: none"> Design and order supply of cart labels 		
<ul style="list-style-type: none"> Pitch press releases with new contract start date, new programs, and other important transition information 		
<ul style="list-style-type: none"> Conduct community meetings to distribute educational materials and allow residents an opportunity to ask questions 		
<ul style="list-style-type: none"> Update Town webpage with new Welcome Packet materials, new service information, and transition announcements 		

6. TOTAL OF FEES OVER FIVE-YEAR PERIOD

Rate Forms



Highland Beach, March 2023

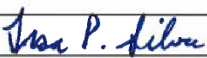

Photo by Shiraz Kashar, WMIF Community
Outreach and Education



6. TOTAL OF FEES OVER FIVE-YEAR PERIOD

Exceptional Service - Excellent Value

PRICES SET FORTH ABOVE ARE FIRM PROPOSALS AND ARE NOT SUBJECT TO PRICE ADJUSTMENT UNLESS THE AGREEMENT IS AMENDED.

ATTEST:	PROPOSER:
	
Signature	Signature
LISA P. SILVA, ASST. SEC.	Waste Management Inc. of Florida
Title	David M. Myhan, President
February 27, 2023	February 27, 2023
Date	Date

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Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

Waste Management Inc. of Florida

CURBSIDE PICKUP SERVICE WITH THREE MAN CREW							
<u>Single Family</u> with 35 and/or 65 Gallon Refuse Cart; and Dual Stream 18 Gallon Recycle Bins and/or 95 Gallon Recycle Carts - <u>Estimated Number of Units: 240</u>	Services Fees- Per Unit/Monthly						
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week	13.62	14.57	15.59	16.69	17.85	19.10	20.44
2. Recyclables- 1x/week	8.98	9.61	10.28	11.00	11.77	12.59	13.48
3. Yard Trash- 1x/week	5.16	5.52	5.91	6.32	6.76	7.24	7.74
4. Bulk Trash- 1x/week	Included	Included	Included	Included	Included	Included	Included
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	27.76	29.70	31.78	34.01	36.38	38.93	41.66
5. Townwide Doorside Pickup (Additional fee)	91.24	97.63	104.46	111.77	119.60	127.96	136.92
<u>Multi-Family (4 units or less)</u> with 35 and/or 65 Gallon Refuse Cart; and Dual Stream 18 Gallon Recycle Bins and/or 95 Gallon Recycle Carts - <u>Estimated Number of Units: 320</u>	Services Fees- Per Unit/Monthly						
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week	13.62	14.57	15.59	16.69	17.85	19.10	20.44
2. Recyclables- 1x/week	8.98	9.61	10.28	11.00	11.77	12.59	13.48
3. Yard Trash- 1x/week	5.16	5.52	5.91	6.32	6.76	7.24	7.74
4. Bulk Trash- 1x/week	Included	Included	Included	Included	Included	Included	Included
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	27.76	29.70	31.78	34.01	36.38	38.93	41.66
5. Townwide Doorside Pickup (Additional fee)	91.24	97.63	104.46	111.77	119.60	127.96	136.92
<u>Multi-Family Condominium (> 4 units)</u> with Container (non-compacting) and	Services Fees- Per Unit/Monthly						





Town of Highland Beach

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Waste Management Inc. of Florida

Multi-Family Condominium (> 4 units) with Container (non-compacting) and Dual Stream 95 Gallon Recycle Containers - <u>Estimated Number of Units: 3,950</u>	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week June 1- October 31; 3x/week November 1- May 31st	12.47	13.34	14.27	15.27	16.34	17.48	18.70
2. Recyclables- 2x/week	4.16	4.45	4.76	5.09	5.45	5.83	6.24
3. Yard Trash- 1x/week	NA	NA	NA	NA	NA	NA	NA
4. Bulk Trash- 1x/week	NA	NA	NA	NA	NA	NA	NA
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	16.63	17.79	19.03	20.36	21.79	23.31	24.94
Commercial Monthly Service Rates (compacting containers)	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
Container Collection Rate (per yard) Disposal Not Included	9.34	9.99	10.69	11.44	12.24	13.10	14.02
Compactor Collection Rate (12 cubic yards or less)	11.68	12.50	13.38	14.32	15.32	16.39	17.54
Compactor Collection Rate (> 12 cubic yards)	335.84	359.35	384.50	411.42	440.22	471.04	504.01
Refuse Container Monthly Rental/Maintenance	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1 Cubic Yard	22.00	23.54	25.19	26.95	28.84	30.86	33.02
2 Cubic Yard	24.00	25.68	27.48	29.40	31.46	33.66	36.02
3 Cubic Yard	26.00	27.82	29.77	31.85	34.08	36.47	39.02
4 Cubic Yard	28.00	29.96	32.06	34.30	36.70	39.27	42.02
6 Cubic Yard	30.00	32.10	34.35	36.75	39.32	42.07	45.01
8 Cubic Yard	32.00	34.24	36.64	39.20	41.94	44.88	48.02
10 Cubic Yard	34.00	36.38	38.93	41.66	44.58	47.70	51.04
Special Services	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
Gate Service	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge





Town of Highland Beach

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Waste Management Inc. of Florida

Roll Out Fees (< 15 feet)	10.00	10.70	11.45	12.25	13.11	14.03	15.01
Roll Out Fees (> 15 feet)	14.00	14.98	16.03	17.15	18.35	19.63	21.00
35 Gal. Container (per) [Optional]	90.00	96.30	103.04	110.25	117.97	126.23	135.07
65 Gal. Container (per) [Optional]	100.00	107.00	114.49	122.50	131.08	140.26	150.08
Town Logo Hot Stamp on Containers (per container) [Optional]	NA	NA	NA	NA	NA	NA	NA
Locks for Containers (per lock)	12.00	12.84	13.74	14.70	15.73	16.83	18.01
Unlocking/Locking Containers (per occurrence)	2.00	2.14	2.29	2.45	2.62	2.80	3.00
Supplying (and retrofitting) locking mechanism on container	55.00	58.85	62.97	67.38	72.10	77.15	82.55
Adding wheels to or changing wheels on Containers (per wheel)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Adding lids to or changing lid(s) on Containers (per pair)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Moving Container Location per Customer request	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Changing out sizes of containers	55.00	58.85	62.97	67.38	72.10	77.15	82.55
Added Scheduled Pick-ups for Containerized Customers (more than 2 off-peak, 3 peak)	Same as Applicable Commercial Collection Rates.						
Added Unscheduled (not including "on-call") Pick-Ups for Commercial Customers	\$30 special service fee plus applicable commercial & disposal rates per dumpster						
Added Recycling Container Collections per customer account	Same as applicable commercial collection rates (no disposal)						
Doorside Service (Medically Necessary)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge





Town of Highland Beach

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Waste Management Inc. of Florida

CURBSIDE PICKUP SERVICE WITH AUTOMATED SIDELOAD (ASL) VEHICLE							
Single Family with 35 and/or 65 Gallon Refuse Cart; and Dual Stream 18 Gallon Recycle Bins and/or 95 Gallon Recycle Carts - <u>Estimated Number of Units: 240</u>	Services Fees- Per Unit/Monthly						
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week	9.03	9.66	10.34	11.06	11.83	12.66	13.55
2. Recyclables- 1x/week	7.92	8.47	9.06	9.69	10.37	11.10	11.88
3. Yard Trash- 1x/week	5.90	6.31	6.75	7.22	7.73	8.27	8.85
4. Bulk Trash- 1x/week	Included	Included	Included	Included	Included	Included	Included
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	22.85	24.44	26.15	27.97	29.93	32.03	34.28
Multi-Family (4 units or less) with 35 and/or 65 Gallon Refuse Cart; and Dual Stream 18 Gallon Recycle Bins and/or 95 Gallon Recycle Carts - Estimated Number of Units: 320	Services Fees- Per Unit/Monthly						
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week	9.03	9.66	10.34	11.06	11.83	12.66	13.55
2. Recyclables- 1x/week	7.92	8.47	9.06	9.69	10.37	11.10	11.88
3. Yard Trash- 1x/week	5.90	6.31	6.75	7.22	7.73	8.27	8.85
4. Bulk Trash- 1x/week	Included	Included	Included	Included	Included	Included	Included
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	22.85	24.44	26.15	27.97	29.93	32.03	34.28





Town of Highland Beach

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Waste Management Inc. of Florida

<u>Multi-Family Condominium (> 4 units) with Container (non-compacting) and Dual Stream 95 Gallon Recycle Containers - Estimated Number of Units: 3,950</u>	Services Fees- Per Unit/Monthly						
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1. Solid Waste- 2x/week June 1- October 31; 3x/week November 1- May 31st	11.42	12.22	13.08	14.00	14.98	16.03	17.15
2. Recyclables- 2x/week	3.81	4.08	4.37	4.68	5.01	5.36	5.74
3. Yard Trash- 1x/week	NA	NA	NA	NA	NA	NA	NA
4. Bulk Trash- 1x/week	NA	NA	NA	NA	NA	NA	NA
SCORED - Total Curbside (sum of rows 1-4 for years 1-5)	15.23	16.30	17.45	18.68	19.99	21.39	22.89
Commercial Monthly Service Rates (compacting containers)	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
Container Collection Rate (per yard) Disposal Not Included	9.34	9.99	10.69	11.44	12.24	13.10	14.02
Compactor Collection Rate (12 cubic yards or less)	11.68	12.50	13.38	14.32	15.32	16.39	17.54
Compactor Collection Rate (> 12 cubic yards)	335.84	359.35	384.50	411.42	440.22	471.04	504.01
Refuse Container Monthly Rental/Maintenance	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2
1 Cubic Yard	22.00	23.54	25.19	26.95	28.84	30.86	33.02
2 Cubic Yard	24.00	25.68	27.48	29.40	31.46	33.66	36.02
3 Cubic Yard	26.00	27.82	29.77	31.85	34.08	36.47	39.02
4 Cubic Yard	28.00	29.96	32.06	34.30	36.70	39.27	42.02
6 Cubic Yard	30.00	32.10	34.35	36.75	39.32	42.07	45.01
8 Cubic Yard	32.00	34.24	36.64	39.20	41.94	44.88	48.02
10 Cubic Yard	34.00	36.38	38.93	41.66	44.58	47.70	51.04
Special Services	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	REN. 1	REN. 2





Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

Waste Management Inc. of Florida

Gate Service	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Roll Out Fees (< 15 feet)	10.00	10.70	11.45	12.25	13.11	14.03	15.01
Roll Out Fees (> 15 feet)	14.00	14.98	16.03	17.15	18.35	19.63	21.00
35 Gal. Container (per) [Optional]	90.00	96.30	103.04	110.25	117.97	126.23	135.07
65 Gal. Container (per) [Optional]	100.00	107.00	114.49	122.50	131.08	140.26	150.08
Town Logo Hot Stamp on Containers (per container) [Optional]	NA	NA	NA	NA	NA	NA	NA
Locks for Containers (per lock)	12.00	12.84	13.74	14.70	15.73	16.83	18.01
Unlocking/Locking Containers (per occurrence)	2.00	2.14	2.29	2.45	2.62	2.80	3.00
Supplying (and retrofitting) locking mechanism on container	55.00	58.85	62.97	67.38	72.10	77.15	82.55
Adding wheels to or changing wheels on Containers (per wheel)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Adding lids to or changing lid(s) on Containers (per pair)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Moving Container Location per Customer request	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Changing out sizes of containers	55.00	58.85	62.97	67.38	72.10	77.15	82.55
Added Scheduled Pick-ups for Containerized Customers (more than 2 off-peak, 3 peak)	Same as Applicable Commercial Collection Rates.						
Added Unscheduled (not including "on-call") Pick-Ups for Commercial Customers	\$30 special service fee plus applicable commercial & disposal rates per dumpster						
Added Recycling Container Collections per customer account	Same as applicable commercial collection rates (no disposal)						
Doorside Service (Medically Necessary)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge



7. REFERENCES

Southwest Ranches

Hypoluxo

Martin County

SWA Zones 2 and 5

Delray Beach

South Florida Municipal Partners



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community
Outreach and Education





7. REFERENCES

Committed to Going Above and Beyond to Serve Highland Beach

We provide our featured references here on the required form and reiterate our complete list of references that truly reflect our service excellence in South Florida.

REFERENCES FOR <u>Waste Management Inc. of Florida</u> (NAME OF FIRM)		
1.Owner/Client Name:		
Greg Dunham, Town Manager		
Name and Location of Project:		
Town of Gulf Stream, 100 Sea Road, Gulf Stream, FL 33483		
Phone:	Fax:	E-Mail:
(561) 276-5116 gdunham@gulf-stream.org		
2.Owner/Client Name:		
Michael Brown, Mayor		
Name and Location of Project:		
Town of Hypoluxo, 7580 S. Federal Highway, Hypoluxo, FL. 33462		
Phone:	Fax:	E-Mail:
(561) 582-4155 mcbrown@hypoluxo.org		
3.Owner/Client Name:		
Andy Berns, Town Administrator		
Name and Location of Project:		
Town of Southwest Ranches, 13400 Griffin Rd., SW Ranches, FL 33330		
Phone:	Fax:	E-Mail:
(954) 343-7469 aberns@southwestranches.org		



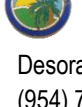
REFERENCES FOR <u>Waste Management Inc. of Florida</u> (NAME OF FIRM)		
1.Owner/Client Name: Danise Cleckley, Assistant Neighborhood & Community Services Director		
Name and Location of Project: City of Delray Beach, 100 NW 1st Ave., Delray Beach, FL 33444		
Phone:	Fax:	E-Mail:
(561) 243-7000 Cleckley@mydelraybeach.com		
2.Owner/Client Name: Dan Pellowitz, Executive Director		
Name and Location of Project: Palm Beach County SWA– Zones 2 & 5, 7501 N. Jog Rd., WPB, FL 33412		
Phone:	Fax:	E-Mail:
(561) 640-4000 dpellowitz@swa.org		
3.Owner/Client Name: Don Donaldson - Deputy County Administrator		
Name and Location of Project: Martin County, 2401 SE Monterey Rd., Stuart, FL 34996		
Phone:	Fax:	E-Mail:
(772) 288-5400 Ddonalds@martin.fl.us		

South Florida Municipal Partners

WM is pleased to reiterate additional municipal references from throughout South Florida. We encourage you to contact any of our partners to learn more about the service excellence and ease of transition with WM. This chart is provided simply for your reference regarding the breadth of service that WM provides in our local area.

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 Collier County 3339 Tamiami Trail E, Naples, FL 34112 Kari Ann Hodgson, Solid & Hazardous Waste Director (239) 252-2504 Kari.Hodgson@colliercountyfl.gov	MSW, REC, YW, BLK, COMM	2005 - to present	130,000	~\$40M	EF
 Hillsborough County 332 N. Falkenburg Rd., Tampa, FL 33619 Kim Byer, S.W. Director (813) 612-7718 beyer@hillsborough.org	MSW, REC, YW COMM, RO	1980 - to present	96,000	~\$60M	EF
 Martin County 2401 SE Monterey Rd., Stuart, FL 34996 Don Donaldson - Deputy County Administrator (772) 288-5400 Ddonalds@martin.fl.us	MSW, REC, YW COMM, RO	2007 - 2029	48,000	~\$23M	EF
 Town of Hypoluxo 7580 S. Federal Highway, Hypoluxo, FL. 33462 Michael Brown, Mayor (561) 582-4155 mcbrown@hypoluxo.org	MSW, REC, YW, BLK, COMM, RO	2002 - present	294	~\$420K	EF
MANUAL CURBSIDE REFERENCE					
 Town of Gulf Stream 100 Sea Road, Gulf Stream, FL 33483 Greg Dunham, Town Manager (561) 276-5116 gdunham@gulf-stream.org	MSW, REC, YW, BLK, COMM, RO	1993 to present	387	~\$250K	EF
MANUAL DOORSIDE REFERENCE					
 City of Delray Beach 100 NW 1st Ave., Delray Beach, FL 33444 Danise Cleckley, Assistant Neighborhood & Community Services Director (561) 243-7000 Cleckley@mydelraybeach.com	MSW, REC, YW, BLK, COMM, RO	2001 - present	15,000	~\$11M	EF
 City of Boca Raton 201 West Palmetto Park Rd., Boca Raton, FL 33432 Richard Scherle, Municipal Services Operations Mgr (561) 416-3384 rscherle@myboca.us	C&D, COMM	2015 - to present	N/A	~\$4M	NEF

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 City of Greenacres 5800 Melaleuca Lane, Greenacres FL 33463 Carlos Cedenio, Public Works Dept., 561-642-2071 groupw@greenacresfl.gov	MSW, REC, YW, BLK, COMM, RO	2019 - to present	8,700	~\$ 2.4M	EF
 Palm Beach County Solid Waste Authority – Zone 2 7501 N. Jog Rd., WPB, FL 33412 Dan Pellowitz, Executive Director (561) 640-4000 dpellowitz@swa.org	MSW, REC, YW, BLK, COMM, RO	2019 – to present	33,000	~\$11M	EF
 Palm Beach County Solid Waste Authority – Zone 5 7501 N. Jog Rd., WPB, FL 33412 Dan Pellowitz, Executive Director (561) 640-4000 dpellowitz@swa.org	MSW, REC, YW, BLK, COMM, RO	2019 – to present	1,200	~\$1.3M	EF
 City of Palm Beach Gardens 10500 Military Trail Palm Beach Gardens, FI 33410 Jennifer Nelli, Operations Manager (561) 799-4100 jnelli@pbgfl.com	MSW, REC, YW, BLK, COMM, RO	2018-- to present	20,000	~\$7.2M	EF
 Town of Jupiter 210 Military Trail Jupiter, FI 33458 Thomas Driscoll - Dir of Engineering and Solid Waste (561) 746-5134 Thomasd@jupiter.fl.us	MSW, REC	1997 - to present	27,000	~\$12M	EF
 City of Coral Gables 2800 SW 72 Ave, Miami, FL 33155 Alberto Zamora, Asst Public Works Dir. (305) 460-5000 azamora@coralgables.com	MSW, REC, COMM, RO	1981 - to present	1,708	~ \$8.6M	EF
 City of Florida City 404 W Palm Dr., Florida City, FL 33034 Otis Wallace, Mayor 305-247-8221 cityclerk@floridacityfl.gov	MSW, REC, COMM, RO	1991 - to present	2,600	~ \$2.5M	EF
 City of Hialeah Gardens 10001 NW 87 Ave., Hialeah Gardens, FL 33016 Arturo Ruiz, Director of Administration (305) 558-4114 aruiz@cityofhialeahgardens.com	MSW, REC	1998 - to present	4,160	~ \$3.2 M	EF

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 Town of Southwest Ranches 13400 Griffin Rd., SW Ranches, FL 33330 Andy Berns, Town Administrator (954) 343-7469 aberns@southwestranches.org	MSW, REC, YW, BLK, COMM, RO & Disposal	2007-2016 and 2022- to present	2,600	~\$3.6M	EF
TRANSITION TO ASL SERVICE OCTOBER 2022					
 City of Melbourne 900 E. Strawbridge Ave., Melbourne, FL 32901 Ralph Reigelsperger, Public Works Director (321) 608-5080 ralph.reigelsperger@mlbfl.org	MSW, REC, YW, BLK, COMM	1996 - to present	27,751	~\$10M	EF
 City of Lauderdale Lakes 4300 NW 36 S, Lauderdale Lakes, FL 33319 Ronald Desbrunes, Public Works Director (954) 535-2700 ronaldd@lauderdalelakes.org	MSW, REC, RCY PROC, BLK, COMM, RO, C&D	1992 - to present	4,791	~\$5M	EF
 City of Parkland 6600 University Drive, Parkland FL 33067 Sabrina Baglieri, Public Works Director (954) 757-4108 sbaglieri@cityofparkland.org	MSW, REC, RCY PROC, BLK, COMM, RO, DISP	2008 - to present	11,000	~\$4M	EF
 City of North Lauderdale 701 S.W. 71st Ave., North Lauderdale, FL 33068 Sam May, Public Works Director (954-724-7070) smay@nlauderdale.org	MSW, REC, BLK COMM, RO, C&D	2021 - to present	8,350	~\$7M	EF
 City of Lauderhill 5581 W. Oakland Park Blvd., Lauderhill, FL 33313 Desorae Giles-Smith, City Manager (954) 730-3002 dgiles@lauderhill-fl.gov	MSW, REC, BLK, COMM, RO	2016 - to present	12,802	~\$7.2M	EF
 City of Cooper City 9090 SW 50th Place, Cooper City, FL 33328 Joseph Napoli, City Manager (954) 434-4300 JNapoli@coopercityfl.org	MSW, REC, BLK, COMM	2006 - to present	10,383	~ \$6 M	EF
 City of Lighthouse Point 2200 NE 38th St., Lighthouse Point, FL 33064 John Lavisky, City Administrator (954) 784-3434 jlavisky@lighthousepoint.com	MSW, REC, BLK, COMM	2013 - to present	3,757	~ \$2.8M	EF

Contract	WM Responsibility	Project Dates	Residential Units	Annual Revenue	Contract Type
MSW: Municipal Solid Waste, RCY: Recycling, RCY PROC: Recycling Processing, YW: Yard Waste, BLK: Bulk Pickup, COMM: Commercial, RO: Roll-off, C&D: Construction & Demolition Debris, EF: Exclusive Franchise, NEF: Non-Exclusive Franchise, DISP: Disposal Operations, TS Transfer Station Operations					
 City of Wilton Manors 2100 N. Dixie Hwy., Wilton Manors, FL 33305 David Archaki, Emergency Mgmt/Utilities Director (954) 390-2190 darchacki@wiltonmanors.com	MSW, REC, BLK, COMM	2003 - to present	3,853	~\$2.6M	EF



SUBMITTAL FORMS

Proposer's Acknowledgement

Confirmation of a Drug-Free Workplace

Acknowledgement of PBC Inspector General

Scrutinized Companies Certification Form

Public Entity Crimes Sworn Statement

Acknowledgment of Addenda

Schedule of Sub-Consultants (if applicable)

Statement of No RFP (if applicable)

References

Proposal Form

SWA License WM of Palm Beach

WM's Florida Certificate of Good Standing

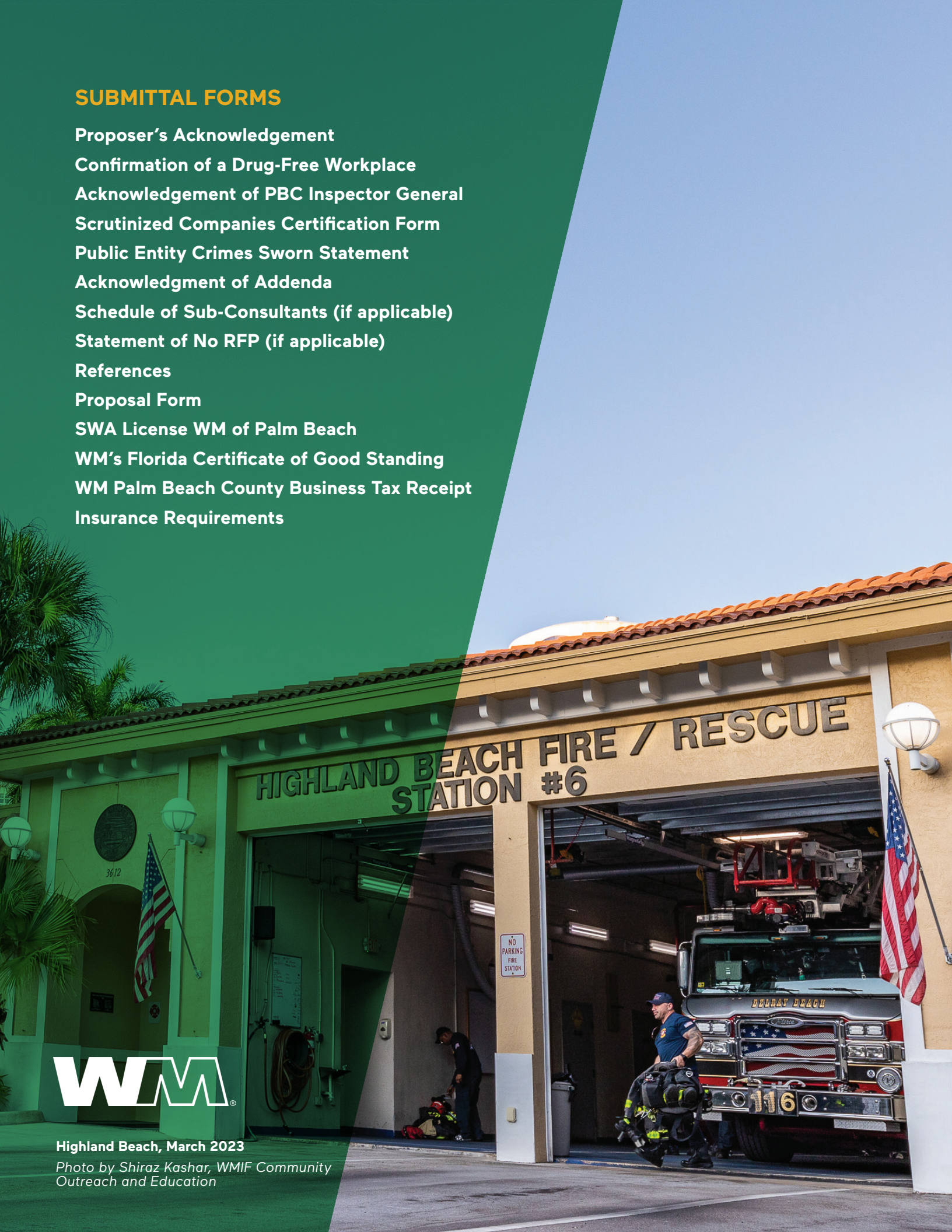
WM Palm Beach County Business Tax Receipt

Insurance Requirements



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community Outreach and Education





SUBMITTAL FORMS

Attention to Detail - Always

Proposer's Acknowledgement

PROPOSER ACKNOWLEDGEMENT

Submit RFP's to: Town Clerk's Office
Town of Highland Beach
3614 South Ocean Blvd.
Highland Beach, FL 33487
Telephone: 561-278-4548

RFP Title: "SOLID WASTE AND RECYCLING COLLECTION SERVICES"
RFP Number: 23-001

RFP Due: **XX**, 2023, NO LATER THAN 2:00 P.M. (LOCAL TIME)

Proposals will be publicly opened and recorded for acknowledgement of receipt, unless specified otherwise, on the date and time indicated above and may not be withdrawn within ninety (90) days after such date and time.

All awards made as a result of this RFP shall conform to applicable sections of the charter and codes of the Town.

Name of Proposer: Waste Management Inc. of Florida

Federal I.D. Number: 591094518

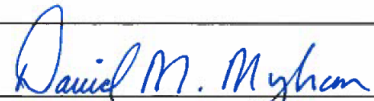
A Corporation of the State of Florida

Telephone No.: (954) 856-7192

Mailing Address: 651 Industrial Way

City / State / Zip: Boynton Beach, FL 33426

Email Address: bherrera@wm.com



Authorized Signature

David M. Myhan, President

45

Confirmation of a Drug-Free Workplace

CONFIRMATION OF DRUG-FREE WORKPLACE

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the Town of Highland Beach or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.


Authorized Signature

David M. Myhan, President
Waste Management Inc. of Florida

Acknowledgement of PBC Inspector General

PALM BEACH COUNTY INSPECTOR GENERAL

ACKNOWLEDGMENT

The Contractor is aware that the Inspector General of Palm Beach County has the authority to investigate and audit matters relating to the negotiation and performance of this contract, and in furtherance thereof may demand and obtain records and testimony from the Contractor and its subcontractors and lower tier subcontractors.

The contractor understands and agrees that in addition to all other remedies and consequences provided by law, the failure of the Contractor or its subcontractors or lower tier subcontractors to fully cooperate with the Inspector General when requested may be deemed by the municipality to be a material breach of this contract justifying its termination.

Waste Management Inc. of Florida

CONTRACTOR NAME

By: David M. Myhan

Title: David M. Myhan, President

Date: February 27, 2023

Scrutinized Companies Certification Form

CERTIFICATION PURSUANT TO FLORIDA SECTION 287.135, FLORIDA STATUTES

I, David M. Myhan, President, on behalf of Waste Management Inc. of Florida certify
Print Name and Title Company Name

That Waste Management Inc. of Florida does not:
Company Name

1. Participate in a boycott of Israel; and
2. Is not on the Scrutinized Companies that Boycott Israel List; and
3. Is not on the Scrutinized Companies with Activities in Sudan List; and
4. Is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and
5. Has not engaged in business operations in Syria.

Submitting a false certification shall be deemed a material breach of contract. The Town shall provide notice, in writing, to the Contractor of the Town's determination concerning the false certification. The Contractor shall have ninety (90) days following receipt of the notice to respond in writing and demonstrate that the determination of false certification was made in error. If the Contractor does not demonstrate that the Town's determination of false certification was made in error then the Town shall have the right to terminate the contract and seek civil remedies pursuant to Florida Statute § 287.135.

Section 287.135, Florida Statutes, prohibits the Town from: 1) Contracting with companies for goods or services in any amount if at the time of bidding on, submitting a proposal for, or entering into or renewing a contract if the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, F.S. or is engaged in a boycott of Israel; and

2) Contracting with companies, for goods or services over \$1,000,000.00 that are on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector list, created pursuant to s. 215.473, or are engaged in business operations in Syria.

As the person authorized to sign on behalf of the Contractor, I hereby certify that the company identified above in the section entitled "Contractor Name" does not participate in any boycott of Israel, is not listed on the Scrutinized Companies that Boycott Israel List, is not listed on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List and is not engaged in business operations in Syria. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject the company to civil penalties, attorney's fees, and/or costs. I further understand that any contract with the Town for goods or services may be terminated at the option of the Town if the company is found to have submitted a false certification or has been placed on the Scrutinized Companies with Activities in Sudan list or the Scrutinized Companies with Activities in the Iran Petroleum Energy

Sector

List.

Waste Management Inc. of Florida

COMPANY NAME

SIGNATURE

David M. Myhan

PRINT NAME

President

TITLE



Public Entity Crimes Sworn Statement

SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY
PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the Town of Highland Beach (the "Town") by:

David M. Myhan, President

(Print individual's name and title)

For:

Waste Management Inc. of Florida

(Print name of entity submitting sworn statement)

Whose business address is:

1800 N. Military Trail, Suite 201, Boca Raton, FL 33431

And (if applicable) its Federal Employer Identification Number (FEIN) is: **591094518**

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: **N/A**)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), FLORIDA STATUTES, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), FLORIDA STATUTES, means a finding of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), FLORIDA STATUTES, means:

- a. A predecessor or successor of a person convicted of a public entity crime; or
- b. an entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one (1) person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one (1) person controls another person.

A person who knowingly enters a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding thirty-six (36) months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(e), FLORIDA STATUTES, means any natural person or entity organized under the laws of any state of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity or which otherwise transacts or applies to transact business

with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement (indicate which statement applies).

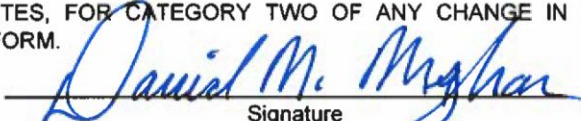
☒ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

☐ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

☐ The entity submitting this sworn statement, or one (1) or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted Bidder list. (Attach a copy of the final order)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICE FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

Date: February 27, 2023


Signature
David M. Myhan, President

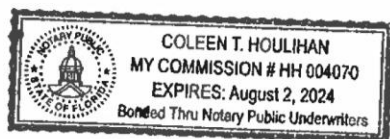
STATE OF FLORIDA

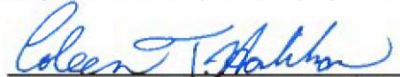
COUNTY OF Palm Beach

The foregoing instrument was acknowledged before me this 27 day of February, 2023, by, David M. Myhan as President (title) of Waste Management Inc. of Florida (name of company), on behalf of a Florida corporation (type of entity).

☒ who is personally known to me,

☐ who produced _____ as identification, who did take an oath, and who acknowledged before me that he executed the same freely and voluntarily for the purposes therein expressed.




Signature

Print Name

NOTARY PUBLIC – STATE OF FL

My Commission Expires: _____

Commission No.: _____

Acknowledgment of Addenda

ADDENDA ACKNOWLEDGEMENT

TOWN OF HIGHLAND BEACH, FLORIDA

RFP TITLE: "SOLID WASTE AND RECYCLING COLLECTION SERVICES"

RFP NO.: 23-001

DATE SUBMITTED: **March 13, 2023**

We propose and agree, if this submittal is accepted, to contract with the Town of Highland Beach, in the Contract Form, to furnish all material, means of transportation, coordination, labor and services necessary to complete/provide the work specified by the Contract documents.

Having studied the documents prepared by: The Town of Highland Beach

We propose to perform the work of this Project according to the Contract Documents and the following addenda which we have received:

ADDENDUM	DATE	ADDENDUM	DATE
#1	2/21/23	#2	2/27/23
#3	2/27/23	#4	2/28/23

_____ NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS RFP

Waste Management Inc. of Florida

51



Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

ACKNOWLEDGEMENT OF ADDENDUM No. 1

23-001 – Solid Waste and Recycling Collection Services RFP NO.: 23-001

RESPONDENT MUST SIGN, DATE, AND INCLUDE THIS ACKNOWLEDGEMENT OF ADDENDUM NO. 1 WITH RFP PACKAGE IN ORDER FOR SUBMITTAL TO BE CONSIDERED COMPLETE AND ACCEPTABLE.

David M. Myhan, President

PRINT NAME OF REPRESENTATIVE

SIGNATURE OF REPRESENTATIVE

Waste Management Inc. of Florida

NAME OF COMPANY

February 27, 2023

DATE



Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

ACKNOWLEDGEMENT OF ADDENDUM No. 2

23-001 – Solid Waste and Recycling Collection Services RFP NO.: 23-001

RESPONDENT MUST SIGN, DATE, AND INCLUDE THIS ACKNOWLEDGEMENT OF ADDENDUM NO. 2 WITH RFP PACKAGE
IN ORDER FOR SUBMITTAL TO BE CONSIDERED COMPLETE AND ACCEPTABLE.

David M. Myhan, President

PRINT NAME OF REPRESENTATIVE

SIGNATURE OF REPRESENTATIVE

Waste Management Inc. of Florida

NAME OF COMPANY

DATE

02/27/23



Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

ACKNOWLEDGEMENT OF ADDENDUM No. 3

23-001 – Solid Waste and Recycling Collection Services RFP NO.: 23-001

**RESPONDENT MUST SIGN, DATE, AND INCLUDE THIS ACKNOWLEDGEMENT OF ADDENDUM NO. 3 WITH RFP PACKAGE
IN ORDER FOR SUBMITTAL TO BE CONSIDERED COMPLETE AND ACCEPTABLE.**

David M. Myhan, President

PRINT NAME OF REPRESENTATIVE

SIGNATURE OF REPRESENTATIVE

Waste Management Inc. of Florida

NAME OF COMPANY

March 6, 2023

DATE



Town of Highland Beach

3614 South Ocean Boulevard • Highland Beach, Florida 33487

ACKNOWLEDGEMENT OF ADDENDUM No. 4

23-001 – Solid Waste and Recycling Collection Services RFP NO.: 23-001

**RESPONDENT MUST SIGN, DATE, AND INCLUDE THIS ACKNOWLEDGEMENT OF ADDENDUM NO. 4 WITH RFP PACKAGE
IN ORDER FOR SUBMITTAL TO BE CONSIDERED COMPLETE AND ACCEPTABLE.**

David M. Myhan, President

PRINT NAME OF REPRESENTATIVE

SIGNATURE OF REPRESENTATIVE

Waste Management Inc. of Florida

NAME OF COMPANY

March 6, 2023

DATE

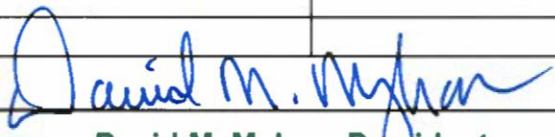
Schedule of Sub-Consultants (if applicable)

RFP No.: 23-001
SOLID WASTE AND RECYCLING COLLECTION SERVICES
SCHEDULE OF SUBCONTRACTORS

The Undersigned Respondent proposes the following major subcontractors for the major areas of work for the Project. The Respondent is further notified that all subcontractors shall be properly licensed, bondable and shall be required to furnish the Town with a Certificate of Insurance in accordance with the contract general conditions. This page may be reproduced for listing additional subcontractors, if required. **If not applicable or if no subcontractors will be used in the performance of this Work, please sign and date the form and write "Not-Applicable" or "NONE" across the form.**

<u>Name of Subcontractor</u>	<u>Address of Subcontractor</u>	<u>License No.:</u>	<u>Contract Amount</u>	<u>Percentage (%) of Contract</u>
NONE				

Signature



Date: 02/27/23

Title/Company

David M. Myhan, President
Waste Management Inc. of Florida

The Town reserves the right to reject any subcontractor who has previously failed in the proper performance of an award, or failed to deliver on time contracts in a similar nature, or who is not responsible (financial capability, lack of resources, etc.) to perform under this award. The Town further reserves the right to inspect all facilities of any subcontractor in order to make a determination as to the foregoing.

Statement of No RFP (if applicable)

N/A

References

REFERENCES FOR <u>Waste Management Inc. of Florida</u> (NAME OF FIRM)		
1.Owner/Client Name:		
Greg Dunham, Town Manager		
Name and Location of Project:		
Town of Gulf Stream, 100 Sea Road, Gulf Stream, FL 33483		
Phone:	Fax:	E-Mail:
(561) 276-5116 gdunham@gulf-stream.org		
2.Owner/Client Name:		
Michael Brown, Mayor		
Name and Location of Project:		
Town of Hypoluxo, 7580 S. Federal Highway, Hypoluxo, FL. 33462		
Phone:	Fax:	E-Mail:
(561) 582-4155 mcbrown@hypoluxo.org		
3.Owner/Client Name:		
Andy Berns, Town Administrator		
Name and Location of Project:		
Town of Southwest Ranches, 13400 Griffin Rd., SW Ranches, FL 33330		
Phone:	Fax:	E-Mail:
(954) 343-7469 aberns@southwestranches.org		

REFERENCES FOR <u>Waste Management Inc. of Florida</u> (NAME OF FIRM)		
1.Owner/Client Name: Danise Cleckley, Assistant Neighborhood & Community Services Director		
Name and Location of Project: City of Delray Beach, 100 NW 1st Ave., Delray Beach, FL 33444		
Phone:	Fax:	E-Mail:
(561) 243-7000 Cleckley@mydelraybeach.com		
2.Owner/Client Name: Dan Pellowitz, Executive Director		
Name and Location of Project: Palm Beach County SWA– Zones 2 & 5, 7501 N. Jog Rd., WPB, FL 33412		
Phone:	Fax:	E-Mail:
(561) 640-4000 dpellowitz@swa.org		
3.Owner/Client Name: Don Donaldson - Deputy County Administrator		
Name and Location of Project: Martin County, 2401 SE Monterey Rd., Stuart, FL 34996		
Phone:	Fax:	E-Mail:
(772) 288-5400 Ddonalds@martin.fl.us		

Proposal Form

PROPOSAL FORM

In completing the information questions below, if additional space is needed, attachments to this form are acceptable.

☐ Individual ☒ Corporation ☐ Partnership ☐ Other (Specify)

Name of Organization or Individual Waste Management Inc. of Florida

Address 651 Industrial Way City Boynton Beach State FL

Zip Code 33426

Telephone Number (954) 856-7192 Tax ID # 59-1094518

Proposer's Representative Barbara Herrera, Government Affairs Manager

Proposed Fees: (954) 856-7192 | bherrera@wm.com

**Please refer to WM's proposed fees included in
Section 6. TOTAL OF FEES OVER FIVE-YEAR PERIOD.**

SWA License WM of Palm Beach



September 29th, 2022

Waste Management of Palm Beach
5489 Leeper Dr.
West Palm Beach, FL 33407

Dear Fred Harmon,

Please be advised that review of your recent permit application to provide Solid Waste Collection & Disposal Services (Rule IV, V & VI) within unincorporated Palm Beach County has been completed. Based upon our review, your permit has been approved and you may continue to provide Solid Waste Collection & Disposal Services effective October 1, 2022.

Your permit will be valid through September 30 2023, and you will be notified approximately one month prior to submit your annual \$1,200 fee should you wish to continue providing permitted collection services.

Please feel free to contact me directly at 561-697-2700, ext 4720 if you require additional information.

Sincerely,

Jim Walsh
Field Service Manager
Customer Information Services

WM's Florida Certificate of Good Standing

State of Florida Department of State

I certify from the records of this office that WASTE MANAGEMENT INC. OF FLORIDA is a corporation organized under the laws of the State of Florida, filed on March 30, 1964.


The document number of this corporation is 279946.

I further certify that said corporation has paid all fees due this office through December 31, 2022, that its most recent annual report/uniform business report was filed on April 18, 2022, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Sixth day of June, 2022*





Secretary of State

Tracking Number: 4679541090CU


To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>


WM Palm Beach County Business Tax Receipt

		ANNE M. GANNON CONSTITUTIONAL TAX COLLECTOR Serving Palm Beach County Serving you.		P.O. Box 3353, West Palm Beach, FL 33402-3353 www.pbctax.com Tel: (561) 355-2264		**LOCATED AT** 651 INDUSTRIAL WAY BOYNTON BEACH, FL 33426-8704	
TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #		
58-0072 GARBAGE COLLECTION	WASTE MANAGEMENT OF PALM BEACH		B22.621307 - 08/05/22	\$236.25	B40119913		

This document is valid only when receipted by the Tax Collector's Office.



WASTE MANAGEMENT OF PALM BEACH
WASTE MANAGEMENT OF PALM BEACH
651 INDUSTRIAL WAY
BOYNTON BEACH FL 33426-8704



STATE OF FLORIDA
PALM BEACH COUNTY
2022/2023 LOCAL BUSINESS TAX RECEIPT
LBTR Number: 199204063
EXPIRES: SEPTEMBER 30, 2023

This receipt grants the privilege of engaging in or managing any business profession or occupation within its jurisdiction and **MUST** be conspicuously displayed at the place of business and in such a manner as to be open to the view of the public.

Insurance Requirements

Certificates of Insurance

WM 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 WM. 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. Highland Beach can rest easy with WM as your service provider knowing that you are always protected by best-in-class insurance. Copies of our certificates of insurance are included on the following pages.



CERTIFICATE OF LIABILITY INSURANCE

1/1/2024

DATE (MM/DD/YYYY)
12/8/2022

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 #
INSURED 1300299	WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED, RELATED & SUBSIDIARY COMPANIES INCLUDING: WASTE MANAGEMENT, INC. 800 CAPITOL STREET, SUITE 3000 HOUSTON TX 77002	INSURER A: Indemnity Insurance Co of North America	43575
		INSURER B: ACE American Insurance Company	22667
		INSURER C: ACE Fire Underwriters Insurance Company	20702
		INSURER D: ACE Property & Casualty Insurance Co	20699
		INSURER E:	
		INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 19177612

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
B	<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"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	HDO G72955924	1/1/2023	1/1/2024	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
B	<input checked="" type="checkbox"/> 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 H25575398	1/1/2023	1/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	Y	Y	XDUG27929242 008	1/1/2023	1/1/2024	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$ XXXXXXXX
A B C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in WA) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WLR C70311094 (AOS) WLR C70311057 (AZ,CA & MA) SCF C70311136 (WI)	1/1/2023 1/1/2023 1/1/2023	1/1/2024 1/1/2024 1/1/2024	<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
B	EXCESS AUTO LIABILITY	Y	Y	XSA H25575350	1/1/2023	1/1/2024	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 ON ALL POLICIES (EXCEPT FOR WORKERS' COMP/EL) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

CERTIFICATE HOLDER

CANCELLATION

19177612

FOR INFORMATION PURPOSES ONLY

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

[Signature]

ACORD 25 (2016/03)

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The ACORD name and logo are registered marks of ACORD



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
06/30/2022

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 Aon Risk Services Southwest, Inc. Dallas TX office 5005 Lyndon B Johnson Freeway Suite 1500 Dallas TX 75244 USA		CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): 800-363-0105 E-MAIL ADDRESS:	
INSURED Waste Management, Inc. 800 Capitol Street Suite 3000 Houston TX 77002 USA		INSURER(S) AFFORDING COVERAGE INSURER A: Ironshore Specialty Insurance Company NAIC # 25445 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570094263820 **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
	COMMERCIAL GENERAL LIABILITY <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 <input type="checkbox"/> OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <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	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION			IEELPLLCAS2F002	07/01/2022	07/01/2023	EACH OCCURRENCE \$24,000,000 AGGREGATE \$24,000,000
	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 / A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Env Site Liab			ISPILLSCAS2J002 Claims-Made	07/01/2022	07/01/2023	Each Incident Limit \$1,000,000 Aggregate Limit \$2,000,000

Certificate No : 570094263820

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.

CERTIFICATE HOLDER Waste Management, Inc. 800 Capitol Street Suite 3000 Houston TX 77002 USA	CANCELLATION 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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ACORD 25 (2016/03)

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CONCLUSION

Ready-to-Roll



Highland Beach, March 2023

Photo by Shiraz Kashar, WMIF Community Outreach and Education



CONCLUSION

Ready-to-Roll Day One

Waste Management Inc. of Florida (WM/WMIF) is a proactive partner with proven results. Our work throughout Florida and North America is a testament to our professional approach over the long term and we are committed to the opportunity to work with you in managing your environmental needs.

We have fulfilled the individual tenets and each requirement of the Town's RFP and Addenda and have organized this response to provide our proposal in response to each element outlined.

We look forward to a continued partnership between WM and the Town of Highland Beach. We strongly invest in our partner customers and want to be your waste solutions provider into the future. We understand your priorities and are well-equipped to continue providing the services and resources you need to achieve your collection and sustainability goals. We will provide tailored services as the Town's needs change and grow with you for the life of the contract.

As Highland Beach's current provider of residential and commercial solid waste and recycling services, WM is intimately familiar with the Town's streets and neighborhoods. We understand our Town residents and businesses and how they wish to receive service, whether it is a specific cart placement location, outside-the-norm requests, or doorside service. We know the location of every hard-to-find street, dead end, tight turnaround, low tree canopy, and soft-surface roadway. Our skilled drivers have learned how to navigate Highland Beach's streets safely and efficiently, mindful of our seasonal residents and visitors who frequent the area. We are here to help the Town's visitors, too, lending a helping hand with directions, local knowledge, and always on the lookout for the little ones who are much more focused on enjoying the fun than looking both ways for oncoming traffic. We are community partners, happy to support and contribute to the success of Highland Beach.

WM will provide uninterrupted stability backed by innovation, value, and best practices stemming from over two decades of WMIF experience. In short, we are Highland Beach's WM, and we understand what makes this Town so special.

WM again thanks the Town for your partnership and the continued opportunity to help build a more sustainable tomorrow for Highland Beach. Thank you for your consideration of our proposal.



**TESTED.
PROVEN.
TRUSTED.**

