

NEWPORT-MESA UNIFIED SCHOOL DISTRICT

Solid Waste Disposal and Recycling Services

RFP # 112-20

June 12, 2020 at 4:00 p.m.

SUBMITTED BY

Waste Management Collection and Recycling, Inc.

dba Waste Management of Orange County

Doing the Right Thing,
The Right Way

CONTACT

Hashem Shokair,
Regional Public Sector Manager
(714) 480-2359
hshokair@wm.com

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Think Clean.

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Newport-Mesa
Unified School District

WM
WASTE MANAGEMENT



WASTE MANAGEMENT

Waste Management Collection and Recycling, Inc.
1800 South Grand Avenue
Santa Ana, CA 92705

June 12, 2020

Newport-Mesa Unified School District
Purchasing Department
2985 Bear St., Bldg. A
Costa Mesa, CA 92626

Attn: Jonathan Geiszler, Director, Purchasing & Warehouse

Dear Mr. Geiszler:

Thank you for the opportunity to respond to the Newport-Mesa Unified School District (N-MUSD) RFP # 112-20 and Addendum #1, for Solid Waste Disposal and Recycling Services. As an established partner with many schools and universities, Waste Management Collection and Recycling, Inc. dba Waste Management of Orange County (Waste Management) is strategically situated and fully prepared to provide the District with a single-contractor, comprehensive waste, recycling and organics collections program. We offer an integrated approach for developing, implementing and managing a program that goes beyond regulatory compliance and delivers value by improving processes. We aim to reduce total cost and provide comprehensive source reduction and recycling education to the NMUSD community.

Waste Management carries decades of experience serving numerous cities and school campuses in Orange County. We have a thorough understanding of the role we play as not just a service provider, but community partner and we would be proud to add Newport-Mesa Unified School District to our ever-growing list of loyal customers. More importantly, our longevity is a testimony to the fact that we will remain your partner for the one (1) year contract beginning August 1, 2020 and for the four (4) additional one-year extension periods if awarded. All pricing provided within this proposal shall be held valid for 90 days from the date of submittal.

Furthermore, as North America's largest waste and recycling hauler, our collective experience working with colleges and universities throughout the country, and our national team of environmental professionals, have created solutions and programs specifically for our education customers. We look at the whole when creating customized programs, from available staff resources to physical layouts of campuses. As such we are excited to have developed a comprehensive plan tailored to the needs of N-MUSD because we understand the importance of teaching the next generation about sustainability and the impact it has on our environment today and into the future.

We are particularly excited to present and/or expand upon the following Waste Management exclusive offerings:

RECYCLE RIGHT	CORe[®] ORGANICS RECYCLING	SERVICES THAT GO FAR BEYOND THE DUMPSTER
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We genuinely appreciate the opportunity to respond to your request, and we would welcome the opportunity to forge a partnership with Newport-Mesa Unified School District and negotiate a mutually acceptable contract should we be selected as the successful provider for this project.

Sincerely,

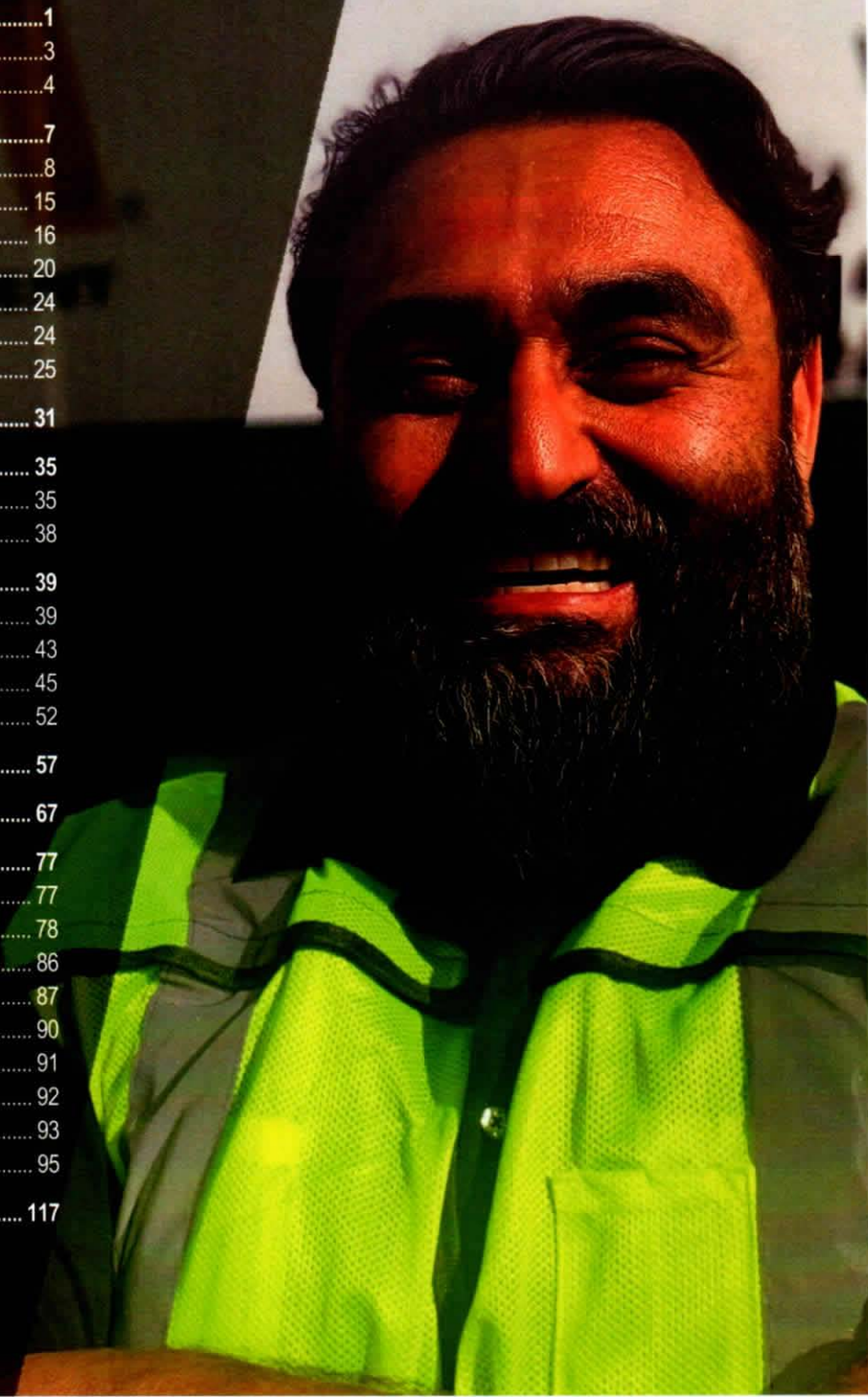

Hashem Shokair, Regional Public Sector Manager
(714) 480-2359, hshokair@wm.com



Find

● TABLE OF CONTENTS

- 1 | EXECUTIVE SUMMARY1
 - Proposer's Checklist.....3
 - Evaluation Criteria.....4
- 2 | THE NEWPORT-MESA UNIFIED SCHOOL DISTRICT7
 - N-MUSD's Scope of Work8
 - Best-in-Class Reporting for N-MUSD 15
 - Environmental Solutions Designed Specifically for K-12..... 16
 - The N-MUSD Team20
 - Experience = Waste Management of Orange County 24
 - References | Past Performance.....24
 - Transition Plan25
- 3 | WASTE MANAGEMENT SERVICE CAPABILITY 31
- 4 | COST PROPOSAL 35
 - Fee Schedule for Waste and Recycling Services..... 35
 - Recycling Program Rate Information 38
- 5 | TECHNOLOGY, SAFETY & CUSTOMER SUPPORT 39
 - Service Delivery Optimization 39
 - Technology 43
 - Advancing Safety Technology 45
 - Customer Service Support..... 52
- 6 | SERVICES THAT GO BEYOND THE DUMPSTER 57
- 7 | WM PERFORMANCE ACKNOWLEDGMENTS..... 67
- 8 | REQUIRED INFORMATION 77
 - RFP Evaluation Sheet.....77
 - General Information 78
 - Additional Information 86
 - Certificates of Insurance..... 87
 - RFP Addendum Acknowledgement..... 90
 - References..... 91
 - Non-Collusion Declaration 92
 - Workers Compensation Certificate..... 93
 - Fingerprinting Certification..... 95
- 9 | CONCLUSION 117



Waste Management is your partner for environmental service and solutions whose people go above and beyond to serve and solve every challenge the right way.

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



1 | EXECUTIVE SUMMARY

Why Waste Management is the best partner for N-MUSD

Waste Management is fully prepared to provide complete support for the District.

- We are your single source for solid waste, recycling, and composting services, and a trusted leader in environmental performance.
- We have no conflict of interest with the Newport-Mesa Unified School District.
- We are submitting a substantial list of customers to demonstrate our expertise and record of experience with similar projects, including many school districts.

The benefits of forming a partnership with Waste Management are tangible. We offer:

Local, experienced resources. Waste Management's local team has a wealth of environmental experience and knowledge that is unsurpassed in the waste industry. As the provider of similar services to numerous customers in California, we clearly understand the requirements for waste and recycling services. Through our local hauling districts and corporate infrastructure, we offer the experience, expertise, and resources to address the operational needs of the District, now and in the future.

Local, primary point of contact. Your local account management team will be led by primary point of contact, Hashem Shokair. Hashem will manage the day-to-day operation of your account and is supported by a team of individuals in the local market area dedicated to working with N-MUSD to ensure high levels of customer service, assistance with increased diversion, and continuous improvement. Hashem will provide recommendations and problem solving for escalated issues; review and analyze data; manage reports; establish business reviews; and coordinate non-standard services.

Specialized programs for sustainability. Your path to Newport-Mesa USD district-wide sustainability program will be complemented by the specialized efforts of Waste Management. The foundation will be driven by your N-MUSD dedicated recycling specialist, Ashley Brunier, our renown Recycle Right education program, and our many specialized diversion offerings.

Organic recycling designed for N-MUSD. Waste Management prides itself as being the only local commercial-scale solution provider to Assembly Bill 1826 Mandatory Organics Recycling with our Centralized Organics Recycling (CORe) facility in Orange County. This will allow us to fully divert all organic food waste captured from your 30 schools and district support operation facilities and transform it to 100 percent green energy and total diversion from Orange County Landfills. Additionally, our partnership with Waste Not OC allows us to further capture any food scraps that are donatable and usable for direct consumption to those hungry and in need.

World-class customer service when you need it. When the District needs emergency service on weekends or evenings, your primary point of contact is available. That way, there is minimal loss of productivity and job profitability.

Technology focused on our customers. We seek to continuously improve our service and offer the latest and greatest technologies and innovations in sustainability and integrated operational technology. With state-of-the-art technology, including onboard computers that provide real-time tracking, routing software and cameras - combined with processes and people working in sync - we can maximize safety, customer service, and efficiency while servicing your campus.

Commitment to continuous improvement. We will pursue and identify operational improvement opportunities through our service optimization efforts. Using the data and experience we have from comparable educational institutions; we can measure existing service levels towards a goal of maximizing waste diversion and recycling wherever possible. This may result in reduced overall costs while maintaining the high standards of service you expect from Waste Management.

Recycling solutions. As one of the largest recyclers in North America, Waste Management has the financial stability, nationwide network, industry expertise, global market contacts, and scope of services to support a wide range of recycling needs for N-MUSD. With the largest network of recycling centers in the United States, we process and market more than 15.2 million tons of recycling commodities annually. This expertise means you can be confident we are committed to providing innovative and cost-effective recycling programs for the District to assist you in achieving your diversion goals.

Assets of \$27.7 billion. Partnering with a strong and established asset-based organization like Waste Management gives Newport-Mesa USD the assurance that we have the financial strength and resources necessary to ensure your facilities will be serviced and managed with the highest level of detail and in the best interests of the District.



WM COMMITMENTS
SUCCESS WITH INTEGRITY
Our success is based not only on the results we achieve, but how we achieve them.
We commit to being accountable, honest, trustworthy, ethical, and compliant in all we do.



WM Newport-Mesa Unified School District can focus on running your District because, if awarded, we are committed to managing your waste requirements.

Proposer's Checklist

Proposer Name:

Waste Management Collection and Recycling, Inc., dba Waste Management of Orange County

Submit this Proposer's Checklist with your RFP document. Failure to submit this Checklist at RFP opening may deem your bid as non-responsive.

Required items:	RFP Page reference	WM Proposal page reference
Proposer's Checklist (this form)	page 4	3
Information Required of Proposer's	page 17	✓
RFP Evaluation Sheet	page 18	77
General Information	page 19	77-85
Additional Information	page 23	86-89
References	page 24	91
Non-Collusion Declaration	page 25	92
Fee Schedule for Waste and Recycling Services	page 27	35-38
Workers Compensation Certificate	page 28	93-94
Fingerprinting Certification	page 30	95

In addition, Waste Management's RFP Addendum Acknowledgement can be found on page 90.

Please be advised that all required original signatures are provided in the Original Proposal Binder. Electronic signatures have been used for the copies due to adjusted printing facilities during COVID-19.

Evaluation Criteria

The opportunity to provide services to the Newport-Mesa Unified School District is important to Waste Management. In an effort to address every important detail, we are including an additional checklist that corresponds to your evaluation criteria to confirm our capabilities and facilitate navigation of our proposal.

a. Qualification: To be considered, each of the following items are required (1) the contractor has no conflict of interest with regard to any other work performed by the contractor for the District; (2) the contractor submits a demonstrable record of quality past performance with similar clients.

Waste Management has no conflict of interest with the work to be performed for the Newport-Mesa Unified School District.

Please refer to General Information, #9 on pages 79-81 for a list of both public entities we service.

b. Past Performance: Experience and expertise of the contractor in providing like services to other public entities, especially a school district, and including the contractors experience and performance on comparable size school district contracts.

Please refer to General Information, #10 on pages 81-82 for a complete list of our educational institution customers.

c. Number of K-12 Organizations serviced in the past 3 years as part of a regular daily trash service contract.

Waste Management of Southern California provides services to over 30 K-12 schools.

d. Is the contractor the owner operator or a subcontractor?

Performing all specified services, Waste Management would be the prime contractor for N-MUSD's contract. No subcontractors are needed.

e. Qualifications and experience of the proposed staff who will be supporting the Newport-Mesa USD account including the quality of the firm's professional personnel to be assigned to the District and the quality of the firm's management support personnel to be available for consultation; and the adequacy of the proposed staffing plan for various segments of the engagement and adequacy of analytical procedures.

Your seasoned veteran Newport-Mesa USD team is introduced in Section 2 | The Newport-Mesa Unified School District on pages 20-23. Of particular relevance are your two designated resources who would be dedicated to the success of your transition and contract implementation as well as the customization of the District's ongoing recycling implementation, outreach, and education efforts. Hashem Shokair and Ashley Brunier are an established team that will be bring their experience and expertise to N-MUSD.

f. Current capacity and likelihood of the firm to accomplish the services herein for the duration of the time frame specified which include working during holidays, weekends, swing shifts, evening times, etc.

Waste Management brings local experience, proven services, and unmatched resources to the District. You will see throughout our proposal that we are here to stay. We have the right people, and the right strategy, and you can count on us to help the District, and its students, staff, and faculty in any way possible. It's just what we do. Our breadth of customers demand service at all hours. Accordingly, we will be able to accommodate the District's holidays, weekend requests, swing shifts, and evening requirements as needed.

g. Proposed Services meet or exceed Districts specifications included

We believe we have demonstrated that we are equipped, staffed and fully capable to deliver all services you have requested within your timeframes.

h. Completeness and clarity of requested proposal content.

We have made every effort to address all points of interest in our response. In the event we have overlooked something, please do not hesitate to contact us. We would genuinely welcome the chance to provide clarification.

i. Fees and overall cost to District for monthly Trash Services.

Please refer to our pricing in Section 4 | Cost Proposal, pages 35-38.

j. If desired by the District to aid in the facilitation of evaluation, an oral interview and presentation.

Waste Management would welcome the opportunity to review our proposal with District personnel.

k. Firm Location

Our local office, your Santa Ana Hauling District is on Grand Ave in Santa Ana, less than five (5) miles away. We have an additional local hauling district on Construction Circle in Irvine, that is equally as close and will also provide service to the District. This provides N-MUSD local redundancy if ever needed.

l. Firm's years of experience in providing similar services.

Established in 1969, we have successfully serviced every awarded contract for the full term with fully integrated information systems, vetted field service technologies, proven transition expertise, and an unparalleled fleet of vehicles.

m. Have you or any of your principals been assessed damages for any project in the past three years? Response must include information pertaining to principals' association outside of the firm bidding this Project.

No

n. Identify if you or any of your principals been in litigation or arbitration or dispute of any kind on a question or questions relating to a public project during the past three years.

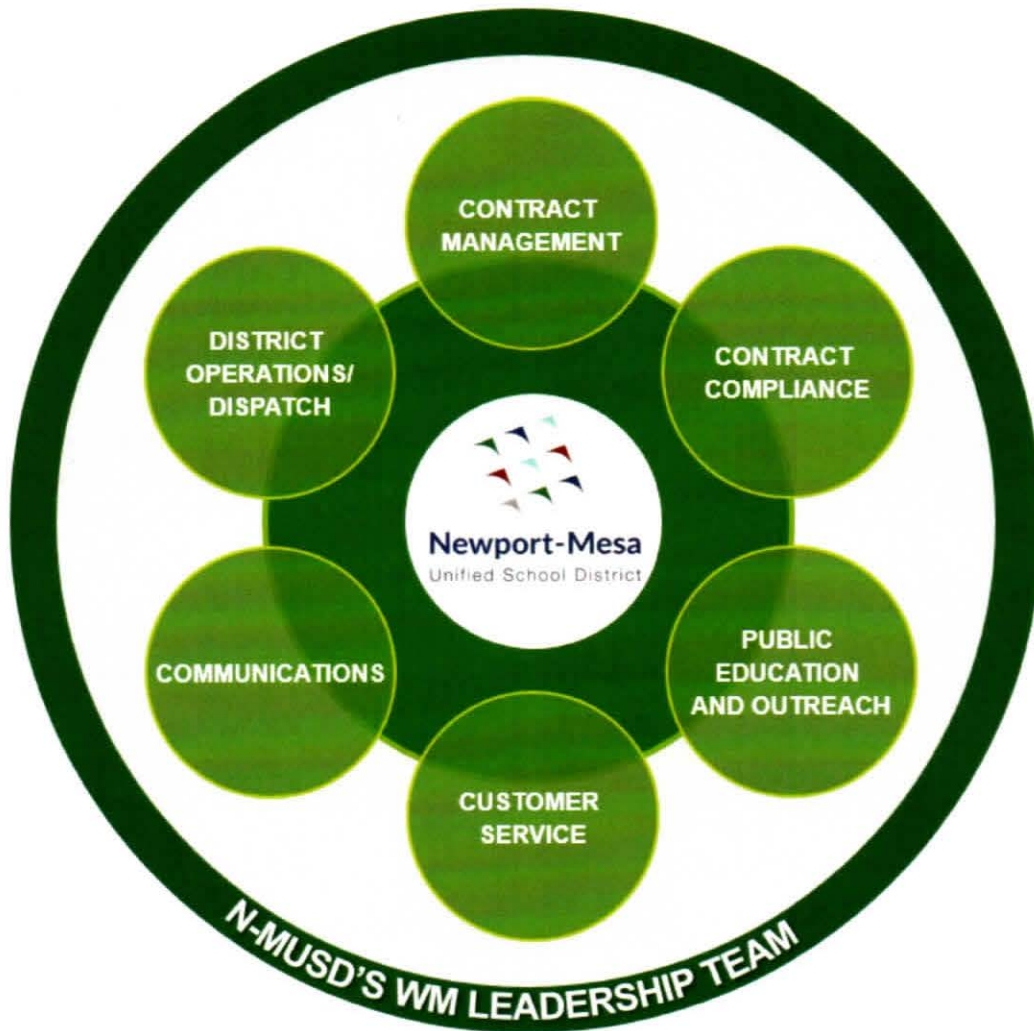
None

o. Have you or any of your principals ever been terminated from a project in the last three years.

No

p. Client Letters of Reference provided with the RFP response.

Please refer to Section 7 | WM Performance Acknowledgements for eight (8) comments/letters of reference from education-related customers/events.





2 | THE NEWPORT-MESA UNIFIED SCHOOL DISTRICT

Local resources tailor waste and recycling services for the District

Waste Management nationally, the Southern California Market Area, those at the local Santa Ana and Irvine Hauling Districts, and all the other Waste Management personnel who would provide services to Newport-Mesa Unified School District, want to reiterate our commitment to you - that Waste Management is prepared to meet the service expectations for the District's RFP # 112-20.

Appreciating your unique needs allows us to customize services and program offerings. We understand that having a local team to support your needs is of extreme importance. We also know that a smooth transition process is key to ensuring little to no disruption in services at your facilities. Your local, experienced account management team will work with you, your schools, and internally, to transition and execute solid waste, recycling, and composting services that align with all your requirements and expectations. Our goal is to make your job easier, eliminating your waste and environmental-related worries.

While we maintain a nationwide network of hauling districts, customer service operations, and solid waste and recyclables processing and disposal facilities, Waste Management Collection and Recycling, Inc. dba Waste Management of Orange County offers locally staged and immediately available operational, management, and financial resources. The following table summarizes the level of experience and the equipment available at the hauling districts that will service Newport-Mesa USD.

<p>Waste Management Collection and Recycling, Inc., dba Waste Management of Orange County</p> <p>Santa Ana Hauling District 1800 South Grand Avenue Santa Ana, CA 92705</p> <p>Irvine Hauling District 16122 Construction Circle E. Irvine, CA 92606</p>	<p>Single point of contact – Hashem Shokair, Regional Public Sector Manager (714) 480-2359 hshokair@wm.com</p> <p>Designated Recycling Specialist – Ashley Brunier (949) 469-2127 abrunier@wm.com</p>
<p>Available drivers</p>	<p>Over 240 drivers</p>
<p>Local inventory of vehicles</p>	<p>Over 300 trucks</p>
<p>CNG Trucks</p>	<p>All of our collection trucks are CNG</p>

Your materials will be transported to/processed from the following facilities.

Material Stream	Final Disposition	Feature/Service
MSW Disposal	Orange County Landfills	Disposal
MSW and Recycling	Waste Management Sunset Environmental	Transfer
Single Stream Recyclables	Waste Management Materials Recovery Facility, Orange, CA	Recycling
Food Waste	Waste Management's CORE in Orange, CA	Anaerobic Digestion
Composting	Tierra Verde Industries	Composting

Essential information has been included within this section. More detailed information is provided in Section 5 | Technology, Safety & Customer Support for the District's review.

N-MUSD's Scope of Work

Waste Management has carefully investigated the N-MUSD sites and familiarized our service team with all requirements of the contract for the 22 elementary schools, two (2) intermediate schools, six (6) high schools, and six (6) district facilities. We recognize the Solid Waste Disposal and Recycling Site Listing and the Solid Waste Disposal and Recycling Service Schedule provided in the RFP. We will provide and maintain trash containers, organic waste containers, green waste containers and recycling containers at all trash collection locations as listed. We are committed to your service for the term beginning August 1, 2020 for a period of one (1) year and we aim for the extensions for the four (4) additional one (1) year periods.

Waste Management will also be responsible for fees, licenses, and permits for the term of this contract and any extensions. Your truck drivers will be fully licensed as required by the State of California and will be responsible for any damage to school property, buildings, structures, or grounds as a result of collection operations.

We recognize the following special requirements stated in the Bid.

Schedule	Waste Management will provide personnel and equipment to maintain a daily, Monday through Friday, schedule of collections. We will submit a proposed schedule for trash and recycling collections recognizing the requirement for every day, at the same hour of the day specification.	Single extra collections and additional containers will be accommodated as requested and adjustments will be made during winter, summer and spring recesses. Months which contain both regular service and off service will be prorated.
Trash Collection	Collection of all trash shall be completed after 7:00 AM, and at the same time each day Monday-Friday. In order to minimize disruptions to	Upon departure, the sites will be clean, and containers replaced as found.

	students and faculty, we propose that collections be completed in the morning hours. Waste Management will make every effort to adjust the collection schedule to meet the needs of the District and each individual location.	
Recycling Collection	Recycle bins for comingled paper, plastic, cardboard and aluminum cans could be picked up twice per week during the normal schedule of collection	Ongoing fluctuations will be monitored and right sizing as well as scheduling adjustments will be recommended and/or accepted based on District approval. Plans can be made for wood and metal when needed.
Organics Collection	Waste Management has extensive experience adhering to the requirements of AB 1826 and will work with N-MUSD to plan and implement a fully compliant District composting program.	Your dedicated Recycling Coordinator is able to meet with the District and provide all necessary education and training for staff and students for recycling and organics recycling programs.
Future Requirements	New sites may be added, and frequencies may be adjusted at your request and will be serviced at the quoted rates.	Waste Management can provide locked trash containers if needed

Containers

Waste Management Carts

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

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

- **Product Quality.** Carts are produced using an injection molding process that allows for exact precision and product uniformity.
- **Warranty.** All items will be delivered free from defects in material or workmanship. Waste



Management will replace any defective carts and/or parts during the warranty period.

- **Durability.** Our carts are UV-stabilized and designed for optimal compatibility and functionality with both semi- and fully-automated lifter systems.
- **Customer Convenience.** Our carts are easy to handle and provide an excellent balance between stability and maneuverability.
- **Recyclability.** High Density Polyethylene (HDPE) resin makes our supplied carts 100 percent recyclable.

Cart Sustainability

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

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

Cart Warranties

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

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

Sample Waste Management Containers



Container Repair/Cleaning

Waste Management will maintain each container in a clean, functional state by repairing, steam cleaning, and repainting the units as often as required and at no additional cost. Repairs will be done offsite and made to correct any deficiencies with a unit to render a completely refurbished container, including repainting. Cleaning will be accomplished by a method to a standard that eliminates all foreign material and renders the unit free from offensive odors and stains. All bins considered to be safety hazard will be removed and replaced within 24 hours of notice.



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

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

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

Waste Management's industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras, to trucks powered by cleaner and more cost-effective natural gas - a partnership with Waste Management means that the Newport-Mesa Unified School District receives the latest advancements in always-evolving industry technology.

WM Smart TruckSM Technology: Commercial Collection Made Smarter

As the industry leader in developing innovative technology to improve our customers' experience, Waste Management has unveiled the WM Smart TruckSM - a proprietary autonomous service data collection platform that makes commercial collection smarter, safer, and more efficient while improving service quality.

Smart Truck documents service data and customer setout behavior through sensors and onboard cameras to provide real-time service verification and overage and contamination recognition. Data collected on route, which includes GPS mapping and photo and video documentation of service, is reviewed by a Waste Management audit team. If an issue is identified, such as contamination or overage, the customer receives a notification based on customer communication preferences. Additionally, Smart Truck assists with safety and



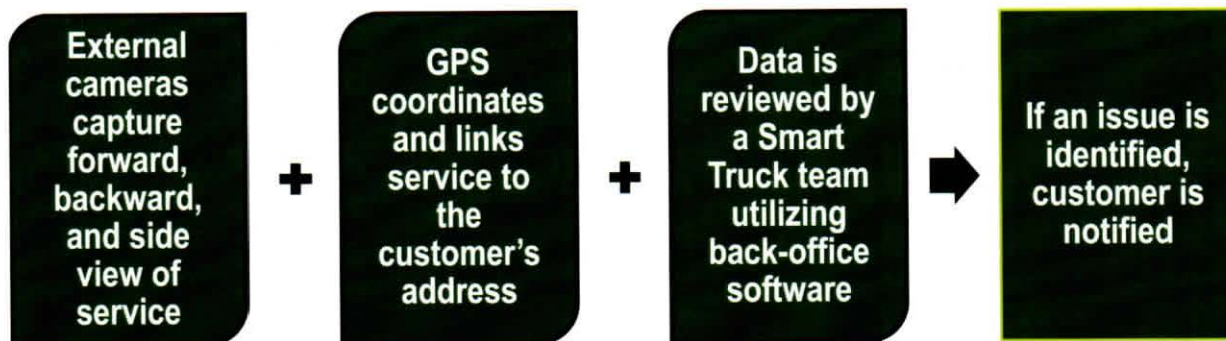
beautification efforts through identification of unsafe and/or unsightly containers by physical address for proactive repair or replacement.

Waste Management is at the forefront of developing and implementing sustainable technologies that are revolutionary in the environmental services industry, and Smart Truck is the latest in those continual efforts.

The Benefits of Smart Truck

- Smart Truck **maximizes safety** by automating processes that keep our drivers in the cab so they can focus on the task at hand while constantly monitoring their surroundings.
- Smart Truck **provides better service with more transparency** using GPS and dedicated cameras to photograph every container serviced for improved customer experience through proactive communication.
- Smart Truck **improves waste-related decision-making**. Awareness is the first step to behavior change. Using pictures or video, Smart Truck technology notifies the customer of trash overages, contamination, and container issues to help increase efficiencies and reduce costs.
- Smart Truck **enhances community aesthetics**. Images and videos allow us to proactively identify service opportunities such as containers that need repair, graffiti that needs to be removed, and overflowing dumpsters that need to be addressed.

How Smart Truck Technology Works



Tested and Proven in the Field

At Waste Management, we place our customers at the center of what we do every day, which is why we asked our customers what would make their service experience easier and smarter. Smart Truck technology is a well-thought-out enhancement to our existing, industry-leading onboard technology - developed with careful consideration of our customer's needs and tested and proven in the field with real life customer experiences. Following are questions we received from customers during initial testing.

How does Smart Truck technology improve customer service? The technology frees the driver to have a singular responsibility: collection service excellence. Drivers will no longer have to leave their trucks to photograph container overages or contamination. Smart Truck technology also adds another layer of service quality for customers by automatically recording issues such as a damaged container, missed service, or blocked containers, allowing for a timely service response.

In 2019, Waste Management commercial trucks in Northern California were outfitted with Smart Truck technology. Within the first three months, contamination incidents decreased by as much as 89 percent and overage incidents decreased by as much as 54 percent as a result of near real-time education and communication courtesy of Smart Truck technology.

What happens when Smart Truck technology detects a service issue? A dedicated team of specialized, back-office auditors review the images from each route daily. They look for a variety of conditions, including overfilled containers, contamination, damaged containers, graffiti, recorded service levels, and more. Depending on the issue, a repair ticket is created, or a notification is sent to the customer. If a container is overfilled or contaminated, the customer will be notified, and a charge will be applied as permitted by the service contract. If a container needs maintenance, repair, and/or replacement, the team will send a ticket to our operations team for action.

How are customers notified? Currently, customers are notified of overages and contamination via email or phone within 24 to 36 hours of service. In the future, they will be contacted through their preferred channel of communication (email, text, or phone), which they can specify online at wm.com/us/mypreferences. Customers may receive additional proactive communications, such as a call or email from their Account Manager, with recommendations to right-size equipment that may result in reduced costs.

What happens if a customer disputes an issue identified by a Smart Truck? We will work with customers to resolve any concerns and disputes. The starting point is access to an image that can be viewed by both parties. Our account managers are focused on providing solutions. They will work collaboratively with our customers and operations team to identify opportunities for improvement and the solutions needed to maximize service efficiency. Our goal is to identify right-sizing opportunities, so customers receive the appropriate service based on their waste generation. Smart Truck technology provides a daily audit system that allows us to provide consultative services through technology.



Proposed Collection Vehicles for N-MUSD

TYPE OF VEHICLE: AUTOMATED SIDE LOADER



Materials Collected	Crew Size: 1 driver
Recycling, Garbage, Compostables	Type of Fuel: CNG
Chassis Make/Model	Truck Quantity Proposed for N-MUSD: 1
Autocar WX	Service Procedures
Body Make/Model	Services containers with mechanical arms that lift and tip contents into the body of the truck. Operated by the driver – on right hand side of cab - with controls inside the cab.
Amrep	
Capacity/Gross Vehicle Weight Rating	
10 tons	

TYPE OF VEHICLE: FRONT LOADER



Materials Collected	Crew Size: 1 driver
Recycling, Garbage, Compostables	Type of Fuel: CNG
Chassis Make/Model	Truck Quantity Proposed for N-MUSD: 3
Autocar ACX64	Service Procedures
Body Make/Model	Services dumpsters with two forks on the front of the truck that lift and tip contents into the body of the truck. Operated by the driver with controls inside the cab.
McNeilus 3285	
Capacity/ Gross Vehicle Weight Rating	
11 tons	

TYPE OF VEHICLE: ROLL OFF



Materials Collected	Crew Size
Services 10 to 40 yard roll off containers	1 driver
Chassis Make/Model	Type of Fuel
Freightliner M2, Autocar ACX64	CNG
Body Make/Model	Truck Quantity Proposed for N-MUSD
Amrep AMROH24	1
Capacity/Gross Vehicle Weight Rating	Service Procedures
10 tons	Services roll off dumpsters using hydraulic lift and a cable with hook attachment. Can be controlled by driver inside or outside of the cab.

Best-in-Class Reporting for N-MUSD

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

Waste Management can provide detailed, accurate reporting in a format that is mutually agreed upon by N-MUSD and Waste Management. Typically, these reports are provided on a monthly, quarterly, and/or annual basis, but we can also submit reports to the District on an ad hoc basis as requested.

We can offer N-MUSD the following types of reports:

Tonnage reports	Overage reports	Drop box service levels
Vehicle Inventory	Bulky items collections	Diversion Reports

Working with N-MUSD 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.

We have a team of skilled developers, analysts, and project managers who work to recognize, research, develop, and implement technology and reporting solutions. Typically, data is presented in Excel spreadsheets/charts. More comprehensive graphic platforms are available for an additional charge if requested, and we would be happy to provide details.

Here are two sample formats for a fictitious report for the District to give an idea of useful reports suitable for sharing across the District.



Waste Management of Orange County
2020 Recycling Benefits for The Newport-Mesa USD

In 2020, we recycled 241 tons of aluminum, cardboard/paper, scrap metals, plastics, wood pallets, and glass.



These recycling efforts conserved the following resources/prevented these emissions:

-  **3,334 Mature Trees**
 Represents enough saved timber resources to produce 56,681,400 sheets of printing and copy paper!

-  **632 Cubic Yards of Landfill Airspace**
 Enough airspace to fulfill the annual municipal waste disposal needs for 720 people!

-  **701,600 Kw-Hrs of Electricity**
 Enough power to fulfill the annual electricity needs of 65 homes!

-  **Avoided 847 Metric Tons (MTCO2E) of GHG Emissions**
 The recycling of these materials prevented these GHG emissions!

-  **661,388 Gallons of Water**
 Represents enough saved water to meet the daily fresh water needs of 8,818 people!

Sources: U.S. Environmental Protection Agency, U.S. Energy Information Administration, Environmental Paper Network-Paper Calculator V4.0, Donat Paper, Gaylord Corporation, U.S. Forest Products Laboratory, and Waste Management. © Waste Management 2019.
 Note: GHG = Greenhouse Gas; MTCO2E = Metric Tons of Carbon Dioxide Equivalent

Waste Management of Orange County
2020 Recycling Benefits for The Newport-Mesa USD

In 2020, we recycled 241 tons of aluminum, cardboard/paper, scrap metals, plastics, wood pallets, and glass.

These recycling efforts conserved the following resources/prevented these emissions:

- 3,334 Mature Trees**
 Represents enough saved timber resources to produce 56,681,400 sheets of printing and copy paper!
- 632 Cubic Yards of Landfill Airspace**
 Enough airspace to fulfill the annual municipal waste disposal needs for 720 people!
- 701,600 Kw-Hrs of Electricity**
 Enough power to fulfill the annual electricity needs of 65 homes!
- Avoided 847 Metric Tons (MTCO2E) of GHG Emissions**
 The recycling of these materials prevented these GHG emissions!
- 661,388 Gallons of Water**
 Represents enough saved water to meet the daily fresh water needs of 8,818 people!



Sources: U.S. Environmental Protection Agency, U.S. Energy Information Administration, Environmental Paper Network-Paper Calculator V4.0, Donat Paper, Gaylord Corporation, U.S. Forest Products Laboratory, and Waste Management. © Waste Management 2019.
 Note: GHG = Greenhouse Gas; MTCO2E = Metric Tons of Carbon Dioxide Equivalent



Environmental Solutions Designed Specifically for K-12

As North America's leading provider of comprehensive waste management services, we partner with schools to minimize waste and lower costs while creating environments that foster sustainability and safeguard the health and safety of our children. Waste Management can customize collection programs for your school with a range of container types and sizes. And, you can count on our well-trained drivers for reliable, on-time collections.

Collection Hours

Waste Management will provide collection services after 7 a.m., Monday through Friday, and at the same time each day as specified. We recognize that our operational schedules will differ from the District's. In order to minimize disruptions to students, parents, and faculty, we will work with the District to determine a collection window that meets the needs of each location. In addition, we will provide a schedule of company holidays for each year. If a driver cannot perform a pickup on the regularly scheduled service day because of a holiday, the pickup will occur on the next business day. Waste Management typically observes the following national holidays:

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

Any needed deviation to collections due to unforeseen circumstances (i.e., weather, road construction, emergency occurrences, etc.) will be communicated to the District for approval.

Routing

Proposed collection services will follow optimized routes created by our company's routing engineers using our proprietary eRouteLogistics® software. This software is used daily by our operations team to confirm 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 or concerns your District facilities may have concerning routes.

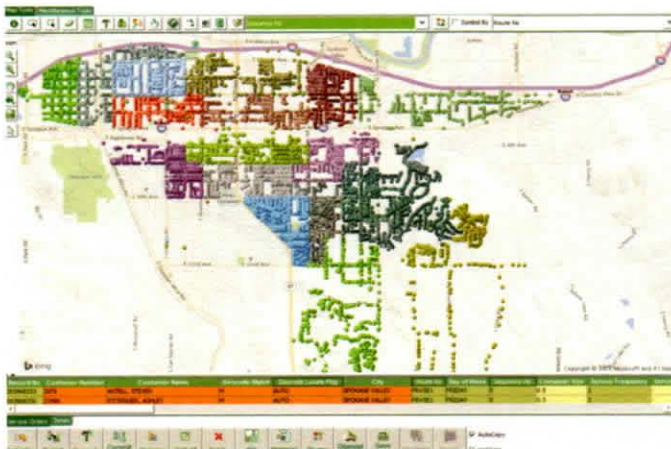
This web-based application integrates with our customer database, Mid-Atlantic Services (MAS). MAS provides daily updates to eRouteLogistics to capture new customers and service level changes. eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically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

Waste Management will submit proposed routes and any future changes to the District for review and approval before deployment. If customers will be affected by collection day changes, Waste Management will notify them well in advance of any route changes. Waste Management will expand our service area as needed to include any new District facilities.

More Efficient Routes Means Less Time on Your Streets

A more efficient route means fewer miles traveled, and that translates into reduced fuel consumption, reduced emissions, and less truck traffic in your community. Our best-in-class routing practices maximize

efficiency and safe driving while reducing total vehicle miles. In addition, all routes are customized to avoid main roads during high traffic periods, such as morning or evening commutes and school start and stop times. To further reduce trips, we are proactive about helping our commercial customers right-size their containers. For example, placing larger recycling containers at larger schools, allowing us to collect just once a week instead of twice or more. See Right-Sizing and Optimization below for further detail.



Similarly, our onboard computing system enables drivers to use a tablet for logistics support and real-time route optimization. With onboard computing, we can make instant modifications to routes. These changes help accommodate any urgent customer requests or redistribute pickups to alternative vehicles in the event of an equipment failure or sudden delays, such as access issues, while on route.

Right-Sizing and Optimization

“Right-sizing” means understanding the needs of each school and selecting the correct container size and frequency of service. The process also includes evaluating seasonal and cyclical factors that may affect waste volumes. Many customers learn through the right-sizing process that their previous waste service provider was either over- or under-servicing many of their locations. Over-servicing results in unnecessary expenses, while under-servicing results in costly extra-pickup charges or overfilled and unsightly containers. Waste Management’s right-sizing efforts are designed to provide schools with the precise level of service they need at any particular time.

Route optimization efforts have helped Waste Management reduce miles driven by 2 percent, or 8.9 million miles, since 2017.

Waste-handling equipment plays an essential role in efficient waste management. We will work with N-MUSD to identify waste handling equipment that is appropriate for the task and performing at optimal levels. We have created industry-leading analytics to advise your team where inefficiencies exist.

Optimization is accomplished through right-sizing the container size and frequency of service, and by maximizing recycling. In some cases, there may also be opportunities to reduce disposal volumes or reuse materials that would otherwise be disposed.

The right service at the right time coupled with a thorough examination of each location’s unique requirements, including seasonal variations, e.g., holidays, is imperative in identifying operational improvements.

Waste Management can conduct a right-sizing analysis of your locations to discover opportunities to optimize your equipment, which may result in cost savings for N-MUSD.

Service Optimization

- Savings identified in optimization programs are passed on to N-MUSD
- Annual reviews facilitate ongoing cost improvement
- Reduces costs and maintains optimal service levels

Pro-Active Seasonal Adjustments

With our experience in working with various educational organizations, we have identified that one way to help our customers reduce costs is to reduce trash and recycling collection during off-peak operational periods. This includes summer, but also spring and holiday breaks.

We will work with you to identify off-peak operational periods and, as those dates approach, we will communicate with you to discuss what sites need to be reduced or halted completely for a period of time. During this seasonal decrease in service, you are not charged for collection.

Container Maintenance

Waste Management is also experienced at supplying and maintaining school districts' containers. We carefully monitor containers to make sure they are well-maintained, schedule regular cleaning of equipment, and monitor for damaged units.

We also understand that graffiti is an issue that can plague schools and that proper management and removal of graffiti is an important element to keeping schools clean and safe for students. Our drivers are trained to watch for and report the appearance of graffiti on our dumpsters. When a dumpster is 'tagged', our drivers report it to the route manager, and it is promptly replaced. Our experience has shown that when graffiti is addressed in a timely manner, repeat offenses are decreased. Alternatively, we are prepared to supply paint to district staff in an effort to combat graffiti and keep the grounds beautiful. There is no fee for this service.



WM VALUES

WE VALUE OUR ENVIRONMENT

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



The N-MUSD Team

We appreciate the opportunity to showcase the team members that will serve you and your facilities. Your local management team brings a diversity of backgrounds, skill sets, and job responsibilities. However, we all connect back to a common denominator – our customers.

For this contract, you will benefit from a single point of contact, Hashem Shokair, who will work directly with you to make sure that you are receiving the correct suite of environmental services. Hashem is supported by the various divisions of the company that will provide services for the District. Another integral WM team member will be Ashley Brunier, who will serve as the District's designated Recycling Coordinator. See below for biographies describing the background and qualifications of each member of the project team.



Local account management team committed to service excellence

The Southern California Leadership Team

Larry Metter, President of Southern California: Larry has over 17 years' experience in management within the waste and recycling industry. He is responsible for the overall leadership of our Southern California Market Area and its strategic direction, and for leading Waste Management's Southern California operations through a continued successful and sustainable direction.

Mike Smith, Area Collection Director: Mike has over 40 years' experience in the waste and recycling industry. As the Area Collection Director for Waste Management of Southern California, Mike oversees all day-to-day operations. He is an integral part of high-level strategic planning and contract negotiations for the market area and corporate teams. One of Mike's top priorities is to create and foster collaborative relationships with key stakeholders, city staff, business leaders, and community members. Mike has been successful in the implementation of many sustainable recycling programs for cities within the area, and that expertise has proven invaluable as new state mandates are introduced.

Darrel Kato, Director of Operations: With 28 years' experience in the transportation and logistics industries, Darrel joined Waste Management in July 2002 as the Regional Fleet Manager for Los Angeles. Since then, he has facilitated and/or managed successful new program transitions including the implantation of many cart automated systems, variable rate pay-as-you-throw programs, route changes, and fleet enhancements in various jurisdictions including Manhattan Beach, Long Beach, Carson, Huntington Park, and Corona.

Frank Guercio, Area Fleet Director: Frank joined the Waste Management team in 2005 as an Area Fleet Manager for the Los Angeles area sites. Since then, Frank was additionally tasked with being the Area Fleet Manager for both the Ventura area sites and the San Diego/Orange County area sites. As a result of his success, in 2012, Frank was promoted to Area Fleet Director for the Southern California area sites.

Frank is responsible for supporting the area in all things related to truck acquisition, maintenance, and final disposal. His position allows him to support the fleet team with guidance, direction, resources, and maintenance at all our hauling companies in Southern California. Since joining Waste Management, Frank's team has successfully improved operational efficiency, reduced vehicle downtime and breakdown frequency, increased training and technician development, and reduced our reliance on third-party companies to complete our maintenance program mission of having the highest quality vehicles at the lowest possible operating expense.

Doug Corcoran, Director of Public Sector Services: Doug has more than 30 years' experience in every aspect of the waste and recycling industry. He oversees all Public Sector responsibilities including new programs, community outreach/education, pricing, sustainable solutions and Contract compliance. Doug and his team are recognized for putting the customer first. Doug's resourcefulness and public sector knowledge, when combined with his renown leadership skills have earned recognition for his team and the respect of the customers he serves.

Pete Demolder, Area Finance Controller: Pete has more than 10 years' experience in the waste and recycling industry as well as an impressive academic background with a Master's Degree in Business Administration. Pete will oversee financial and operating performance and certify compliance with financial obligations throughout the term of the agreement.



The Newport-Mesa USD Collection Operations Team

Walter Roberts, Senior District Manager: As a winner of Waste Management's Circle of Excellence award, Walter has 20 years' experience in the industry. He has coordinated and managed several program implementations and services conversions. He currently supervises all personnel, equipment, and operations that provide services to residential, commercial, and industrial customers in Orange County. Additionally, Walter oversees the contracts with third-party personnel that will be utilized in both the transition phase and throughout the life of the agreement.

Annette Villalobos, District Operations Manager (Irvine Haul Site): Annette has been with Waste Management for over 25 years, having joined in 1994 as a Dispatcher. In 2011, Annette was promoted to Dispatch Supervisor and in 2015 she became the District Operations Manager for the Long Beach Hauling District. There she oversaw the operations and operations personnel throughout the district. In

2019, Annette joined the Waste Management of Orange County team as a District Operations Manager and we are extremely excited to have her on board. Annette has a proven track record of improving route efficiency and she was selected for the Waste Management Leadership Forum, a yearlong program designed to provide the tools and education for strong leaders within the company. Having graduated, Annette has gained even more expertise to provide the necessary leadership and quality service to the jurisdictions we serve.


Joel Robledo, District Operations Manager (Santa Ana Haul Site): Joel began his career with Waste Management as a driver for Mission Viejo in 1987. In 1995 he was promoted to a Route Supervisor position, and he was promoted again in 2002 to Environmental Health and Safety Manager. Since 2015, Joel has been the District Operation Manager for the Santa Ana Hauling Yard. In this role, Joel works with a team of Route Managers to ensure a complete deployment of drivers and collection vehicles each day. One of Joel's top priorities every day is to provide quality service in the most safe and efficient manner. Some of Joel's accomplishments while working at Waste Management include helping his team excel and promote further within the company. In addition to his in-depth knowledge of Orange County Operations, Joel brings excellent value to this contract by being an accomplished manager of relationships – he is always invested and available for our customers and he is able to come up with a solution to any challenge faced.

William Haddow, Senior District Fleet Maintenance Manager: William began his career with Waste Management in 2009 as a Fleet Supervisor for the San Moreno Valley area and within five years, he was promoted to the Fleet Manager position. Waste Management of Orange County was pleased to welcome William when he was further promoted to Senior Fleet Manager in January 2019. As the Senior Fleet Manager in Orange County, William manages our fleet personnel and certifies that all Waste Management owned equipment is functioning to the highest standard. William is also in charge of delivering Waste Management's new maintenance service delivery optimization goals which aim to provide better efficiency for our customers.

Mary Herrera, Centralized Dispatch Manager: Mary has proudly been with Waste Management for nearly 30 years. In this time, Mary has been a Customer Service Representative, a Sales Representative, a Service Machine Core Team Member, an Area Customer Experience Manager, and finally an Area Dispatch Manager. From this, Mary brings an array of industry knowledge and experience.

As an Area Dispatch Manager, Mary is responsible for planning and dispatching routes for all Southern California. She regularly works with the Operations team to improve driver efficiencies and resolve service issues identified by drivers. Mary also regularly works with Customer Service, Sales, and Public Sector Services to provide that our customers are receiving the highest quality of service. While working at Waste Management, Mary has been a three-time Circle of Excellence Winner and our dispatch center has been ranked in the top tier across the company.

Cynthia Soto, Dispatch Supervisor: Cynthia began her career with Waste Management in 2012 as a Dispatcher. In 2017, Cynthia was promoted to a Dispatch Supervisor and became responsible for training our dispatch team on new tools and efficiency methods for the Southern California area. Cynthia specializes in the management of the roll-off and bin department, and she helps to prepare and coach our dispatch team weekly. Among Cynthia's accomplishments is her development of a simple structure to better communicate with our route managers, which has resulted in a standardized process throughout the area. In addition, Cynthia has improved our understanding of efficiency metrics and trends which she has used to better train both current and new personnel.



Our hard work, dedicated employees, and forward thinking will reset your expectations for what a waste services company can be.

N-MUSD's Local Public Sector and Education Solutions Team

Chip Monaco, Regional Government Affairs Manager: Chip has more than 20 years of local government experience and nearly a decade within the solid waste and recycling industry. Chip currently serves as a Board Member on the Santa Ana and Irvine Chambers of Commerce, the South Orange County Economic Council, the Santa Ana Boys & Girls Club, CleanTech OC, OC Taxpayers Association, and he is an affiliate member of the Association of California Cities – Orange County. Additionally, Chip was elected as Councilman for the City of Orange in 2018.

Hashem Shokair, Contractor Liaison and Public Sector Manager: Joining Waste Management in 2016, Hashem has an in-depth academic background with a Master of Science Degree in Sustainable Environmental Development and Resource Management. Hashem's experience and education includes landfilling, operations and logistics, and organics recycling. Hashem manages franchise agreements with the cities of Irvine, Laguna Beach, Laguna Woods, Santa Ana, and Unincorporated Counties of Orange as well as Mission Viejo. In addition, Hashem coordinates educational outreach including sponsorship and development of non-governmental and third-party organizations such as Waste Not OC. Hashem will continue to bring his expertise and knowledge as the primary point of contact for the Newport-Mesa Unified School District.

Ashley Brunier, Recycling Education and Outreach Manager: Ashley has a Bachelor of Arts degree in Environmental Studies from the University of California, Santa Barbara and has a passion for sustainability. Ashley provides technical assistance to customers for required CalRecycle monitoring and is adept at assisting with the preparation and submission of requested information. Ashley leads our tours and educational presentations for residents, schools, and organizations. She is well qualified and focused on providing any and all educational needs and diversion planning for N-MUSD.

Alexandria Gonzalez, Recycling Education and Outreach Manager: Hired in 2007 as a Data Entry Clerk in the Customer Service Center, Alexandria's eagerness to learn more about the industry earned her a promotion to Customer Experience Coordinator. She was recognized for developing and implementing ideas and processes that resulted in increased efficiency. In Spring 2017, Alexandria transitioned to be a Recycling Education and Outreach Manager. Alexandria's expertise in the industry not only allows her to provide quality and personalized care to our customers but also valuable waste and recycling education to the community.

Luz Patino, Contract Compliance Manager: With over 20 years in the waste industry and with Waste Management, Luz has extensive experience completing diversion reports for multiple jurisdictions including Costa Mesa, County of Orange, Irvine, Mission Viejo, Newport Beach, Laguna Beach, and Santa Ana. Luz also ensures all aspects of the contract are being met accordingly.

 **N-MUSD's team has extensive experience and expertise.**

Experience = Waste Management of Orange County

Locally, Waste Management of Orange County serves more than 200,000 residential customers and approximately 15,000 commercial customers in nine cities and several unincorporated regions of the county. We also provide 3,500 industrial customers with roll-off service for bins or specialized compactors each week. From our yards located in Santa Ana and Irvine, our employees deploy 300 trucks up to seven days per week to provide residential, commercial and industrial trash collection, recycling services and dumpster rentals.

We also operate two transfer stations, located in the cities of Orange and Irvine. These facilities accept trash and recyclables from local waste haulers, businesses such as landscapers or construction firms, and local residents. Waste Management employees at Orange Transfer in Orange and Sunset Environmental in Irvine sort through the materials brought to the transfer stations in order to remove items that may be recycled. Materials that cannot be recycled are loaded on to a tractor-trailer and hauled to the landfill.

Waste Management of Orange County is dedicated to serving customers and communities as a safe and comprehensive service provider, a good corporate citizen and a responsible environmental steward.

References | Past Performance

As a trusted environmental solutions partner for communities, businesses, and schools throughout California, we know our customers, their needs, and their requirements better than any other company. Additionally, we provide service for many of N-MUSD's neighbors. We have included these customers in the following list of references. We encourage you to contact them so that you may learn firsthand about our excellent record of service with other customers.

While the information specified has been provided on the required form in Section 9 | Required Information, additional detail is provided below for complete review.

Customer	Contact, Phone, Email	Description of Services
City of Santa Ana June 30, 1993 - June 30, 2020	Christy Kindig Projects Manager, Public Works Agency ckindig@santa-ana.org (714) 647-5088	Residential and Commercial Solid Waste, Recycle, Green Waste, Food Waste (Commercial Only), Construction and Demolition, E-waste, and HHW/Universal Waste
County of Orange Unincorporated July 1, 2010 – June 30, 2020	Isabel Rios-Khan Business Planning & Support Manager OC Waste & Recycling isabel.rios-kahn@ocwr.ocgov.com (714) 714-1497	Residential and Commercial Solid Waste, Recycle, Green Waste, Manure, Food Waste (Commercial Only) and E-waste
City of Irvine September 1, 2016 - August 31, 2026	Mike Byrne Senior Management Analyst mbyrne@cityofirvine.org (949) 724-6357	Residential and Commercial Solid Waste, Recycle, Green Waste, Food Waste

Customer	Contact, Phone, Email	Description of Services
		(Commercial Only) E-waste, and HHW/Universal Waste
Laguna Beach Unified School District August 1, 2013 – June 30, 2023	Jeff Dixon Assistant Superintendent of Business Laguna Beach Unified School District jdixon@lbusd.org (949) 497-7700 Ext. 5222	Commercial Solid Waste, Recycle, Green Waste and Food Waste

Transition Plan

Committed To the District | Committed to a Seamless Transition

If awarded the contract, Waste Management will work with the District to formulate a mutually acceptable plan to transition services. Our goal is to prevent any interruption in services for the District.

The following transition plan is meant to illustrate the typical events involved in preparing for a Go Live operation. We will work with the District staff to refine this schedule to best meet your needs and expectations.

Implementation Tasks	~Jul. 2020	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Aug. 2021.	Aug. 2022	Aug. 2023
Key milestones									
Anticipated notice of award	✓								
Internal planning meetings	✓	✓	✓	✓	✓	✓	✓	✓	✓
Waste Management and the District staff implementation meetings	✓	✓	✓	✓	✓	✓	✓	✓	✓
Potential contract start date		✓							
Operations									
Procurement of collection vehicles	✓	✓	✓						
Review existing routes and modify where needed	✓	✓	✓						
New route field-testing (prior to go-live)	✓	✓	✓						
Creation of final route maps	✓								
Driver training									
Conduct driver recruitment	✓	✓							
Conduct new driver safety training	✓	✓							

Implementation Tasks	~Jul. 2020	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Aug. 2021.	Aug. 2022	Aug. 2023
Conduct new driver service requirement training	✓	✓							
Customer service									
Management conducts pre-implementation training	✓	✓							
Detailed contract curriculum developed	✓								
the District's Green Page is developed per contract requirements	✓	✓							
Management conducts CSR training on contract terms	✓	✓							
Communications and public education plan									
Develop and finalize strategic communications plan with the District staff	✓	✓							
Schedule meetings with each principal to customize waste management plans by campus		✓	✓						
Plan for included recycling and organics training available to all faculty and staff		✓	✓	✓					
Send out new services announcement and public education mailing		✓							
Promote implementation and new services at scheduled school meetings and assemblies (as requested)		✓	✓	✓	✓	✓	✓	✓	✓
Conduct media outreach in coordination with the District		✓	✓	✓	✓	✓	✓	✓	✓
Ongoing public outreach through online and traditional media		✓	✓	✓	✓	✓	✓	✓	✓

Not only do we have national experience, Waste Management's local network provides lessons learned and solutions implemented, while offering resources from our experience across North America. We have honed and shared our expertise with new school district implementations as well as new program roll outs and continue to focus going above and beyond to serve and solve every challenge the right way.

 **We're Fully Staffed and Equipped for a Smooth Transition**

A Fully Integrated Billing System

We recognize your requirement for month end, itemized statements and duplicate copies of invoices that detail the purchase order number, the schools and sites serviced, with number and dates of pick-ups per week. Special pickups will be invoiced and itemized individually, showing the date, location, bins picked up, applicable rate and total number of special pick-ups.

At Waste Management, everything we do is about creating an outstanding experience for our customers. That is why we use the equipment and software that we do. The fully integrated capability of our system confirms that customer information is correct, and the overall customer experience is exceptional. For Waste Management, our billing system is not just "back office" processing; it is the backbone of the customer's experience.

Waste Management utilizes Mid-America Systems (MAS) as our customer billing system. MAS software operates on an IBM iSeries AS400 Platform, running i5/OS version 7.1. It can be accessed through a secure, internet VPN-based connection 24 hours each day, 7 days a week.

Waste Management's Billing System Features and Benefits

Fully Integrated Billing. MAS integrates all billing, routing, and customer service information into one operating system. Waste Management's invoice format is based on extensive research, customer feedback, and field testing. Our invoices provide the opportunity to create custom billing inserts and messages that are tailor-made for N-MUSD. For online customers, we post electronic versions of the inserts to their online invoice for a total "green" experience.

Reliability and Redundancy. We perform ongoing data quality assurance audits to confirm that all information is accurate and up-to-date. Our billing system data, like all our critical systems, are continuously backed up to reduce the risk of data loss.

Efficient Route Sequencing. Electronic route logs are generated from billing data every day to confirm service accuracy. These electronic records are downloaded to the drivers' tablets nightly. New customers and customers with service level changes are placed at the top of the driver's route screen to highlight the change in the driver's route. Each customer is assigned a unique account number that tracks detailed information, including contact information, size and quantity of containers, and service history. Route information is viewable in MAS.

Accurate Service. MAS connects seamlessly with our receivables processing system. Customers remit their payments to Waste Management's regional payment center. The payment is immediately processed so customer service representatives can access a customer's account online and promptly respond to any billing questions.

24/7 Online Bill Pay Option. Waste Management offers a safe, secure, convenient online bill paying system, allowing customers to pay their bill online, 24 hours a day, 7 days a week.

An Easy-to-Understand Monthly Invoice

To present our customers with accurate billing information in an easy-to-read format, Waste Management redesigned our standard invoice template. Our new invoice remains fully compliant with governmental, contractual, and local requirements while also incorporating customer feedback. The most common customer request regarding our invoice was to make it easier to understand. To accomplish this, we simplified the invoice format, provided clear steps for all payment options, and include an explanation of common charges if applicable.

SIMPLE GUIDE TO YOUR INVOICE (FRONT)

- 1 Customer ID**
Unique identifier for your account.
- 2 Billing Period**
Shows the billing cycle dates for this invoice.
- 3 Contact Information**
We're always here to help, either online or by phone.
- 4 What Do I Owe and When**
Quickly see the total and when it is due.
- 5 Account Overview**
A quick summary of your monthly charges. A full breakdown is in the details section below.
- 6 Detailed Account Activity**
Information by service location, including all services, credits, and additional charges.
- 7 Payment Coupon**
If paying by mail, this is the portion of your paper invoice you return with payment.

INVOICE Page 1 of 2
Customer ID: 2-82290-00885
Customer Name: WASTE MANAGEMENT
Service Period: 08/15/17-08/31/17
Invoice Date: 08/15/17
Invoice Number: 936150000156-4

How to Contact Us: Visit wm.com
Click on your account number, sign up for automatic payments, view history, and pay your bill online. (800) 800-8888

Your Payment is Due: August 19, 2017
If payment is received after 08/19/2017, a \$6.00 late charge will be applied to the total amount due.

Your Total Due: \$124.73
If payment is received after 08/19/2017, a \$6.00 late charge will be applied to the total amount due.

Previous Balance	Payments	Adjustments	Current Charges	Total Due
97.12	(97.12)	0.00	124.73	124.73

Details for Service Location: 311 Jackson Street, Stockton CA 95205
Customer ID: 2-82290-00885
PO Number: 43593

Description	Date	Ticket	Quantity	Amount
96 Caten Tape	03/01/17		1.00	90.00
96 Caten Tape Repair	03/01/17		1.00	13.00
96 Caten Tape Repair	03/01/17	9394	1.00	13.00
9665 Permittance Charge				13.73
Total Current Charges				124.73

Please attach and send the lower portion with payment - you must so indicate!

Invoice Date	Invoice Number	Customer ID
08/15/17	93615000156-4	2-82290-00885

Payment Terms	Total Due	Service Period
TERM DUE BY: 08/19/17	\$124.73	
IF RECEIVED AFTER: 08/19/17	\$129.80	

006 77 93 6 7 9 3 6 6 7 7 9 3 9 7 5 9 4 7 2 8 6 9 6 4 7 2 6 6 6 6 4 1 3 9 0 0 0

00238444

WASTE MANAGEMENT
311 JACKSON STREET
STOCKTON CA 95205

WASTE MANAGEMENT
PO BOX 43530
PHOENIX, AZ 85132

THINK GREEN.

SIMPLE GUIDE TO YOUR INVOICE (BACK)

- 8 What Do I Need to Know**
Here you'll find messages, updates and special offers just for you.
- 9 How Do I Pay**
Five easy ways to make a payment.
- 10 Change Your Contact Information**
It's easy. Complete this section to make sure you receive your invoice and stay connected.
- 11 Set Up Automatic Payments**
Sign up for our automatic payment service for a convenient way to establish recurring payments on your account.

Page 2 of 2

IMPORTANT MESSAGES

The invoice constitutes an offer by WASTE MANAGEMENT to provide service for a specified period. By paying this invoice, you agree to continue service during the specified service period. WASTE MANAGEMENT reserves the right to suspend or terminate service for non-payment or other reasons. If you have any questions about this invoice, please contact your Customer Service Center or visit wm.com.

EASY WAYS TO PAY

- Automatic Payment: Set up automatic payments with your credit or debit card.
- Pay Through Your Financial Institution: Make a payment through your bank's online bill pay service.
- One-Time Payment: Pay your bill online at wm.com.
- Pay by Phone: Call 800-800-8888 to pay your bill over the phone.
- Mail: Mail your payment to PO Box 43530, Phoenix, AZ 85132.

EXPLANATION OF COMMON CHARGES

Charge Type	Description
Administrative Charge	The administrative charge is applicable to all customer accounts. The administrative charge covers the cost of generating, printing, and mailing your invoice. The administrative charge is \$6.00 per invoice. The administrative charge is \$6.00 per invoice. The administrative charge is \$6.00 per invoice.
Fuel Charge	The fuel charge is a variable charge that is based on the current market price of fuel. The fuel charge is \$0.10 per gallon. The fuel charge is \$0.10 per gallon. The fuel charge is \$0.10 per gallon.
Environmental Charge	The environmental charge is a variable charge that is based on the current market price of environmental services. The environmental charge is \$0.10 per gallon. The environmental charge is \$0.10 per gallon. The environmental charge is \$0.10 per gallon.
Regulatory Fee Charge	The regulatory fee charge is a variable charge that is based on the current market price of regulatory fees. The regulatory fee charge is \$0.10 per gallon. The regulatory fee charge is \$0.10 per gallon. The regulatory fee charge is \$0.10 per gallon.
Service Charge	The service charge is a variable charge that is based on the current market price of service. The service charge is \$0.10 per gallon. The service charge is \$0.10 per gallon. The service charge is \$0.10 per gallon.

CHECK HERE TO CHANGE CONTACT INFO

Set your new billing information below. For a change of service address, please contact Waste Management.

Address 1: _____
Address 2: _____
City: _____
State: _____
Zip: _____
Email: _____
Date Valid: _____

CHECK HERE TO SIGN UP FOR AUTOMATIC PAYMENT ENROLLMENT

If you are interested in signing up for automatic payment enrollment, please contact Waste Management at 800-800-8888. You will receive a confirmation letter and a confirmation card. The confirmation card will contain the information you need to sign up for automatic payment enrollment. The confirmation card will contain the information you need to sign up for automatic payment enrollment.

Paperless Billing

A growing number of Waste Management customers prefer to view their bill electronically rather than receiving a traditional paper bill. For these customers, we offer a secure online invoice presentation as well as convenient options for bill payment. Customers can select to either make a one-time payment or to register their Waste Management account to:

- Enroll in paperless billing – eliminating printed invoices
- Set up automatic (recurring) payments – making payment effortless
- Store payment information – creating a faster, easier, and safer payment option

Transitioning to Waste Management Billing

Like many contract terms, billing requirements often vary by community; therefore, Waste Management's implementation efforts will include specific tasks related to N-MUSD's billing requirements. We aim to make the transition to Waste Management billing simple for both our customers and municipal partners. We have found the following steps are key to a smooth transition:

- **Set Clear Data Expectations:** During an initial meeting between Waste Management and your billing staff, we will confirm data available and identify data gaps. Data commonly requested during a billing transition include:
 - Current account and route number
 - Billing name and contact information
 - Service address name and contact information (if different than billing information)
 - Service details including container type(s), size(s), container quantity, frequency of collection, and current collection day.
 - Account special handling/service notes (i.e. locked access, drive-in, disable customer assistance, etc.)
- **Establish a Schedule for Data Transfers:** After the available data and data format is confirmed, the Waste Management team will work with your staff to schedule dates for all upcoming data transfers. Periodic transfers are typically required to capture the addition of new accounts and changes to existing accounts.
- **Conduct Data Verification Efforts:** Waste Management makes numerous efforts to verify the accuracy of billing data before initiating new services. Data verification efforts often include: Parcel Verification Audits, site visits, phone audits, and direct mail requests. Data also will be scrubbed for deleted accounts, duplicates, and inconsistencies.

We will establish initial District accounts in our billing system, using Waste Management-verified account data. Each of the District facilities will be assigned a unique Waste Management account number. Accounts would be ready for the targeted "go-live" date of August 1, 2020, and N-MUSD will be invoiced monthly.

**A PARTNER
NOT JUST A PROVIDER**

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3 | WASTE MANAGEMENT SERVICE CAPABILITY

Our company, operations, and experience | Proven in California and throughout North America

About Waste Management

Waste Management, based in Houston, Texas, is the leading provider of comprehensive waste management environmental services in North America. Through its subsidiaries, the company provides collection, transfer, disposal services, and recycling and resource recovery. It is also a leading developer, operator, and owner of landfill gas-to-energy facilities in the United States. The company's customers include residential, commercial, industrial, and municipal customers throughout North America. To learn more information about Waste Management, visit www.wm.com or www.thinkgreen.com.

Who We Are and What We Do

At Waste Management, we place our customers at the center of what we do every day. We are a team of more than 44,900 employees motivated by a desire to go above and beyond for our nearly 20 million municipal, commercial, industrial, and residential entities throughout North America for whom we provide a range of environmental solutions, including collection, recycling, disposal, and renewable energy production.

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

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

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

GOING ABOVE AND BEYOND

Every day, each of our more than 44,900 employees goes above and beyond what is expected to find what is possible.

See how by clicking or going to: bit.ly/31ymNIC

Our Core Services - Redefining Your Expectations

We are pushing the boundaries of what you can expect from your environmental services provider. A sampling of our services and sustainable technologies include:

- **Sustainable Services Tailored for N-MUSD:** Every aspect of our services is designed with N-MUSD in mind. Our fleet of trucks is fueled with clean, compressed natural gas and loaded with technologies that minimize environmental impacts for your District and proactively monitor service quality and vehicle safety. Customers can also choose how and when to interact with us - we are available by phone, email, online chat, and offer 24/7 account management at wm.com and with our WM Mobile App.
- **Recycling:** We have been leading change in the recycling industry for over three decades. We work closely with our customer partners throughout North America to expand access to recycling, and in 2018 we processed 15.2 million tons of recyclables. This number represents a staggering 88 percent increase in recycling tons processed since 2007.
- **Organics:** We operate a nationwide network of 44 organics recycling facilities, including co-digestion and composting facilities. In 2018, Waste Management processed 3.59 million tons of source-separated organic materials, including yard trimmings, food waste, and biosolids.
- **Waste-Based Energy:** At our 124 landfill gas-to-energy (LFGTE) facilities, we capture methane and use it as an alternative to fossil fuel-generating electricity that is sold to local utilities and also converted into natural gas fuels. Renewable natural gas produced from processed landfill gas now fuels over 33 percent of our natural gas fleet.
- **Hard-to-Handle Materials:** We offer several programs to help our customers dispose of hard-to-handle waste streams, including paint, automotive products, flammable and combustible items, batteries, electronic, and medical wastes.
- **Advancement of New Technologies:** We are dedicated to finding solutions to the problems of tomorrow, today. That is why we are making meaningful investments in companies focused on transforming materials such as solid waste into biofuels and renewable chemicals.

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

390 collection operations that serve as local home bases for our collection drivers and vehicles	249 active solid waste landfills for the proper disposal of residential, commercial, and industrial waste	302 transfer stations that allow us to efficiently consolidate and transport the material we collect
148 recycling processing centers, including 46 single stream recycling facilities that sort and prepare recyclables for end markets	124 landfill gas-to-energy (LFGTE) projects that capture methane and convert it to green energy that powers local grids	4 landfill gas-to-fuel facilities that convert landfill gas to Renewable Natural Gas (RNG) used to fuel our collection fleet
44 organics processing facilities that transform food scraps and yard debris into nutrient-rich compost, fuel, and green electricity	4 CORE® processing facilities that process source separated organics into a slurry that is delivered to wastewater treatment facilities to increase energy production	5 hazardous waste sites that allow for the safe disposal of materials such as paint, fluorescent bulbs, and used automotive fluids

Financial Strength: The Foundation for Our Commitment

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

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

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



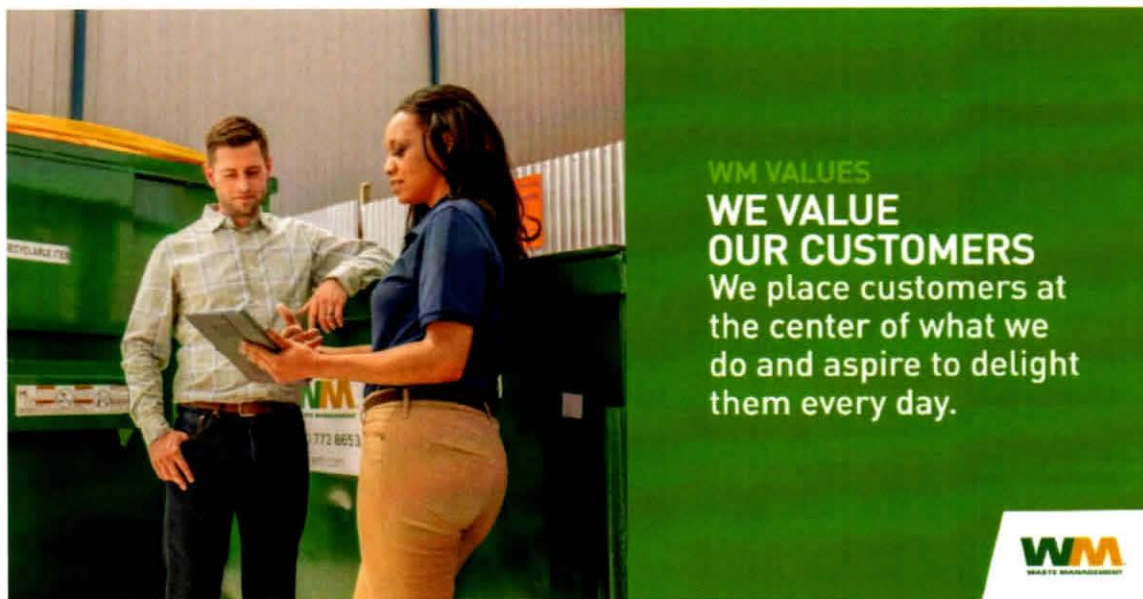
Waste Management's financial strength, as summarized above, gives N-MUSD assurance that we can and will fulfill our obligations.

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

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

Our history, our qualifications and service capabilities, our experience and past performance both nationally and locally are testimony to our quality of service.

WM We are committed to Newport-Mesa USD and a successful partnership.





4 | COST PROPOSAL

Best Value, Best Service...Our Best Price

Fee Schedule for Waste and Recycling Services

We recognize that our pricing may not earn us low cost bidder status, but we are proud that we service all of our contracts with consistent, quality service over the full life of the contract with substantial value-add.

N-MUSD's pricing has been carefully calculated to enable us to deliver that dependable service through skilled employees who can focus on safety and the flexible, responsive customer service that you expect. Please do not hesitate to request further information if any clarifications are required.

Waste Management Collection and Recycling, Inc. would welcome the opportunity to negotiate a mutually acceptable contract with the Newport-Mesa Unified School District should we be selected as the successful contractor for this project.

Miscellaneous Pick Up Costs

Monthly Pricing Per Container	Quantity 1	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$60.39	\$120.78	\$181.16	\$241.55	\$301.94	\$362.33
	4YD	\$ 80.52	\$ 161.04	\$241.55	\$322.07	\$402.59	\$483.11
Recycle	3YD	\$ 58.96	\$ 117.91	\$ 176.87	\$ 235.82	\$ 294.78	\$ 353.73
	4YD	\$ 78.61	\$ 157.21	\$ 235.82	\$ 314.43	\$ 393.04	\$ 471.64
Food Waste	35g - 64g	\$ 93.45	\$ 186.91	\$ 280.36	\$ 373.82	\$ 467.27	\$ 560.73

Monthly Pricing Per Container	Quantity 2	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 108.70	\$ 217.40	\$ 326.10	\$ 434.80	\$ 543.49	\$ 652.19
	4YD	\$ 144.93	\$ 289.86	\$ 434.80	\$ 579.73	\$ 724.66	\$ 869.59
Recycle	3YD	\$ 106.12	\$ 212.24	\$ 318.36	\$ 424.48	\$ 530.60	\$ 636.72
	4YD	\$ 141.49	\$ 282.99	\$ 424.48	\$ 565.97	\$ 707.46	\$ 848.96
Food Waste	35g - 64g	\$ 168.22	\$ 336.44	\$ 504.65	\$ 672.87	\$ 841.09	\$ 1,009.31

Monthly Pricing Per Container	Quantity 3	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 157.01	\$ 314.02	\$ 471.03	\$ 628.04	\$ 785.05	\$ 942.06
	4YD	\$ 209.35	\$ 418.69	\$ 628.04	\$ 837.38	\$ 1,046.73	\$ 1,256.08
Recycle	3YD	\$ 153.28	\$ 306.57	\$ 459.85	\$ 613.13	\$ 766.42	\$ 919.70
	4YD	\$ 204.38	\$ 408.76	\$ 613.13	\$ 817.51	\$ 1,021.89	\$ 1,226.27
Food Waste	35g - 64g	\$ 242.98	\$ 485.96	\$ 728.95	\$ 971.93	\$ 1,214.91	\$ 1,457.89

Monthly Pricing Per Container	Quantity 4	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 205.32	\$ 410.64	\$ 615.96	\$ 821.28	\$ 1,026.60	\$ 1,231.92
	4YD	\$ 273.76	\$ 547.52	\$ 821.28	\$ 1,095.04	\$ 1,368.80	\$ 1,642.56
Recycle	3YD	\$ 200.45	\$ 400.90	\$ 601.34	\$ 801.79	\$ 1,002.24	\$ 1,202.69
	4YD	\$ 267.26	\$ 534.53	\$ 801.79	\$ 1,069.06	\$ 1,336.32	\$ 1,603.58
Food Waste	35g - 64g	\$ 317.75	\$ 635.49	\$ 953.24	\$ 1,270.98	\$ 1,588.73	\$ 1,906.47

Monthly Pricing Per Container	Quantity 5	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 253.63	\$ 507.26	\$ 760.89	\$ 1,014.52	\$ 1,268.15	\$ 1,521.79
	4YD	\$ 338.17	\$ 676.35	\$ 1,014.52	\$ 1,352.70	\$ 1,690.87	\$ 2,029.05
Recycle	3YD	\$ 247.61	\$ 495.22	\$ 742.84	\$ 990.45	\$ 1,238.06	\$ 1,485.67
	4YD	\$ 330.15	\$ 660.30	\$ 990.45	\$ 1,320.60	\$ 1,650.75	\$ 1,980.90
Food Waste	35g - 64g	\$ 392.51	\$ 785.02	\$ 1,177.53	\$ 1,570.04	\$ 1,962.55	\$ 2,355.06

Monthly Pricing Per Container	Quantity 6	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 301.94	\$ 603.88	\$ 905.82	\$ 1,207.77	\$ 1,509.71	\$ 1,811.65
	4YD	\$ 402.59	\$ 805.18	\$ 1,207.77	\$ 1,610.35	\$ 2,012.94	\$ 2,415.53
Recycle	3YD	\$ 294.78	\$ 589.55	\$ 884.33	\$ 1,179.11	\$ 1,473.88	\$ 1,768.66
	4YD	\$ 393.04	\$ 786.07	\$ 1,179.11	\$ 1,572.14	\$ 1,965.18	\$ 2,358.21
Food Waste	35g - 64g	\$ 467.27	\$ 934.55	\$ 1,401.82	\$ 1,869.09	\$ 2,336.37	\$ 2,803.64

Monthly Pricing Per Container	Quantity 7	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 350.25	\$ 700.50	\$ 1,050.76	\$ 1,401.01	\$ 1,751.26	\$ 2,101.51
	4YD	\$ 467.00	\$ 934.01	\$ 1,401.01	\$ 1,868.01	\$ 2,335.01	\$ 2,802.02
Recycle	3YD	\$ 341.94	\$ 683.88	\$ 1,025.82	\$ 1,367.76	\$ 1,709.70	\$ 2,051.64
	4YD	\$ 455.92	\$ 911.84	\$ 1,367.76	\$ 1,823.68	\$ 2,279.60	\$ 2,735.52
Food Waste	35g - 64g	\$ 542.04	\$ 1,084.07	\$ 1,626.11	\$ 2,168.15	\$ 2,710.18	\$ 3,252.22

Monthly Pricing Per Container	Quantity 8	Weekly Frequency					
	Size	1x	2x	3x	4x	5x	6x
Solid Waste	3YD	\$ 398.56	\$ 797.13	\$ 1,195.69	\$ 1,594.25	\$ 1,992.81	\$ 2,391.38
	4YD	\$ 531.42	\$ 1,062.83	\$ 1,594.25	\$ 2,125.67	\$ 2,657.09	\$ 3,188.50
Recycle	3YD	\$ 389.10	\$ 778.21	\$ 1,167.31	\$ 1,556.42	\$ 1,945.52	\$ 2,334.63
	4YD	\$ 518.81	\$ 1,037.61	\$ 1,556.42	\$ 2,075.23	\$ 2,594.03	\$ 3,112.84
Food Waste	35g - 64g	\$ 616.80	\$ 1,233.60	\$ 1,850.40	\$ 2,467.20	\$ 3,084.00	\$ 3,700.80

On-Call Rates for 10-YD and 40-YD Roll Offs (NMUSD, NHHS, Estancia)	
C&D / Metal Recycling Haul (Includes 3 tons)	\$ 323.20
Rate per ton C&D over 3	\$ 71.58
MSW/Solid Waste Haul (Includes 3 tons)	\$ 275.74
Rate per ton MSW over 3	\$ 55.76
Green Waste Haul (Includes 3 tons)	\$ 404.17
Rate per ton Green Waste (over 3)	\$ 98.57

Ancillary Charges:		
Additional Bin Collection	\$ 50.00	per bin per occurrence
Locking Bin	\$ 7.00	rate per bin per month
Scout/Push Out	\$ 5.00	per bin per occurrence (i.e. rate X number of bins= X number of days = X 4.33)
Overfill Fees (Snapshot)	\$ 40.00	per bin per occurrence

Ancillary Charges:		
Commercial Recycling Contamination	\$ 50.00	per bin per occurrence
Steam Cleaning Bins	\$ 75.00	per bin per occurrence
Relocation	\$ 50.00	per bin per occurrence

Annual Price Adjustments

The rates included are the base pricing for the first of the five (5) years. Waste Management acknowledges that there is an annual rate adjustment for the four (4) additional one-year extension periods, and this may not exceed the annual percentage change in the Producer Price Index (PPI) or 3 percent, whichever is lower. Increase requests will be submitted to the District 90 days prior to renewal.

Recycling Program Rate Information

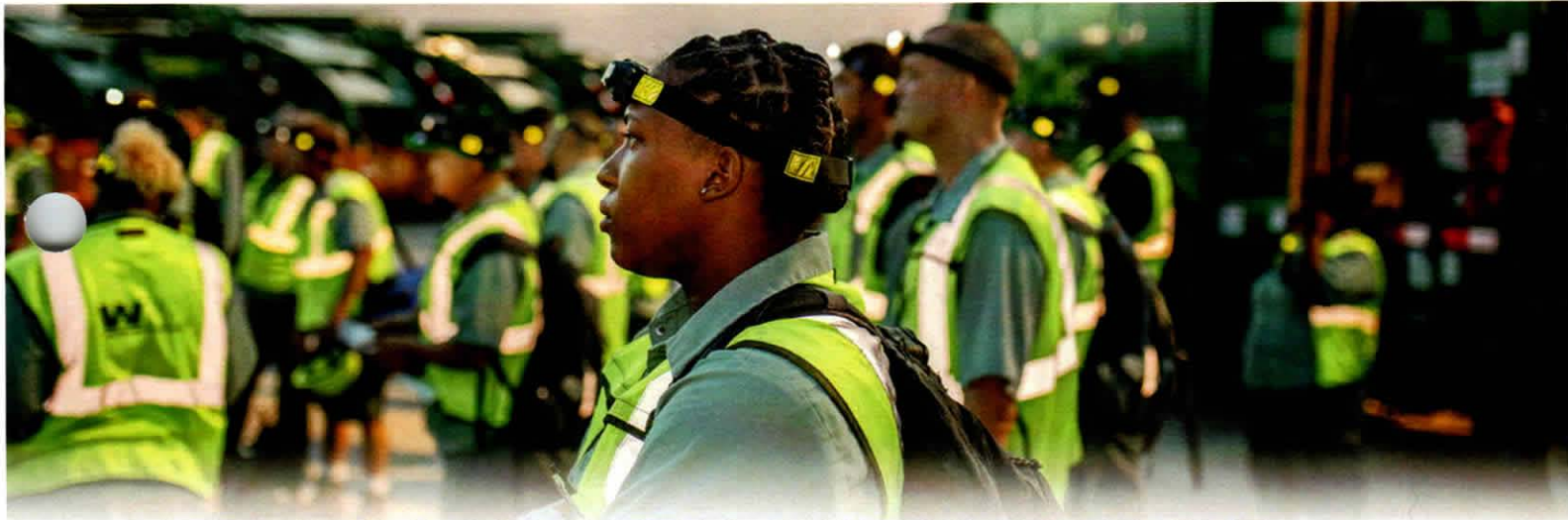
As part of an integrated recycling education program for faculty and students, Waste Management is able to offer rebate programs for source separated cardboard and CRV (California Redemption Value) beverage containers.

Waste Management is willing offer a CRV rebate program completely free of cost. By providing this program for free, Waste Management believes it will motivate and educate faculty and students on the merits of recycling, as well as provide a revenue stream for each school to use at its discretion. A single stream bin will be provided for the collection of CRV bottles and cans, and it will be taken to our CRV collection facility located on Construction Circle in Irvine. For each bin that is collected, a check will be provided to compensate for the value of the bottles and cans.

Additionally, Waste Management can offer a cardboard rebate program which includes a collection container for source separated, clean cardboard. Upon collection, the material is taken to our Materials Recovery Facility (MRF) and a rebate is assessed based off of the market value for that month. The cost of the haul and processing is deducted, and a rebate check is provided at month-end. It is important to note that market values fluctuate, and a set rebate cannot be guaranteed. Of course, further details of the rebate programs will be finalized should Waste Management be awarded the contract.

In addition to providing recycling collection services, Waste Management also provides free technical assistance to staff members interested in learning how to successfully participate in a single-stream recycling program. Waste Management's Recycling Education and Outreach Manager is available to perform free in-person trainings, provide customized education and outreach materials, and act as an accessible resource throughout the term of the contract. Please refer to Section 6 of this proposal to learn more about this complimentary service as well as other recycling program enhancements that Waste Management is able to provide.

 **To quote a satisfied WM customer,
"You can't put a price tag on quality."**



5 | TECHNOLOGY, SAFETY & CUSTOMER SUPPORT

Best-In-Class Technology To Provide the Most Efficient Service

Service Delivery Optimization

A Cornerstone of Our Operations

Waste Management 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 Waste Management, will help us meet the benchmarks set by N-MUSD.



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 Newport-Mesa USD

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 N-MUSD a safer place to live, work, and play.

Service Results for the District

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 N-MUSD and Waste Management.

Savings Results for N-MUSD

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 N-MUSD. 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	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

Service Metric	SDO Procedure	SDO Value
	report (VARR), which address injuries and accidents, respectively.	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 N-MUSD 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.
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 Waste Management 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, it is then automatically integrated throughout all Waste Management 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 N-MUSD.

District-Friendly Operational Practices

Waste Management operating procedures are designed with you - our customer - in mind. Our operational practices are built to minimize environmental and neighborhood impacts. Some of our operational practices include:

- **Preventive Maintenance:** Every 200 hours, each of our collection vehicles undergoes a spill and leak prevention assessment conducted by a certified mechanic. Also, our drivers closely examine their vehicles daily during pre-and post-trip inspections. If a leak or excessive wear is identified, the truck will not return to work until it has been assessed and repaired.
- **Self-Containment:** All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected, helping to prevent any debris from falling off our trucks.
- **Odor Control:** Waste Management trucks undergo a weekly wash to prevent excessive odors.
- **Tidy Collection Areas:** Waste Management drivers leave collection areas just as neat and tidy as they found them. All drivers keep a broom and shovel handy to clean up any spills or fly-away materials in the event material escapes the cart or container during collection.
- **Automatic Engine Shutoff:** Our truck engines are designed to automatically turn off after five minutes of idling to further reduce emissions and conserve fuel.

Comprehensive Spill Response Protocol

While our preventive maintenance programs prevent many spills from ever happening, should a spill or leak occur while on route our drivers immediately follow a defined process to minimize impact. If a spill occurs:

- The driver immediately contains the spill using the spill kit, which includes absorbent pads, that is on board each truck.
- The driver calls dispatch to report the spill location, fluid type, proximity to drains, and approximate spill quantity.
- In the event the driver reports a spill they are unable to contain, or the spill has reached stormwater drains, dispatch automatically sends a professional groundwater service provider to the spill location to perform all necessary cleanup.
- A route manager is also dispatched to the spill location to verify driver reported data, assist in spill containment, and verify that the spill is properly managed and reported per regulatory standards.



Waste Management trucks have an onboard spillkit and shovel should a spill occur.

WHY CHOOSE WASTE MANAGEMENT?

For starters, we have an amazing

99.99%

pickup accuracy.

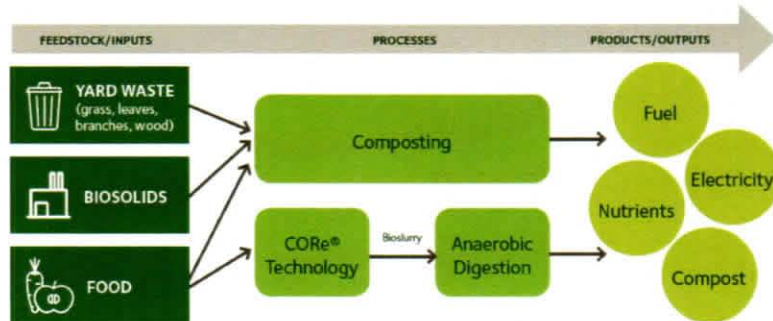
And that means the District gets fewer calls about service concerns.

Technology

Recycling Efficiency Innovations for N-MUSD

WASTE MANAGEMENT CORE® - Converting Southern California Food Waste to Clean, Renewable Energy - Customized Composting Services for N-MUSD

Making more productive use of food waste is an area of particular focus not only for us, but also for a growing number of stakeholders: consumers, educational institutions, businesses, municipalities, and regulators. The opportunity is substantial, and the payoff can be significant.



Today, schools produce significant amounts of compostable waste, such as pre- and post-consumer food scraps, food soiled paper generated by students and food vendors, yard clippings from campus grounds, and compostable debris from campus agricultural programs. Organic composting is a way to reduce waste disposal costs and reap the environmental benefits of landfill diversion.

Organics composting has many benefits:

- Recovers a valuable resource
- Reduces waste which saves natural resources and landfill space
- Enhances soil structure, adds nutrients, and increases water retention abilities
- Reduces methane production

Waste Management prides itself as being the only local commercial-scale solution provider to Assembly Bill 1826 Mandatory Organics Recycling with our Centralized Organics Recycling (CORE) facility in Orange. This will allow us to fully divert all organic food waste captured District-wide, and transform it to 100 percent green energy and total diversion from Orange County Landfills. Additionally, our partnership with Waste Not OC allows us to further capture any food scraps that are donatable and usable for direct consumption to those hungry and in need.

As one of the most innovative food waste recycling solutions, the CORE® provides an avenue to meet California's 2020 goal of 75 percent landfill diversion (AB341) and the State's organics waste recycling mandates (AB1826). The CORE® enables Waste Management to provide the District with a cost-effective alternative for diverting food waste from disposal and to participate in a new and exciting sustainable technology. By taking part in our food waste recycling program, you are doing the right thing for both your schools and the environment – all in full compliance with California's food waste legislation.

We have invested in emerging technologies that convert organics including liquid streams into intermediate feedstocks for manufacturing of several products such as energy production. Waste Management's patented CORE® process converts food waste into EBS®, an organic slurry product used to generate green energy. With CORE, we collect commercial food waste from restaurants, schools, food processing plants, and grocery stores, screen it to remove contaminants such as plastic, packaging, and bones, and blend the waste into an engineered slurry that has a consistency like cooked oatmeal. The

slurry dramatically increases the production of biogas in anaerobic digesters, which is used to create renewable energy.

Waste Management's CORE[®] Process



Waste Management's CORE[®] process is a **local, urban solution** that converts food material into our **EBS[®] product** through our proprietary process.

EBS[®] is a high-quality, consistent product produced with **more than 99%** of the **physical contaminants** found in urban waste.

The **EBS[®]** product is used to create **renewable, sustainable energy** in partnership with **long-term** local partnerships, helping them approach **zero waste**.

Adding additional organic material in the form of engineered slurry to a water treatment plant's anaerobic digesters typically increases energy output from 50 percent to 100 percent or more. We use simple figures to communicate to the public the environmental benefits realized from their cities' use of CORE[®] organics recycling.

Waste Management use a variety of collection approaches to effectively manage organic wastes from the point of generation to the processing and final disposition of the material. The collection approach depends on the waste type, volume, frequency of generation, and space availability. Organic wastes often generate liquid and can be highly putrescible, creating the potential for leakage, odors, and attraction of vectors. Waste Management follows best practices for safe and effective management and removal of organic wastes. These include proper container selection for sufficient containment of the material, establishing the appropriate collection frequency, and can include a variety of other strategies including the use of disposable or degradable liners, container swaps, wash systems, and the use of sanitizers and deodorizers. We employ a variety of specialized collection equipment as needed for proper containment of organics for collection and transportation. Our organics collection trucks are designed with specialized systems such as additional seals, splash guards, and on-board wash systems, depending on the nature of the material and customer needs. In addition, we can offer liquid waste collection, transportation, and processing services to meet customer needs. Our approach is to work closely with the District to design a collection approach tailored to meet your organics collection needs for safe and efficient removal of organic streams.

Our organics collection, processing, and recycling capacity continues to grow through the expansion of existing facilities into new materials, creation of new facilities, acquisition of current operations, and development of innovative technologies.

No other company in the waste management industry is better positioned to collaborate with N-MUSD to create and support sustainable organics recycling and recovery opportunities.

Advancing Safety Technology

Collection Efficiency Innovations for the District Advanced Technology for World-Class Service Delivery

Every good collection plan begins with building a culture that will support the goals of our customers. To maximize collection efficiency, Waste Management uses best-in-class technology to develop the most efficient routes, monitor daily route activity, and make real-time adjustments as needed based on traffic patterns, road closures, etc. We will use best-in-class technology to provide the most efficient collection operations available for N-MUSD.

Our industry-leading technology provides verification for our internal operations teams and our customers that we are providing service safely, efficiently, and with the highest level of accountability. Our drivers, dispatchers, and route managers are outfitted with the most recent and innovative technologies.

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

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

One of our safety technology innovations is DriveCam®, a coaching tool that allows us to see and talk through the safety issues drivers face each day. Each truck cab is equipped with a forward-facing camera constantly recording everything that happens. Whenever there is a sudden movement, such as hard braking, swerving, or a collision, the camera automatically saves a 12-second section of video. Once an event is captured, information is sent to Waste Management route managers for performance coaching with the driver. Drivers also can manually start the camera if they witness a potential crime – making it an invaluable tool for our Waste Watch program. Recorded events also help us appreciate the many times that our drivers avoid collisions through using proper defensive driving techniques. We believe our investment in DriveCam has contributed to reducing our reported vehicle accidents by almost 80 percent since 2005.



Back Up Cameras on All Vehicles

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



For an in-depth look at DriveCam, check out our YouTube video at youtu.be/NDvaclfHxy8.

Leading Safety with Onboard Technology Advancements

On-Board Methane Detection	On CNG-powered trucks, methane detectors provide immediate visual and audible alarm for potential leaks from fuel tanks or lines.
Maximum Idle Time Limit	After five minutes, engines turn off to reduce fuel consumption and exhaust emissions.
Electric Heated Rear View Mirrors	Provides fog and frost-free view of both sides of the truck. Mirrors are adjustable electronically from the driver's seat to provide an unrestricted view of the sides and rear on the truck.
Bus-Boy Mirrors	Angled convex mirrors allow the driver an unrestricted view of the area in front of the truck. Especially valuable when children and/or adult pedestrians are present.
Trapezoidal Side Lights	Floodlights located halfway down the side of the body come on automatically when the truck is in reverse. Bright flood lighting illuminates both sides of the truck and roadway providing added safety.
LED Strobe Lights and Flashers	Enhances rear of truck visibility for approaching motorists. Improves safety for helpers while working at the rear of service trucks.
Sears Air Ride Drivers Seat	Provides added comfort and excellent ergonomics for the driver. Includes eight-way adjustability including lumbar support to help reduce driver fatigue and improve overall performance.
Reflective Signage/Striping	Highly reflective rear of vehicle striping and signage to provide exceptional visibility when approaching trucks from the rear during nighttime hours.
Heavy Duty Disc Brakes	Provide the best stopping distance for heavy trucks in the industry. Exceeds all applicable Federal Motor Vehicle Safety Administration requirements.
Electromagnetic or Hydraulic Driveline Retarders	Retarders are silent and provide additional braking capacity. Eight-inch-wide rear brake lining also increases braking capacity and improves vehicle safety.
Four Braid Hydraulic Hoses	Part of Waste Management's standard truck body specification, doubling the safety margin against high-pressure hydraulic leakage.

Fleet operations and maintenance | Keeping N-MUSD safe and clean

Preventive Maintenance to Keep Vehicles and Equipment Safe

Waste Management has a comprehensive Preventive Maintenance Program for vehicles and equipment. Disciplined adherence to the program and associated tasks helps us reduce breakdowns within our fleet and provide N-MUSD 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

Investing in Our Fleet

Each year, Waste Management 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 percent reduction in vehicle accidents since 2007.

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.



Testing brake lights



Checking tire pressure



Inspecting fire extinguishers



Testing hydraulic lifts and buckets

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.

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.

Waste Management'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

Waste Management 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 Waste Management'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 Waste Management 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 Waste Management 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, Waste Management achieves lower-than-average maintenance costs compared to the industry, while maintaining excellent uptime, which equates to outstanding service for N-MUSD.

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.

Fleet Maintenance Facility

Our State compliant facility has its own maintenance center to support our compressed natural gas (CNG) fleet. The maintenance property includes:

- A specialized maintenance shop that services 133 CNG powered collection vehicles

- 10 repair bays
- 17 certified technicians
- Operates 24 hours per day (Closed on Sunday)

Maintenance in the Field

If a collection vehicle has a problem in the field, Waste Management 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

Waste Management 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 Waste Management – 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 Waste Management careers.



Maintenance Service Delivery Optimization Fosters Continuous Improvement

Waste Management’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 N-MUSD.

The MSDO program emphasizes processes that streamline the maintenance of Waste Management’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 N-MUSD. 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 percent of preventive maintenance inspection (PMI) activities performed within 10 percent of designated intervals
Quality Control Inspection (QCI)	Fleet manager/supervisor conducts quality control inspection on 10 percent or more of PMIs completed	Properly documented inspections of 10 percent 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

Waste Management'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.



Pictured is a sample screen of our MSDO live board.

Recently, a new MSDO certification criteria went into effect for Waste Management's maintenance sites. The new certification criteria use 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 N-MUSD.

Maximizing Prevention, Minimizing Failures

Waste Management makes every effort to provide uninterrupted service to our customers, but breakdowns and issues do occur. N-MUSD can be confident that Waste Management 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.

Spill Prevention and Response Protocols

Waste Management is committed to keeping N-MUSD's campuses safe and clean by adhering to strict spill prevention and spill response protocols, including maintenance procedures designed to catch potential spills, leaks, and hose breakages before they happen.

In the event of a spill, Waste Management will pick up all blown, littered, and broken material occurring at the point of collection resulting from our operations. Each vehicle will be equipped with a broom and shovel for use in cleaning up any spilled material. Waste Management will exercise due care in the handling of all containers.



Waste Management trucks have an onboard spillkit and shovel should a spill occur.

Every 200-operating hours, each of our collection vehicles undergoes a spill and leak prevention assessment. Mechanics inspect hoses and replace ones that show signs of wear prior to the manufacturer-scheduled replacement.

Drivers closely inspect their vehicles for leaks twice per day, during pre-trip and post-trip inspections. When a driver notes a truck leak, the truck does not return to service until the leak has been assessed and repaired by our maintenance shop. A spare truck is used to prevent a delay in collection.

Should a spill occur while on route, the driver immediately contains the spill using the onboard spill kit. The driver notifies our dispatch team of the spill, noting its location, fluid type, proximity to drains, and approximate quantity.

In the event a driver reports a spill that they are unable to contain, or has a spill that has reached stormwater drains, dispatch automatically sends a professional groundwater service provider to the spill location to perform proper cleanup measures.

Our customer is notified, and a route manager is dispatched to the scene of the spill to verify driver reported data, assist in spill containment, and verify that the spill is properly managed per regulatory standards. The route manager documents the spill and reports it to all proper local and state authorities and regulators.

Employee Uniforms

All employees performing service for N-MUSD will be immediately identifiable as Waste Management personnel with company-issued uniforms (as shown in the photo).

Employee and subcontractor employee uniforms include a shirt, jacket, pants, proper footwear, and safety vest. A complete uniform and safety vest will be worn at all times during performance of work. The uniform shirt and jacket will clearly display the company name, making each employee readily identifiable. All employees are required to employ personal protection equipment, including six-inch lace-up steel toe boots, safety vest, eye protection, and gloves, without exception.



Customer Service Support

Our approach to consistent reliable customer service for N-MUSD

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

It is no surprise that our Customer Service Representatives (CSRs) play a powerful role in our effort to create interactions that truly “wow” our customers. Waste Management’s CSRs interact with our

customers day-in and day-out. Their conversations vary from setting up services for a new customer, resolving a billing question, or answering a recycling question, but in each interaction, their priorities remain constant:

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

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

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

That's why whether it is on the street, at events, or on your campus, everyone at Waste Management is trained to be a customer service ambassador. Your local account management team will be led by single, primary point of contact, Hashem Shokair. Hashem will manage the day-to-day operation of your account and is supported by a team of individuals in the local market area dedicated to working with N-MUSD to ensure high levels of customer service, assistance with increased diversion, and continuous improvement. Hashem will provide recommendations and problem solving for escalated issues, review and analyze data, manage reports, establish business reviews, and coordinate non-standard services.

Service offerings available to Newport-Mesa USD

Our suite of 24/7 options make it easy for N-MUSD to stay connected and get basic questions answered at their convenience:

After hours by phone. Our customer service number features the ability for Waste Management-billed customers to find out basic account and collection schedule information through an automated system during non-business hours.

Live (digital) chat. Customer service professionals are dedicated to this service channel. Chat sessions are initiated through our website, in real time, 8 a.m.-5 p.m., Monday-Friday (Pacific).

NEW!

All-New My WM Mobile App.

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



With the My WM Mobile App, customers can:

- View and manage service schedules and the ability to request services
- Receive a heads-up on expected service dates
- Follow roll off hauling trucks in real time, allowing adequate time to prepare for service
- Make easy payment options using ApplePay or AutoPay along with Paperless Billing



Enroll in AutoPay and Paperless

Set it once and let WM do all the work.

Track Your Services

Keep tabs on your truck in real-time.



For a video tour of the new app, visit <https://bit.ly/3eVB48g>. The My WM Mobile App is available for either iOs (iTunes App Store) or Android (Google Play).

Waste Management’s mobile app is available for Waste Management-billed customers and works with Apple and Android phones. The app provides quick links to information people need, including what recyclable material is accepted, how to recycle, scheduled pick up day and other details. It allows District facilities to see in real time when their carts or containers are serviced, to pay bills, and to request an additional pick up.

Online capabilities. Recognizing that N-MUSD can directly contact either Hashem or Ashley, Waste Management maintains online offerings as well to provide the District 24/7 access.

Online Capabilities for Waste Management-Billed Customers		Commercial Customers	Roll-Off Customers
Autopay	Automatic payments are quick, easy and recurring to help customers ensure on time payment and avoid potential late fees or service disruptions.	✓	✓
Paperless Billing	Customers can opt to receive invoices online and are notified with an email when their invoice is available.	✓	✓
Online Bill Pay	Online bill payment was designed for the customer on-the-go. It's available 24/7 and frees the customer from the hassle of calling or mailing in payments.	✓	✓
WM.com profile	Creating a WM.com profile enables customers to access billing, account and self-service applications like scheduling a bulky or extra pickup.	✓	✓
Edit Contact Information	Customers can easily update personal contact information online 24/7.	✓	✓
Empty and Return	Customers can schedule an empty and return roll-off service or switch out of containers online. This service can be modified or cancelled as necessary, plus we provide a history of service requests to help with planning and budgeting.	✓	✓
Pickup Schedule/ ETA	Customers can view pickup schedules, next pickup date, and estimated time to arrive online to ensure that containers are ready, avoiding customer inconvenience.	✓	✓
Holiday	Holiday schedules provide up-to-date information online and prepare	✓	✓

Online Capabilities for Waste Management-Billed Customers		Commercial Customers	Roll-Off Customers
Schedule	customers for potential service delays that occur during holiday seasons.		
Bulky or Extra Pickup	Scheduling a bulky item or an extra pickup is quick and easy for customers with this simple online form.	✓	✓
Contact Us	Customers get timely email responses when they submit their questions or report service-related issues online using our friendly Contact Us form.	✓	✓

Our intention in this section has been to provide a more in depth look at other Waste Management priorities that truly result in our outstanding service delivery.

The following section will provide more detail on additional services that may be of interest to the District.

We fully realize that this is a lot of information to assimilate – and are hopeful for the opportunity to discuss all of this in follow on interviews.

EXPECT MORE

FROM YOUR ENVIRONMENTAL SERVICES PROVIDER



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6 | SERVICES THAT GO BEYOND THE DUMPSTER

A Longstanding Community Service Partner

Waste Management is not only a waste and recycling service provider, but also a long-standing community partner and educator. Waste Management is dedicated to environmental protection and helping to ensure that future generations can enjoy a clean, healthy, and sustainable planet. What better way to do this than to work with educational institutions to help them toward greater sustainability while demonstrating their commitment to their students.

We are the premier provider of sustainable solutions in the environmental services industry. Utilizing our vast resources and experience, we provide our customers with a wealth of innovative ideas. We have successfully partnered with many schools to provide cutting-edge technologies that have helped to make them greener.

Through the following educational services and recycling program enhancements that Waste Management provides, N-MUSD will not only benefit from these advantages but also promote a more sustainable community. Please refer to Section 7 | WM Performance Acknowledgements for past recognition from schools and organizations.

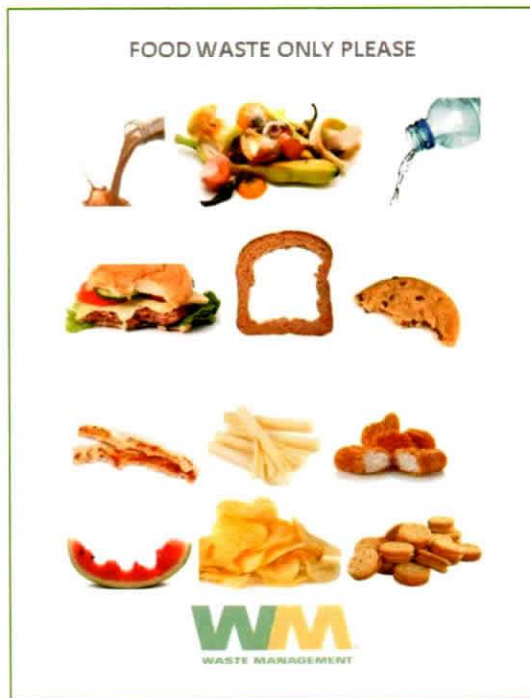
Customized On-Site Educational Training

Waste Management is committed to working together with your school community to educate all stakeholder groups, particularly students and their families, on the importance of environmental sustainability. Furthermore, we will also be committed to provide free training to N-MUSD staff on the proper handling of waste and recycling. Our goal is to work with your school community to coordinate sustainability education seminars or workshops designed specifically for faculty, students or parents. In addition, we will provide the right educational materials, videos, helpful tools and tips to engage all participants and make learning fun.



Waste Management has assisted schools in achieving environmental and sustainability-related awards and recognitions. Pictured here is Top of the World Elementary School in Laguna Beach receiving the Green Ribbon Award in 2018.

At no additional cost, your Recycling Education and Outreach Manager, Ashley Brunier, will coordinate with the District to develop a customized program that will meet the needs of each location. The Recycling Education and Outreach manager will work with principals, faculty, staff, and students to make sure that the programs are communicated effectively and will assist with and provide proper signage/messaging for the program. This program will result in reduced consumption, improvement of participation in recycling and adoption of a 'greener' lifestyle.



A Proactive Approach for N-MUSD

Below is a customizable six-step process planning module from Waste Management's Campus Model that could provide the framework to increase environmentally sustainable practices for N-MUSD.

This framework can help educational institutions improve diversion, drive toward zero waste, and make sustainability a way of life – and we can make it fun for your students and staff. We work side-by-side with District staff to raise sustainability awareness. Our six-step process sets the direction for meeting even your most ambitious environmental goals. An example of a robust plan follows to introduce this process and provide more detail. The plan can be adapted depending on District objectives.



Step 1
Set common goals

Meet with key stakeholders from the District and facilities management

- ✓ Inform key stakeholders of mission and reason for meeting – analyze current recycling program throughout the District
- ✓ Discuss sustainability goals for each group and decide on initial District-wide sustainability goals
- ✓ Determine sustainability focus
- ✓ Determine diversion rate goals and timeframe for goals
- If applicable, form and meet with student sustainability groups within the District
 - ✓ Learn their missions and how they will fit into the District's initiatives
 - ✓ Recruit volunteers to help improve/grow the single stream recycling program
 - Talk at orientation
 - Promoting single stream recycling in residential, community and student activity areas

Step 2
Make an initial assessment

Participate in a comprehensive N-MUSD tour facilitated by Waste Management

- ✓ Identify and examine waste collection sites throughout each campus
- ✓ Assess signage for consistency and location
- ✓ Identify placement of waste, recycle, and organics containers
- ✓ Review conveyance routes and methods inside buildings and on campus
- Review current programs and processes to maximize cost saving opportunities
- Analyze data and annual tonnage for service adjustment recommendations to maximize waste and recycling on campus
- Conduct a visual waste characterization assessment, including photos, of the waste stream
 - ✓ Identify single stream opportunities within waste/trash containers

Step 3
Develop a Program

Assist with training for custodians/staff on recycling program and organics recycling program

Assist with creating messaging to announce single stream & sustainability commitment

- ✓ Orientations
- ✓ Assemblies
- ✓ Morning Announcements
- ✓ Twitter
- ✓ Website
- Assist with designing signage

- ✓ Signs on or above internal containers. A sample cart label is included here which can be customized showing exact items on campus that are recyclable.
- Work with faculty and student environmental groups to promote sustainability

RECYCLE RIGHT

✓ ALWAYS RECYCLE / RECICLE SIEMPRE



Plastic Bottles & Containers
 Botellas y envases de plástico



Food & Beverage Cans
 Latas de alimentos y bebidas



Paper
 Papeles



Flattened Cardboard & Paperboard
 Cartón y cartulina aplastados



Glass Bottles & Containers
 Botellas y frascos de vidrio

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



NO Food or Liquids
 NO comida o líquidos



NO Foam Cups & Containers
 NO vasos y recipientes de poliestireno



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



NO Green Waste
 NO desechos verdes



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



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

To Learn More Visit:
 Para más información, visite:
wm.com/recyclelight



© 2019 WM Industrial Property Holdings, LLC. This is a high recycling education program and recycling based on materials designed for those items. This local recycling program is not available in all areas. Visit wm.com/recyclelight for more information.

Step 4 Define Program Admin

Schedule a meeting with Waste Management Operations, Facilities and team.

- Discuss Waste Management implementation in the District
 - ✓ Review location of containers
 - ✓ Account set-up – Review how the N-MUSD wants their invoice broken down
 - One master account or separate master accounts where each location will have their own account number with service details provided on the master invoice.
 - ✓ Installation of equipment
 - ✓ Conduct meetings as needed to review progress and make necessary adjustments

Step 5
Measure and Report

Provide reporting per above on hauls, weight and volume for containers

Provide diversion report for commercial containers

- ✓ Reporting – review and revise the District’s reporting requirements, if needed
 - Tracking and reporting operational activities such as productivity, staffing levels, training programs, safety records and out-throws and residuals disposed
 - Quantity (cubic yards or tonnage) and quality (grades) by material type
 - Monthly/weekly reporting on hauls and tons for compactors/roll-off containers
 - Quarterly reporting for commercial solid waste and recycling

Step 6
Evaluate and Improve

Waste Management and N-MUSD will continually evaluate processes for improvement

Touch a Truck Event

Waste Management uses its resources to promote our company’s mission, provide our customers with informative and memorable experiences, and help spread the word about safety. Children are naturally curious about our trucks, so we use them as tools to educate and entertain. Our admired “Touch A Truck” experience always is popular with kids. Children get to see the truck up close and can ask questions; this gives our employees a chance to talk about their job, special features



on the truck, and the importance of safety, especially around the truck. And the best part is, this educational experience comes at no additional cost. The photograph here is an example of a Touch a Truck at the Once Upon a Storybook event in Tustin in 2017.

School Assemblies and Events

Waste Management’s Recycling Education and Outreach Managers will coordinate with school staff to provide recycling education at assemblies, classroom presentations, morning announcements, and school events as desired. These presentations focus on the importance of the 4 R’s: Reduce, Reuse, Recycle, and Rot (Compost). Waste Management has experience performing multiple presentations at schools throughout Orange County including in Tustin, Santa Ana, Laguna Beach, Irvine and Mission Viejo. The photographs here are from various presentations and educational displays we have done throughout the County.



Recycling Assembly at Mission Viejo Bathgate Elementary School K – 2nd in 2018



Classroom Presentation at Tustin Ranch Elementary School in 2017



Recycling Relay Presentation and Activity for Santa Ana KidWorks in 2018



Recycling Booth at the Tustin Public School Foundation's Dino Dash Event in 2018

Tours

Waste Management provides tours for students and faculty staff at both our Sunset Environmental Transfer Station located in Irvine and our materials recovery facility located in Orange. These tours offer a fun and educational way to see how materials get sorted and recycled after they are picked up from the collection truck. Tours can range anywhere between thirty minutes to an hour and a half long, and students have the opportunity to see the recycling line in person and have a Q&A with a recycling expert. Your Recycling Education and Outreach Manager will coordinate a desired date and time with teachers and students groups who wish to see our facilities. Here is a photo of a recent tour provided to Saddleback College Students in an Environmental Resource Class of 2019.



24/7 Access to Recycling Education

Waste Management has an exciting educational recycling program called Recycle Right that we feel would be effective in helping staff and students understand how best to be environmentally conscious.

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

Residential	Multifamily	Schools
<ul style="list-style-type: none"> ✓ Recycling Get Started Guidelines, Posters, and Container Labels ✓ Tips for Streamlining Recycling at Home ✓ Videos designed to help customers set up successful at home recycling programs ✓ Family recycling activities 	<ul style="list-style-type: none"> ✓ Recycling Get Started Guidelines, Posters, and Container Labels ✓ Multifamily Recycling Setup Checklist ✓ Customizable Multifamily Newsletters ✓ New Resident Welcome Letter ✓ Recycling Doorhangers ✓ Staff Recycling Training Factsheet 	<ul style="list-style-type: none"> ✓ Educational curriculum designed for grades K-5, including: <ul style="list-style-type: none"> • Lesson plans • Activities • Worksheets and lesson extensions • Videos

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

wm.com/recycleright

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

Recycling Champions

Waste Management has experience working with schools to deputize students to be the green/recycling ambassador for their class and/or campus. Often times, students in environmental clubs on campus reach out to us for advice on how to help make a sustainable difference at their school. Waste Management Recycling Education and Outreach Managers will act as a mentor to all District faculty and students to who wish to be a Recycling Ambassador by providing all the resources and information needed to have a successful recycling program.

Recycling Program Enhancements

Below are brief descriptions of programs that, when implemented, can help N-MUSD become a model for environmental sustainability. Waste Management would be happy to discuss how the District can implement these program enhancements throughout the district, upon request and for an additional cost.

Electronics Recycling Program

Increasing technological advances render most of our electronic equipment obsolete very quickly. Each year, millions of televisions, computers, monitors, cell phones, and other electronics are replaced with newer models, leaving a multitude of old unwanted electronic equipment. Waste Management’s program

for electronic waste is an on-call or event-driven student incentive program for ensuring recycling of unwanted electronics.

Printer/Toner Cartridge Recycling

Approximately 350 million printer cartridges are discarded annually in the United States. Most of these cartridges can be re-manufactured to original manufacturer's specifications, saving valuable natural resources. By recycling old cartridges, N-MUSD can help lessen the impact on our environment, and even make some money. The collection boxes can be set out for students, faculty and staff throughout the District.

Waste Management WM TRACKER® SOLUTIONS | A simple recycling solution for lamps and batteries etc.

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



Waste Management WM TRACKER® SOLUTIONS

What would you like to recycle today?

- Fluorescent lamps and ballasts
- Electronics and batteries
- Aerosol cans
- Mercury containing devices and equipment
- Bottles, cans, paper and plastic bags

Waste Management Tracker Recycling Kits offer simple and convenient safety and compliance.

- Order recycling kits at wmtracker.com
 - One price includes container, all shipping costs, recycling, and Certificate of Compliance.
 - Auto Replacement helps ensure a compliant container is always on site.
- Fill and ship:
 - Illustrated instructions are included and a return shipping label is already attached.

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

- Convenient delivery and pickup is provided by UPS and FedEx Ground.
- Certified compliance:
 - Certificate of Compliance is emailed to you upon completion.

Recycling history and documentation is available online at wmtracker.com

Proper Disposal of Medical Sharps and Hazardous Waste

Waste Management will partner with the District, if requested, to handle the disposal of used needles and other medical “sharps.” As an example, our MedWaste Tracker program provides a comprehensive, practical solution to ensure that the District’s medical waste is properly managed and destroyed to protect the environment, the public and the students and employees.

With this affordable solution, N-MUSD can safely dispose of a variety of forms of medical waste including sharps, sutures, scalpel blades, syringes and small amounts of tissue from procedures. We can provide all the supplies you need to contain and treat these materials and all the components required by the U.S. Postal Service for documented destruction. Simply fill and seal the containers in the provided box with prepaid postage and schedule a pickup time that is convenient for you. We will treat and dispose of N-MUSD medical waste and keep all the required records for the institution.



Likewise, if requested, Waste Management will be able to provide certified disposal services for a variety of hazardous waste with certification of proper collection.

Waste Management Solar Compactors (Bigbelly)

Waste Management’s solar compactors, also known as the Bigbelly, specialize in smart waste and recycling and can reduce your carbon footprint and give you more collection capacity in public areas.

Each compactor has five times more capacity than an ordinary trash barrel, so it can reduce the number of collection trips as well as increase space cleanliness and aesthetics.

This is a solution Waste Management would like to discuss with Newport-Mesa USD for your public areas. Bigbelly units are a turnkey smart waste and recycling system that will benefit the District and its faculty. This system will improve the cleanliness and quality of life in public spaces.

Bigbelly’s smart Waste and Recycling System provides total waste containment and real-time visibility into your entire operation, helping you maintain a cleaner, more attractive environment - efficiently and cost-effectively.



- **Beautify your space** - Contain litter and keep pests at bay
- **Calm your space** - Reduce collection truck congestion, noise and air pollution
- **Sustain your space** - Introduce recycling, conserve fuel, and cut carbon emissions
- **Ease your space** - Improve community relations and reduce complaints

- **Economize your space** - Increase productivity and reduce fleet operations costs

Bigbelly units can be customized depending on the needs of the District. We can discuss this option in further detail upon your request.

Compost Programs and Classes

Waste Management has a Compost Specialist who is able to teach students and faculty how to implement a compost program on campus or on their own. These classes are typically thirty minutes to an hour long and focus on both bin composting and vermicomposting (worm composting). Through the Compost Specialist, faculty can coordinate the purchase of compost bins and worms for their class garden. Any N-MUSD staff member who is interested in organizing such a class, can coordinate with the Recycling Education and Outreach Manager.



Compost Presentation for 3rd Graders at the Mission Viejo Children's Environmental Fair

Further evidence has been provided here to substantiate our qualifications and service capabilities as well as our experience and past performance and how this can provide tangible benefits to Newport-Mesa USD.

WM We are committed to Newport-Mesa USD.



WM COMMITMENTS
SUCCESS WITH INTEGRITY
Our success is based not only on the results we achieve, but how we achieve them.
We commit to being accountable, honest, trustworthy, ethical, and compliant in all we do.





7 | WM PERFORMANCE ACKNOWLEDGMENTS

Don't Take Our Word For It

The following includes past acknowledgements from local schools and educational organizations. This evidence has been included here to illustrate how Waste Management transcends beyond a basic provider by offering customized education, outreach, resources, and services to our customers.



Customer Comments

Hello Oscar, Alex, and Tatum!

Thank you so much to the three of you and Waste Management for the fun event on Wednesday! The kiddos all had so much fun and learned so much that day. Thank you for the educational games, and all of the free goodies for them. It is volunteers like you that really do make a difference in these children's lives. We can't thank you enough for everything!

I have attached some fun photos for you all to see. We hope to see you again soon!

Regards,
Tiffany San

Tiffany San | Volunteer Coordinator and Development Assistant
KidWorks Community Development Corporation



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Luke Schell
Merrill Lynch
Damon Stone
Cox Business
Chris Van Dusen
Parcon Media
Doug Walker
Trane
Neda B. Eaton
President and CEO, IPSF

May 20, 2019

Waste Management of Orange County
Attn: Hashem Shokair
16122 Construction Circle E.
Irvine, CA 92606

Dear Hashem,

Thank you for your continued support to provide a more enriching educational experience for Irvine students. We appreciate your generous gift of \$5,000, received on May 20, 2018. Thank you for your contributions of the following donations:

2019 STEAM Fest in the amount of \$2,500
The estimated fair market value of goods and services received is \$0.

2019 STEAM Fest donation for trash bins and disposal services

2019 Golf Tournament in the amount of \$2,500
The estimated fair market value of goods and services received is \$680.

We're also pleased to let you know that your donation will be matched by the City of Irvine, doubling the impact for our schools! Your gift is making a difference in the lives of thousands of students by helping to:

- Add more teachers and instructional assistants in classrooms, allowing for small group learning and reduced class sizes
- Provide world class music education and performance opportunities
- Fund grants to teachers for innovative teaching, counseling programs, and more!

We could not do this without your support. On behalf of the entire Irvine community, thank you for your generosity.

Sincerely,

Neda B. Eaton
President and CEO, IPSF

Richard Masterson
IPSF Board Chair

*IPSF is a non-profit, 501(c)(3) organization. Your contribution is tax deductible in accordance with IRS regulations.
IPSF's tax identification number: 33-0733191*



1 Post, Suite 250
Irvine, CA 92618
949.263.8340

www.ipsf.net



**Mission Viejo High School
Marching Band and Color Guard
40th Annual Field Show Tournament**



August 22, 2019

**Ashley Braunier
Recycling, Outreach and Education Manager
Waste Management of Orange County**

Dear Ashley,

On behalf of the Mission Viejo High School Music Program Staff, Students, and Boosters, I would like to express our sincere appreciation to you and the Waste Management team for your ongoing support of our annual Field Show Tournament.

The annual Mission Viejo High School Field Show Tournament brings together marching band and color guard ensembles from Southern California and surrounding states to perform and compete before their families, friends, and the entire community.

Our music program is almost entirely self-funded. We are so grateful for community partners, like Waste Management. Donations of services are essential for keeping our event costs down so that more money can go towards funding the music experiences we provide our children.

As the event coordinator, I am so appreciative for the way that Hashem and you responded to our request for a dumpster. Your team is so responsive and easy to work with.

If you are in the Mission Viejo area on October 5 in the late afternoon and evening, please come by the stadium to see this amazing event.

Best regards,

A handwritten signature in black ink that reads 'Kevin Loo'.

Kevin Loo
Mission Viejo High School Instrumental Music Booster Association, Vice-President



May 23, 2019

Mr. Chip Monaco
Waste Management of Southern California
1800 S. Grand Avenue
Santa Ana, CA 92705-4800

Dear Mr. Monaco,

With your help, we are making a difference in central Orange County.

Here at the *Boys & Girls Clubs of Central Orange Coast*, we strive to prepare the children we serve for high school graduation, college enrollment and successful adulthood. Your generous contribution of \$1,500.00 to support the **Boys & Girls Clubs of Central Orange Coast Champions Golf Tournament** allows us to do so efficiently and effectively, and for that we thank you.

Your support helps to ensure that more than 9,000 children and teens in the communities of Costa Mesa, Irvine, Newport Beach, Orange and Santa Ana will have the opportunity to reach their full potential. As one of Orange County's premier youth-focused nonprofits, we have the responsibility to ensure all youth have access to a first-class mentoring experience and have the support systems they need to succeed in a global economy. With your help every members benefits from our Impact Model, which offers a structured daily rotation consisting of Academic Reinforcement, Fitness, and Enrichment Programs that help prepare our members with the 21st century skills they need reach their full potential and **BE GREAT!**

We are proud of the work we do, and we will continue to find progressive ways to brighten the future for our members, but we recognize we cannot do it alone. We consider you a partner, and we thank you for your investment in our youth and all you do to ensure they are on track for a bright future.

Regards,

Robert Santana
Chief Executive Officer

P.S Please visit our website at www.boysandgirlsclub.com for all the latest updates as well as additional opportunities for volunteer work and sponsorship.

Thank you for your donation to the Boys & Girls Clubs of Central Orange Coast. To satisfy federal regulations we are obligated to state that your gift was allocated in the following way.

Total Gift/Check Amount: \$1,500.00	Check # 0014057263	Donor ID # 626	
Received on: 05/14/2019		Federal Tax ID #95-1893417	
<u>Account</u>	<u>Amount</u>	<u>Value Received</u>	<u>Net Contribution</u>
Central Orange Coast	\$1,500.00	-0-	\$1,500.00
Totals	\$1,500.00	-0-	\$1,500.00



TUSTIN PUBLIC SCHOOLS FOUNDATION

150 El Camino Real Suite 140 Tustin, California 92780
PHONE 714.832.6299 FAX 714.832.1857 EMAIL info@tpsf.net
WEB www.tpsf.net or www.dinosaurdash.net

May 8, 2018

Hashem Shokair
Waste Management of Orange County
1800 S. Grand Ave.
Santa Ana CA 92705

Dear Mr. Shokair:

Thank you and Waste Management of Orange County for your generous donation of \$1,500 in support of our 5th Annual Golf Classic on April 19, 2018.

With your help, we raised more than \$125,000! We are tremendously grateful for your support.

By supporting TPSF, you play a vital role in funding student programs for every Tustin Unified school. The proceeds from this year's event will support critical initiatives such as the Tustin Summer Academy, TUSD Robotics, and Innovative Grants for forward-thinking teachers. Your generosity makes these programs possible.

Once again, thank you for making a difference in the lives of the more than 24,000 children in TUSD's elementary, middle and high schools. Because of you, we can continue to reach, teach, and inspire students every day.

With much appreciation,



Armen Karamardian
President

AK:lls

No goods or services were received in exchange of this contribution.
Our mission is to mobilize the community and its resources to further excellence in Tustin public schools
Tustin Public Schools Foundation is a Non-Profit 501 (c) (3) Corporation IRS #33-0353928



TUSTIN PUBLIC SCHOOLS FOUNDATION

150 El Camino Real, Suite 140, Tustin, California 92780
PHONE 714.832.6299 FAX 714.832.1857 EMAIL info@tpsf.net
WEB www.tpsf.net or www.dinosaurdash.net

November 15, 2017

Hashem Shokair
Public Sector Regional Manager
Waste Management
16122 Construction Cir E
Irvine, CA 92606

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Tracey Pizam

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James Scott

Debra Shih

Jose Wootley

Rogean Wright

Dr. Michael Yang

Dear Mr. Shokair:

Thank you for your gift of \$1,000.00 in support of the Tustin Public Schools Foundation's Dinosaur Dash. Our 27th annual event was a great day where families worked together running, walking and cycling—all for education.

Because of you, we will be able to increase our impact on Tustin Unified students. With the funds raised at the Dino Dash, we will be able to expand our Innovative Grant Fund for TUSD teachers by 25%. We can't wait to see what new projects they propose. Your support also makes it possible to provide grants to every Tustin Unified school library for new books—*twice* during the school year. We provided the first grant at last night's TUSD Board Meeting.

YOU are helping us take to the skies! Because of you and the success of this year's Dino Dash, we will be able to fund a new pilot program where middle school students will be learning to build, program and fly educational drones. We are so excited to see where this takes TUSD students.

These are just some of the ways you are helping to impact students. We'll keep you posted with our progress during the year. I just wanted to take a moment to thank you for supporting this family-friendly event and for helping us to further excellence in Tustin Unified Schools.

With gratitude,



Armen Karamardian
President

Enclosure

No goods or services were provided in exchange for this donation.

- Our mission is to mobilize the community and its resources to further excellence in Tustin public schools
- Tustin Public Schools Foundation is a Non-Profit 501 (c) (3) Corporation IRS #33-0353928.



Tustin Ranch Elementary PTA
12950 Robinson Drive, Tustin, CA 92782

March 16, 2017

Hasham Sokair
Public Sector Regional Manager
Recycling, Outreach and Education
Waste Management of Orange County
hshokair@WM.com

SUBJECT: Read Across America Event on March 3rd, 2017

Dear Hashem,

Thank you participating in this year's Read Across America event. Our theme was "Protecting our Planet" inspired by Dr. Seuss book "The Lorax". Our third graders loved listening to you read a book and facilitate discussions about Reduce, Reuse and Recycle. In addition, we appreciated the donation of coloring books, crayons and pencils for the classroom that won our door decorating contest. Our event was successful due to your participation.

Your thoughtful donation may be used as a tax-deductible contribution; however, we encourage you to consult your tax professional in that regard. The Tustin Ranch Elementary PTA non-profit Tax ID Number is 33-0661492.

The Tustin Ranch Elementary PTA serves as an advocacy and support 501(c)(3) non-profit institution for the nearly 700 students at Tustin Ranch Elementary. Our PTA continues to provide every student with high quality music and arts instruction, technology upgrades, volunteer support, and educational assemblies throughout the school year. Thank you for supporting our students and teachers!

Thank you again for your donation and your community support.

Sincerely,

Tustin Ranch Elementary PTA

Once Upon a storybook

To Whom It May Concern:

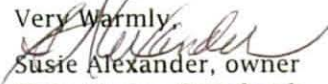
On Saturday, March 11, 2017, Once Upon a Storybook hosted its third Garbage Truck Storytime. Unless you have attended a Garbage Truck Storytime, you have no idea how incredibly exciting it can be! We have gobs of kids who line up to touch a real, live garbage truck, sit in the cab, and—if they are brave enough—pull the horn handle! It is little-boy-paradise! After interacting with the truck, the families come into the bookstore to hear the author of *Buster the Little Garbage Truck* read her story. It's an interactive experience, as the kids honk horns to encourage little Buster!

We had had two previous Garbage Truck Storytimes, and when we went to the recycling company to ask if they would be able to join us for this year's event, we were disappointed that they turned us down. Not to be deterred, I decided to ask **Waste Management** if they would provide a truck and driver as a service to the Tustin community. Hashem and his team enthusiastically replied! They really came to our rescue—as you can imagine, a Garbage Truck Storytime isn't much of a storytime without a garbage truck.

Besides bringing their truck and driver, Hashem himself was here to interact with our Tustin customers. He brought a massive stack of coloring books and crayons that we are still enjoying! The driver and Hashem were amazing in dealing with the crowd. It was a spectacular event—the most successful one we've had! We are incredibly grateful to Waste Management for being such a significant part of our event. And we will definitely call them first from now on!

Waste Management has shown us that they value being a part of our community.

Very Warmly,


Susie Alexander, owner
Once Upon a Storybook

Waste Management Driver Wins Lytx DriveCam Award

Every year, Lytx DriveCam honors those who excel in the Lytx DriveCam Safety Program. Utilized by Waste Management, the DriveCam program is used for capturing video, improving driver safety, and more. It emphasizes coaching drivers to remove risky driving behaviors. The various Waste Management Areas nominate candidates for drivers and coaches of the year.

This year's awards were presented last month at the 7th annual Lytx User Group Conference in San Diego, Calif. As in prior years, a winner emerged from Waste Management — Leonard Leanos was a First Place Winner in the Waste/Construction Driver category.



Leanos, of Waste Management San Gabriel, Calif., has been with the company for more than three decades and routinely receives praise from his coworkers, the community, and the customers he serves. In 2018, he was recognized as the National Waste and Recycling Association Driver of the Year, as well as the Waste Management San Gabriel Employee of the Year.

"This is just the latest honor for Leonard," said Waste Management Director of Safety Craig Bennett. "In 2014, he also won Driver of the Year internally at Waste Management; his long record of accomplishments speaks to the quality of his service."

In addition to his superb work ethic and focus on driver safety, Leanos conducts recycling demonstrations at local schools and participates in the annual California Highway Patrol's CHiPS for Kids toy drive event, helping to distribute toys to less fortunate children.

Leanos even helped fulfill a little boy's fourth birthday wish of having his very own Waste Management truck, stopping by with a toy-sized model and showing the boy around his full-sized side-load trash truck.

Congratulations to Leonard for leading by example, and for the well-earned recognition.

WM We would welcome the opportunity to bring such programs to N-MUSD.

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8 | REQUIRED INFORMATION

RFP Evaluation Sheet

NEWPORT-MESA UNIFIED SCHOOL DISTRICT TRASH AND RECYCLING SERVICES - RFP EVALUATION

Evaluation of Firms: All responses will be scored using this evaluation sheet. A minimum score of 80% is required to qualify for the second round of evaluation that includes review by a panel. Up to 10 additional points may be awarded in the second round based on subjective determination of the Firm's ability to carry out the required work. N-MUSD will select the top-rated firm to be awarded the contract for these services.

Instructions: Fill-in a response for each question in Sections 1-5 below. Each correlate to a required element in the RFQ Response Format.

Firm: Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

1. Location/Accessibility	Write in:	Max. Pts.
Item k: Firm's location - Write in city and county of headquarters or local office, whichever is closest	1800 South Grand Ave., Santa Ana, CA 92705	5
2. Past Performance	Write in:	Max. Pts.
Item l: Identify the Firm's number of years' experience in providing Waste and Recycling Services	51 years	10
Item c: Identify the number of K-12 organizations the firm has worked for within last 3 years	30	5
Item b: Industry experience - Circle the type of projects the Project Team has worked on within the last 3 years (circle all that apply)	<input checked="" type="checkbox"/> K-12 <input checked="" type="checkbox"/> Community College <input checked="" type="checkbox"/> Charter/Private School <input checked="" type="checkbox"/> Non-school District <input checked="" type="checkbox"/> Other Project Types	5
Item d: Firm is the owner operator/Sub-contractor (Circle Selection)	<input checked="" type="checkbox"/> Owner Operator <input type="checkbox"/> Sub-Contractor	5
	Write in:	
Item e: Indicate the number of staff, managerial, technical, and support that will be assigned to this project.	11 local staff	5
3. Cost	Write in cost:	Max. Pts.
Item i: Total cost of daily trash pick-up (monthly Price)	To be determined once right sizing analyses are specified. Please refer to pricing in Section 4 Cost Proposal.	10
4. Claims, Lawsuits, Arbitrations	Write in:	Max. Pts.
Item m: Identify the number damage claims filed by Firm by a client in the past 3 years	none	5
Item n: Identify if you or any of your principals been in litigation or arbitration or dispute of any kind on a question or questions relating to a public project during the past three years	no	5
Item o: Has your organization been terminated from a project in the last three years	no	5
5. Record of Past Performance	Write in:	Max. Pts.
Item p: Identify the number of client reference letters from a K-12 school district included in the Response (0-3)	eight	5
<i>Responses will also be evaluated on the following formatting and grammatical criteria.</i>		
6. Completeness of Response	Write in:	Max
Response organized as outlined in Response Format section		1
Includes all items listed in Response Format section		1
All required elements within the proposal		1
Grammatical errors		5

I hereby certify that the above information is true and correct to the best of my knowledge. By signing below, I further acknowledge that should any of the information I provide be found to be false, the Firm's Response shall be considered nonresponsive and ineligible for consideration.

Douglas E. Corcoran
Printed Name
Vice President

Signature

June 9, 2020
Date

General Information

The contents of the General Information Form provided on pages 18-21 in Addendum No. 1, RFP # 112-20 have been copied here verbatim for inclusion.

(1) Firm name, address and contact information:

Waste Management Collection and Recycling, Inc., dba Waste Management of Orange County
1800 South Grand Avenue, Santa Ana, CA 92705

Hashem Shokair, Regional Public Sector Manager

(2) Telephone: (714) 480-2359 Facsimile: (714)568-6626

Telephone: (714) 480-2359
E-Mail Address: hshokair@wm.com
Website Address: wm.com

Facsimile: (714) 568-6626

(3) Type of firm: (check one)

- Individual Partnership Corporation
Subsidiary Government Entity

(4) Names and titles of all principals/officers of the firm (use additional sheet if needed):

Officer Name	Title	Phone Number
Metter, Larry W.	Director	(818) 252-3100
Skolnick, Barry S.	Director	(818) 252-3100
Tippy, Courtney A.	Director	(818) 252-3100
Metter, Larry W.	President - Southern California Area	(818) 252-3100
Skolnick, Barry S.	President - Northern California Area	(818) 252-3100
Cassin, Joseph J.	Vice President	(818) 252-3100
Corcoran, Douglas E.	Vice President	(818) 252-3100
Demolder, Peter J.	Vice President and Assistant Secretary	(818) 252-3100
Lockett, Mark A.	Vice President and Assistant Treasurer	(818) 252-3100
Nagy, Leslie K.	Vice President, Chief Financial Officer and Controller	(818) 252-3100
Reed, David L.	Vice President and Treasurer	(818) 252-3100
Stratton, David J. H.	Vice President and Assistant Secretary	(818) 252-3100
Tippy, Courtney A.	Vice President and Secretary	(818) 252-3100
Wilson, James A.	Vice President	(818) 252-3100
Bennett, Jeff R.	Assistant Treasurer	(818) 252-3100
Bohn, Jason C.	Assistant Secretary	(818) 252-3100
Finley, Catherine Riegler	Assistant Secretary	(818) 252-3100
Khajetoorians, Asteghik	Assistant Secretary	(818) 252-3100
Longo, Robert E.	Assistant Secretary	(818) 252-3100

(5) Please list any applicable certifications and licenses and the associated numbers:

License Number	License Description
BT00001495	City of Newport Beach Business License Tax Certificate
10008	City of Costa Mesa Business License Tax Certificate

Further documentation can be provided if requested.

(6) Have you or any of your principals ever conducted similar services under a different name or certification or different license number?

No

(7) How many years has your firm been in business under its present business name?

51 years

(8) How many years of experience does your firm have providing similar services?

51 years

(9) To how many public agencies has your firm provided similar services?

The table below is a partial list of public agencies that receive collection services for one or all lines of business, including MSW, recyclable, yard trimmings and food scraps and roll-off services from residential, commercial, multi-family and industrial generators in Southern California.

Jurisdiction	Type of Service Provided	Nature of the Exclusivity	Years of Service
Atascadero	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise for Residential Services	19 years
Banning	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	22 years
Beaumont	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	18 years
California City	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	3 years
Carlsbad	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Chino	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	16 years
Clovis	Roll – off box	Semi Exclusive- Roll Off Services	2 years
Corona	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Eastvale	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	5 years
Del Mar	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991

Jurisdiction	Type of Service Provided	Nature of the Exclusivity	Years of Service
El Cajon	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Fowler	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	14 years
Fresno County	Residential Cart (MSW,RCY, GW)	Exclusive Franchise for Residential & Commercial Services	10 years
Fresno County	Commercial Bins, Roll-off Box	Semi-Exclusive for Roll Off Service	5 years
Guadalupe	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential and Commercial Services and Semi Exclusive- Roll-Off	9 years
Irvine	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise for Residential and Village Commercial Services	Pre-1991
Jurupa Valley	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	3 years
Laguna Beach	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Menifee	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	4 years
Mission Viejo	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	15 years
Moreno Valley	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Murrieta	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	21 years
Norco	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	17 years
Oceanside	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Orange County	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential & Commercial Services	Pre-1991
Pinedale Water District	Residential Cart (MSW,RCY, GW)	Exclusive Franchise for Residential	16 years
Ridgecrest	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	4 years
Riverside County (Corona & Moreno Valley)	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	18 years
San Bernardino County	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	6 years
Santa Ana	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Santa Barbara County (Zone 4)	Residential Cart (MSW,RCY, GW)	Exclusive Franchise for Residential Services	16 years

Jurisdiction	Type of Service Provided	Nature of the Exclusivity	Years of Service
Santa Barbara County (Zone 5)	Residential Cart (MSW,RCY, GW)	Exclusive Franchise for Residential Services	18 years
Santee	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Simi Valley	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	Pre-1991
Solana Beach	Residential Cart (MSW,RCY, GW), Commercial bins	Exclusive Franchise- Residential Services, Semi Exclusive-Commercial Services	Pre-1991
Solvang	Residential Cart (MSW, RCY, GW), Commercial Bin	Exclusive Franchise- Residential Services, Semi Exclusive-Commercial Services	15 years
Tulare	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Permit: Residential and Commercial	10 years
Wildomar	Residential Cart (MSW, RCY, GW), Commercial Bins, Roll-off Box	Exclusive Franchise- Residential, Commercial & Temp Services	6 years

(10) Please list the public agencies, including School Districts, for which your firm has provided similar services:

School Districts and Universities

The tables that follow provide a partial list of schools and Universities that receive collection services for one or all lines of business, including MSW, recyclable, yard trimmings and food scraps and roll-off services from Waste Management in Southern California.

Universities		
Alliant International University	Holy Names University	UC Merced
Aspire University Public School	Humphreys University	UC Irvine
Azusa Pacific University	Lincoln Law School	University of Antelope Valley
Bastyr University California	Lincoln University	University of La Verne
California Lutheran University	Loma Linda University Medical Center	University of Southern California
Chapman University	Northridge University	University of San Diego School Of Nursing
Cohen University	Pepperdine University	Vanguard University
Concordia University	San Diego State University	West Coast University
HIS University	Trinity Law School University	

School Districts	
Albany Unified School District	Orland Joint Unified School District
Baldwin Park Unified School District	Pajaro School District
Banning Unified School District	Pleasant Ridge Union School District
Beaumont Unified School District	San Leandro Unified School District
Blochman Union School District	San Lorenzo Unified School District
Burton School District	Santee School District
Elverta School District	Selma Unified School District
Eureka Union School District	Simi Unified School District
Fort Bragg Unified School District	Twin Ridges Elementary School District
Kings Canyon Unified School District	Val Verde Unified School District
Los Angeles Unified School District	Washington Unified School District
Laguna Beach Unified School District	West Covina Unified School District
Monterey Peninsula Unified School District	Willows Unified School District
Moorpark Unified School District	Winton Unified School District
Nevada Joint Union High School District	Woodland Joint Unified School District

(11) Please attach a short history of the firm including whether it is local, a subsidiary (partially or wholly owned by another entity), national, or international as well as approximate number of employees. Also provide the number of firm offices and locations.

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

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

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

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

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

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

2009: Our first renewable energy facility opens at our Altamont, CA Landfill, giving Waste Management technology to produce renewable natural gas (RNG) that can be used as transportation fuel from biogas, a gaseous product from the decomposition of

organic matter at our landfills. Today, Waste Management has 4 RNG production facilities and nearly a third of our natural gas fleet runs on RNG fuel.

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

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.

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

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

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

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

Today, Waste Management and our more than 44,900 employees provide environmental services to nearly 20 million customers across North America. We safely process more than 15 million tons of recyclables and dispose of nearly 100 million tons of waste annually. To handle this volume, Waste Management operates the largest network of recycling facilities (148) and landfills (249).

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

A Local Company with National Resources

Waste Management Collection and Recycling, Inc., dba Waste Management of Orange County, - an indirect subsidiary of Waste Management, Inc., was organized and incorporated in CA in 1969. Our team of professionals will service N-MUSD from our Santa Ana and Irvine Hauling Districts, which are located at 1800 South Grand Avenue, Santa Ana, CA 92705 and 16122 Construction Circle East, Irvine, CA 92606.

WM is organized into 17 Market Areas across North America. Each Market Area has multiple Hauling Districts that service defined territories. Our collections network includes 466 Hauling Districts, over 30 of which are in Southern California.

ATAK	Florida	Four Corners
Greater Mid-Atlantic	Gulf Coast	IL/Missouri Valley
MI/OH/IN	New England	Northern California
Pacific Northwest	South Atlantic	Southern California
Texoma	WI/MN	WPA/WV/VA/MD

Through this structure we are always working for a sustainable tomorrow by way of reliable, responsible and sustainable waste management solutions for homes, schools and businesses.

(12) Please attach a copy of your firm's most recent reviewed financial statement or other financial instruments that would establish your firm's ability to complete its obligations under any agreement resulting from this RFP.

A hard copy is provided later in this section, or on-line through the following link:

<https://investors.wm.com/static-files/1d9c9790-1e40-40c4-8887-05b68361ef1d>

Waste Management has a comprehensive surety program with multiple surety companies participating, offering large amounts of capacity. Due to the number of instruments we administer, we do not provide detailed information. However, surety bonds are issued in the range of \$1,000 to excess of \$25 million. Waste Management has a \$100 million aggregate and \$50 million single capacity limit and has never been denied project bonding.

Credit Ratings (as of April 2019)

The three largest bonding companies we use all have an AM Best Rating of A+.

Waste Management has a comprehensive surety program with multiple surety companies participating, offering large amounts of capacity.

(13) Please attach or list below why your firm should be selected by the District to provide the solicited services.

Waste Management's proposal is specialized for the unique needs of the District.

- Seamless Transition with the Highest Performance Standards
- Competitive Rates with Maximum Value
- Designated Recycling Coordinator
- Customized Recycling Education and Training
- Programs to Meet or Exceed the Diversion Compliance
- WM Smart Trucks for Compliance Management
- Consistent, Reliable and Quality Service
- Innovative, Community-based Approach to Change and Improve Individual Behaviors

In summary, our proposal responds to all elements of the RFP in detail, while bringing a host of services and experience that only Waste Management can provide.

(14) Have you or any of your principals been in litigation or arbitration of any kind on a question or questions relating to similar services involving a school or community college district during the prior five (5) years? If Yes, provide the name of the public agency and briefly detail the dispute:

No, Waste Management has not had any litigation or arbitration on a question relating to similar services involving a school or community college district during the past five (5) years.

(15) Have you had a services agreement terminated for convenience or default in the prior five (5) years? .If Yes, provide details including the name of the other party:

No

(16) Is your firm, owners, and/or any principal or manager involved in or is your firm aware of any pending litigation regarding professional misconduct, bad faith, discrimination, or sexual harassment? .(a) If Yes, provide details:

CONFIDENTIAL - BUSINESS DOCUMENTARY/TRADE SECRET INFORMATION
 NOT FOR RELEASE - NOT TO BE DISCLOSED TO PUBLIC

Legal Entity/Entities	Filing Date	Case Name	Case Description	Status
Waste Management, Inc.	11/2019	Waste Management, Inc. vs. [Redacted]	[Redacted]	Settled
Waste Management, Inc.	12/2019	Waste Management, Inc. vs. [Redacted]	[Redacted]	Settled
Waste Management, Inc.	11/2019	Waste Management, Inc. vs. [Redacted]	[Redacted]	Settled
Waste Management, Inc.	12/2019	Waste Management, Inc. vs. [Redacted]	[Redacted]	Settled

(17) Is your firm, owners, and/or any principals or managers involved in or aware of any pending disciplinary action and/or investigation conducted by any local, state or federal agency? .(a) If Yes, provide details:

No

(18) Will your firm comply with all District, local, State and Federal legal requirements, policies, rules and regulations and laws? .

Yes



Additional Information

We have very carefully provided the information you have asked for, and supplemented that with information we believe to be relevant to an important selection such as this.

We began by highlighting our proposal and qualifications in the Executive Summary. Section 2 was dedicated to the specific plan for N-MUSD and features your local WM team. The third section was intended to introduce the District to Waste Management's breadth of capabilities - followed by Section 4, the Cost Proposal for our solutions.

Section 5 | Technology, Safety and Customer Support illustrates the ways in which we provide value added practices and services that differentiate us from competitors and make Waste Management a worthwhile investment and qualified partner for the District.

Section 6 depicts our Services That Go Beyond the Dumpster, complemented by Section 7 | WM Performance Acknowledgements where other schools and educational institutions have attested to our services as well as many of those extra offerings.

This section, 8 | Required Information, consolidates all required forms and supplemental information to facilitate review.

WM If we have missed anything – please just let us know.

Other Required Information:

Answers and/or pointers to our answers are provided here to other questions within the RFP that required comments.

a. Certification of approval for solid waste collection and disposal and recycling of material.

Please refer to pages 107-114 of this section for certifications for the Waste Management owned facilities in use or this contract.

b. Detailed description of the proposed plan for both solid waste and recycling program, methods, and exact location of disposal or recycling center.

Please refer to Section 2 | The Newport-Mesa Unified School District for a full description of the proposed collection program. Additional information regarding the recycling education, outreach, and implementation is found in Section 6 | Services That Go Beyond the Dumpster.

c. A description of Contractor's ability to fulfill this potential contract, including information regarding experience with similar service, equipment and facilities, quantity and qualifications of personnel, financial capacity, and other relevant information.

Please refer to the references we have provided in Section 2 | The Newport-Mesa Unified School District, References | Past Performance on page 24-25 and on the required form on page 91.

Additional customers are listed on pages 79-82.

d. Description of Contractor's ability and experience in complying with all local, state and federal health and safety laws and regulations.

Compliance Strategy Statement

Our Strategic Position: Waste Management's culture of compliance extends beyond just health and safety laws – it is a core commitment for our company. Our employees' continued demonstrations of support for compliance and for our values of safety, integrity, and accountability are critical to the company's success.

Compliance is connected to everything we do. Maintaining a strong culture of compliance is one of the ways we protect our brand, our employees, our customers, and the environment. Our published Compliance Strategy is focused on our **Vision, Purpose, and Commitment**, as outlined below.

Vision: We are Waste Management, a company deeply committed to ethical, honest, and transparent business conduct.

Purpose: We will create superior and sustainable value for our employees, customers, communities, and shareholders by conducting our business with integrity and in an ethical manner following all applicable laws, regulations, policies, and codes.

Commitments: We are focused on creating a culture of compliance that includes the following commitments:

- **Safety:** Safety is above all else at Waste Management. Compliance with all external and internal regulations and procedures is part of the foundation of that commitment.
- **Environmental Performance:** We maximize resource value in a compliant manner, while minimizing and eliminating environmental impact so that both our economy and our environment can thrive.
- **Financial and Corporate Reputation:** We will deliver sector-leading value to our investors and maintain our reputation as a company that is deeply committed to integrity, transparency, and ethical business conduct.
- **Communication:** We will engage in open and honest compliance discussions.
- **Customer Service:** We will be customer obsessed. Our teams of dedicated employees will focus on service reliability, responsiveness and meeting customer expectations while doing the right thing: protecting and improving our environment.
- **Individual Accountability:** We will accept responsibility for our own actions and ensure that we operationalize compliance as we conduct business every day.

e. Statement that the Contractor will comply with the following insurance requirements: i. Workers' Compensation ii. Employer's Liability iii. Commercial General Liability – Personal Injury and Property Damage iv. Commercial General Liability – Personal and Advertising Injury v. Commercial Automobile Liability vi. Pollution Liability

Certificates of Insurance

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

Waste Management as your service provider knowing that you are always protected by best-in-class insurance. Copies of our certificates of insurance follow.

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 1/1/2021 12/6/2019			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER LOCKTON COMPANIES 3657 BRIARPARK DRIVE, SUITE 700 HOUSTON TX 77042 866-260-3538			CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC #				
INSURED 1300299 WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED, RELATED & SUBSIDIARY COMPANIES INCLUDING WASTE MANAGEMENT, INC. 1001 FANNIN, SUITE 4000 HOUSTON TX 77002			INSURER A : ACE American Insurance Company 22667 INSURER B : Indemnity Insurance Co of North America 43575 INSURER C : ACE Fire Underwriters Insurance Company 20702 INSURER D : ACE Property & Casualty Insurance Co 20699 INSURER E : INSURER F :				
COVERAGES CERTIFICATE NUMBER: 15034758 REVISION NUMBER: XXXXXXXX							
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVC	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU INCLUDED <input checked="" type="checkbox"/> ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER	Y	Y	HDO G71237345	1/1/2020	1/1/2021	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMP/OP AGG \$ 6,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> MCS-90 <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	MMT H25290008	1/1/2020	1/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	Y	Y	XOO G27929242 005	1/1/2020	1/1/2021	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$ XXXXXXXX
B A C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WLR C66043058 (AOS) WLR C66043010 (AZ,CA & MA) SCT C66043095 (WI)	1/1/2020 1/1/2020 1/1/2020	1/1/2021 1/1/2021 1/1/2021	<input checked="" type="checkbox"/> PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 3,000,000 E.L. DISEASE - EA EMPLOYEE \$ 3,000,000 E.L. DISEASE - POLICY LIMIT \$ 3,000,000
A	EXCESS AUTO LIABILITY	Y	Y	XSA H25289961	1/1/2020	1/1/2021	COMBINED SINGLE LIMIT \$9,000,000 (EACH ACCIDENT)
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT. CONTRACT WILL BE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED (EXCEPT FOR WORKERS' COMP/EL) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.							
CERTIFICATE HOLDER				CANCELLATION			
15034758 *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 			

ACORD 25 (2016/03)

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CERTIFICATE OF LIABILITY INSURANCE

DATE(MMDD/YYYY)
09/25/2019

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

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

PRODUCER 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) 263-7122 FAX (A/C No.) 800-363-0105 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
INSURED Waste Management, Inc. 1001 Fannin Suite 4000 Houston TX 77002-6711 USA	INSURER A: Ironshore Specialty Insurance Company	NAIC # 25445
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES

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	ADOL BND	SUBR WVG	POLICY NUMBER	POLICY EFF (MMDD/YYYY)	POLICY EXP (MMDD/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"/> PROJ-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 X EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED RETENTION			002830703 Env Excess Liability	07/01/2019	07/01/2020	EACH OCCURRENCE \$24,000,000 AGGREGATE \$24,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/INSURER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS BELOW		Y/N N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Env Site Liab			002830603 Claims-Made	07/01/2019	07/01/2020	Each Incident Limit \$1,000,000 Aggregate Limit \$2,000,000 SIR \$5,000,000

Certificate No. :

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. 1001 Fannin Street Suite 4000 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 <i>Aon Risk Services Southwest Inc</i>
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RFP Addendum Acknowledgement

Waste Management acknowledges Addendum No. 1 Waste and Recycling Services issued on June 2, 2020 and has incorporated all revisions and/or clarifications into our proposal.



NEWPORT-MESA UNIFIED SCHOOL DISTRICT

**ADDENDUM NO. 1
WASTE AND RECYCLING SERVICES**

BID No. 112-20

NEWPORT MESA UNIFIED SCHOOL DISTRICT
2985 BEAR ST., BLDG.-A
COSTA MESA, CALIFORNIA 92626

June 2, 2020

The following revisions and/or clarifications shall be made to the BID documents for the above-named work. All work described in the original BID documents and all applicable Sections of the original BID documents shall be included in the contract, except as herein modified:

Acknowledgement of this Addendum shall be made below and submitted with the BID submission. If acknowledgement is not made the proposal may be considered non-responsive.

1. **REPLACE: Replace RFP document package with attached. Document can also be downloaded at; <http://web.nmusd.us/supplementals>**

All other provisions of the BID remain unchanged.

BELOW, PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND SUBMIT IT WITH YOUR PROPOSAL.

Name: Douglas E. Corcoran Vice President
Signature: 
Firm Name: Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County
Address: 1800 South Grand Ave., Santa Ana, CA 92705
Telephone #: (818) 252-3147
Fax #: (714) 568-6626

(END OF ADDENDUM NO.1)

References

REFERENCES

Have you ever had any direct or indirect business, financial or other connection with any official, employee or consultant of the District? Identify any conflict of interest in (a):

(a) Please elaborate and discuss any potential, apparent or actual conflict of interest:

None

Each firm must include the following references:

(a) List at least four (4) clients for whom you have provided similar services. Show the names, addresses, and current telephone numbers of the persons who may be contacted. Information obtained through the references will be evaluated by the District. The Contractor recognizes that to ensure the effectiveness of the information review process, references must be able to speak frankly and openly. Contractors, therefore, releases the organizations and individuals listed in this form from any claim or liability, because of responses given to requests for information by the District regarding the Contractors or the Contractor's performance of work.

Name	Address	Phone Number
<u>Jeff Dixon</u>	<u>Laguna Beach Unified School</u>	<u>(949) 497-7700 Ext. 5222</u>
<u>Christy Kindig</u>	<u>Santa Ana City Hall</u>	<u>(714) 647-5088</u>
<u>Mike Byrne</u>	<u>Irvine City Hall</u>	<u>(949) 724-6357</u>
<u>Isabel Rios-Khan</u>	<u>Orange County Waste & Recycle</u>	<u>(714) 714-1497</u>

Please refer to Section 2 | The Newport Mesa Unified School District, References | Past Performance for further details.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing "Information Required of Contractor", is true and correct.


Signature

Douglas E. Corcoran
Print Name

Vice President
Title

June 9, 2020
Dated

Non-Collusion Declaration

NONCOLLUSION DECLARATION **TO BE EXECUTED BY AND SUBMITTED WITH BID** (Public Contract Code Section 7106)

I, Douglas E. Corcoran, declare that I am the party making the foregoing proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proponent has not directly or indirectly induced or solicited any other proponent to put in a false or sham proposal and has not directly or indirectly colluded, conspired, connived, or agreed with any proponent or anyone else to put in a sham proposal, or that anyone shall refrain from responding; that the proponent has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix any overhead, profit, or cost element of the proposal price, or of that of any other proponent, or to secure any advantage against the public body awarding the Contract of anyone interested in proposed Contract; that all statements contained in the proposal are true, and, further, that the proponent has not, directly or indirectly, submitted his or her proposal price of any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

June 9, 2020

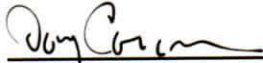
Date

Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

Name of Contractor

Douglas E. Corcoran

Printed name of Authorized Company Representative



Signature of Authorized Company Representative

Workers Compensation Certificate

WORKERS' COMPENSATION CERTIFICATE

Labor Code Section 3700

"Every employer except the state shall secure the payment of compensation in one or more of the following ways:

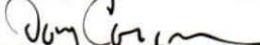
- (a) By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this state.
- (b) By securing from the Director of Industrial Relations a certificate of consent to self-insure either as an individual employer, or as one employer in a group of employers, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his or her employee.
- (c) For any county, city, city and county, municipal corporation, public district, public agency, or any political subdivision of the state, including each member of a pooling arrangement under a joint exercise of powers agreement (but not the state itself), by securing from the Director of Industrial Relations a certificate of consent to self-insure against workers' compensation claims, which certificate may be given upon furnishing proof satisfactory to the Director of ability to administer workers' compensation claims properly, and to pay workers' compensation claims that may become due to its employees. On or before March 31, 1979, a political subdivision of the state which, on December 31, 1978, was uninsured for its liability to pay compensation, shall file a properly completed and executed application for a certificate of consent to self-insure against workers' compensation claims. The certificate shall be issued and be subject to the provisions of Section 3702."

I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the code, and I will comply with such provisions before commencing the performance of the work of this contract.

Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

(Contractor Name)

By Douglas E. Corcoran



(Signature of Authorized Signor)

Vice President

(Title of Signor)

By Peter J. Demolder

(Signature of Authorized Signor)

Vice President

(Title of Signor)

(In accordance with Article 5 (commencing at Section 1860), Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the District prior to performing any work under this contract.)

NOTE: If contractor is a corporation, the legal name of the corporation shall be set forth above together with the signature(s) of the authorized officers or agents as more particularly described in section 20 of this Solid Waste and Recycling Services Agreement; and if contractor is a partnership or joint venture, the true name of the firm shall be set forth above together with the signature of the individual or individuals authorized to sign contracts on behalf of and bind the partnership or joint venture.

Fingerprinting Certification

FINGERPRINTING CERTIFICATION

To the Governing Board of the Newport-Mesa Unified School District
Waste Management Collections and Recycling, Inc.

I Douglas E. Corcoran dba Waste Management of Orange County acknowledge and certify as follows:
(Name of Contractor)


1. I have carefully read and understand the Notice to Contractors Regarding Criminal Record Checks ("Notice") (Education Code section 45125.1) required by the passage of AB 1610, 1612, and 2102.
2. Due to the nature of the work to be performed, my employees and volunteers may have contact with students of the District.
3. My employees and volunteers who may have contact with District students must complete background checks with the California Department of Justice (DOJ).
4. None of the employees or volunteers who will be performing the work has been convicted of a violent or serious felony as defined in the Notice and in Penal Code sections 667.5 and 1192.7. This determination was made by a background check through the DOJ.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at Orange County, California, on June 9/2020 /

Douglas E. Corcoran
Typed or printed name

Vice President

Title

Signature

1800 South Grand Ave., Santa Ana, CA 92705
Address

(818) 252-3147
Telephone Number

2019 Financial Statements

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

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

Opinion on Internal Control over Financial Reporting

We have audited Waste Management, Inc.'s internal control over financial reporting as of December 31, 2019, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) (the COSO criteria). In our opinion, Waste Management, Inc. (the Company) maintained, in all material respects, effective internal control over financial reporting as of December 31, 2019, based on the COSO criteria.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the 2019 consolidated financial statements of the Company, and our report dated February 13, 2020 expressed an unqualified opinion thereon.

Basis for Opinion

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

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

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

Definition and Limitations of Internal Control Over Financial Reporting

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

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

/s/ ERNST & YOUNG LLP

Houston, Texas
February 13, 2020

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

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

Opinion on the Financial Statements

We have audited the accompanying consolidated balance sheets of Waste Management, Inc. (the Company) as of December 31, 2019 and 2018, the related consolidated statements of operations, comprehensive income, cash flows, and changes in equity for each of the three years in the period ended December 31, 2019, and the related notes (collectively referred to as the "consolidated financial statements"). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company at December 31, 2019 and 2018, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2019, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2019, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework), and our report dated February 13, 2020 expressed an unqualified opinion thereon.

Adoption of ASU No. 2016-02 (Topic 842)

As discussed in Note 2 to the consolidated financial statements, the Company changed its method of accounting for leases in the 2019 financial statements to reflect the accounting method change due to the adoption of ASU No. 2016-02, *Leases (Topic 842)*, and the related amendments.

Basis for Opinion

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

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

Critical Audit Matters

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

Landfill Amortization

Description of the Matter At December 31, 2019, the Company's landfill assets totaled \$6.6 billion and the associated amortization expense for 2019 was \$575 million. As discussed in Note 3 of the financial statements, the Company updates the estimates used to calculate individual landfill amortization rates at least annually, or more often if significant facts change. Landfill amortization rates are used in the computation of landfill amortization expense.

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

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

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

Landfill – Final Capping, Closure and Post-Closure Costs

Description of the Matter At December 31, 2019, the carrying value of the Company's landfill asset retirement obligations related to final capping, closure and post-closure costs totaled \$1.9 billion. As discussed in Note 3 of the financial statements, the Company updates the estimates used to measure the asset retirement obligations annually, or more often if significant facts change.

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

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

assumptions used in the estimation of the liability, including the amount and timing of retirement costs.

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

Environmental Remediation Liabilities

Description of the Matter

At December 31, 2019, environmental remediation liabilities totaled \$240 million. As discussed in Note 3 of the financial statements, the Company performs a review of sites that require remediation and prepares cost estimates for the anticipated remedy using internal resources and, as needed, external resources (e.g., environmental engineers). The Company estimates the costs required to remediate sites based on: site-specific facts and circumstances; input from third party engineers or management's judgment and experience in remediating their own and unrelated parties' sites; and information available from regulatory agencies as to costs of remediation. The liability recorded by the Company represents its estimated share of the total obligation to remediate the site. The number of other potentially responsible parties (PRP's) who may be liable for remediation of a specific site, their financial resources, and their relative degree of responsibility are used to determine the Company's estimated share of the total obligation. Where the amount of an environmental remediation liability and the timing of the payments are fixed or reliably determinable, the forecasted cost is inflated until the expected time of payment and then discounted back to the present value.

Auditing environmental remediation liabilities is complex due to the highly judgmental nature of the assumptions used in the estimate. Significant judgment can be involved in determining whether the environmental liability is reasonably estimable. If the liability is determined to be reasonably estimable, significant assumptions used in the accounting for environmental remediation liabilities include: estimating the internal and external costs directly associated with site investigation and clean up, potential settlements with regulatory bodies or other affected parties, and legal and consultant fees; as well as determining the degree to which the remediation obligation is shared with other parties.

*How We Addressed
the Matter in Our
Audit*

We obtained an understanding, evaluated the design and tested the operating effectiveness of the Company's controls over the calculation of environmental remediation liabilities. Our audit procedures included, among others, testing controls over management's review of: the estimated costs to perform the remedial obligation, as provided by a regulatory agency or determined by a PRP group or internal engineers; the identification of PRPs and the Company's assumptions regarding the degree of responsibility for the action; and management's controls over the completeness and accuracy of the calculated remediation liability.

To test the environmental liabilities, we performed audit procedures that included, among others, assessing methodologies used by the Company and testing the significant assumptions discussed above, as well as the underlying costs and other estimates used by the Company in its development of these assumptions. We compared the significant assumptions used by management to historical data and trends, or to notifications or decisions from regulatory agencies or the PRP group specifying remedial plans of action required, as available. When appropriate to discount the liability, we evaluate the appropriateness of the discount rate and inflation rate utilized and the accuracy of the computation. We also involve EY engineering specialists to assist us with evaluating the completeness of the Company's environmental liabilities.

/s/ ERNST & YOUNG LLP

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

Houston, Texas
February 13, 2020

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

	December 31,	
	2019	2018
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 3,561	\$ 61
Accounts receivable, net of allowance for doubtful accounts of \$28 and \$29, respectively ..	1,949	1,931
Other receivables	370	344
Parts and supplies	106	102
Other assets	223	207
Total current assets	6,209	2,645
Property and equipment, net of accumulated depreciation and amortization of \$18,657 and \$18,264, respectively	12,893	11,942
Goodwill	6,532	6,430
Other intangible assets, net	521	572
Restricted trust and escrow accounts	313	296
Investments in unconsolidated entities	483	406
Other assets	792	359
Total assets	\$ 27,743	\$ 22,650
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	\$ 1,065	\$ 1,037
Accrued liabilities	1,327	1,117
Deferred revenues	534	522
Current portion of long-term debt	218	432
Total current liabilities	3,144	3,108
Long-term debt, less current portion	13,280	9,594
Deferred income taxes	1,407	1,291
Landfill and environmental remediation liabilities	1,930	1,828
Other liabilities	912	553
Total liabilities	20,673	16,374
Commitments and contingencies		
Equity:		
Waste Management, Inc. stockholders' equity:		
Common stock, \$0.01 par value; 1,500,000,000 shares authorized; 630,282,461 shares issued	6	6
Additional paid-in capital	5,049	4,993
Retained earnings	10,592	9,797
Accumulated other comprehensive income (loss)	(8)	(87)
Treasury stock at cost, 205,956,366 and 206,299,352 shares, respectively	(8,571)	(8,434)
Total Waste Management, Inc. stockholders' equity	7,068	6,275
Noncontrolling interests	2	1
Total equity	7,070	6,276
Total liabilities and equity	\$ 27,743	\$ 22,650

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

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

	Years Ended December 31,		
	2019	2018	2017
Operating revenues	\$ 15,455	\$ 14,914	\$ 14,485
Costs and expenses:			
Operating	9,496	9,249	9,021
Selling, general and administrative	1,631	1,453	1,468
Depreciation and amortization	1,574	1,477	1,376
Restructuring	6	4	—
(Gain) loss from divestitures, asset impairments and unusual items, net	42	(58)	(16)
	<u>12,749</u>	<u>12,125</u>	<u>11,849</u>
Income from operations	<u>2,706</u>	<u>2,789</u>	<u>2,636</u>
Other income (expense):			
Interest expense, net	(411)	(374)	(363)
Loss on early extinguishment of debt	(85)	—	(6)
Equity in net losses of unconsolidated entities	(55)	(41)	(68)
Other, net	(50)	2	(8)
	<u>(601)</u>	<u>(413)</u>	<u>(445)</u>
Income before income taxes	<u>2,105</u>	<u>2,376</u>	<u>2,191</u>
Income tax expense	<u>434</u>	<u>453</u>	<u>242</u>
Consolidated net income	<u>1,671</u>	<u>1,923</u>	<u>1,949</u>
Less: Net income (loss) attributable to noncontrolling interests	<u>1</u>	<u>(2)</u>	<u>—</u>
Net income attributable to Waste Management, Inc.	<u>\$ 1,670</u>	<u>\$ 1,925</u>	<u>\$ 1,949</u>
Basic earnings per common share	<u>\$ 3.93</u>	<u>\$ 4.49</u>	<u>\$ 4.44</u>
Diluted earnings per common share	<u>\$ 3.91</u>	<u>\$ 4.45</u>	<u>\$ 4.41</u>

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
(In Millions)

	Years Ended December 31,		
	2019	2018	2017
Consolidated net income	\$ 1,671	\$ 1,923	\$ 1,949
Other comprehensive income (loss), net of tax:			
Derivative instruments, net	8	8	7
Available-for-sale securities, net	15	5	2
Foreign currency translation adjustments	55	(105)	76
Post-retirement benefit obligation, net	1	2	3
	<u>79</u>	<u>(90)</u>	<u>88</u>
Other comprehensive income (loss), net of tax	<u>79</u>	<u>(90)</u>	<u>88</u>
Comprehensive income	<u>1,750</u>	<u>1,833</u>	<u>2,037</u>
Less: Comprehensive income (loss) attributable to noncontrolling interests	<u>1</u>	<u>(2)</u>	<u>—</u>
Comprehensive income attributable to Waste Management, Inc.	<u>\$ 1,749</u>	<u>\$ 1,835</u>	<u>\$ 2,037</u>

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CASH FLOWS
(In Millions)

	Years Ended December 31,		
	2019	2018	2017
Cash flows from operating activities:			
Consolidated net income	\$ 1,671	\$ 1,923	\$ 1,949
Adjustments to reconcile consolidated net income to net cash provided by operating activities:			
Depreciation and amortization	1,574	1,477	1,376
Deferred income tax expense (benefit)	100	25	(251)
Interest accretion on landfill liabilities	98	95	92
Provision for bad debts	39	54	43
Equity-based compensation expense	86	89	101
Net gain on disposal of assets	(27)	(47)	(20)
(Gain) loss from divestitures, asset impairments and other, net	113	(58)	43
Equity in net losses of unconsolidated entities, net of dividends	55	41	39
Loss on early extinguishment of debt	85	—	6
Change in operating assets and liabilities, net of effects of acquisitions and divestitures:			
Receivables	(53)	(16)	(271)
Other current assets	(23)	(16)	50
Other assets	10	(14)	(66)
Accounts payable and accrued liabilities	243	203	126
Deferred revenues and other liabilities	(97)	(186)	(37)
Net cash provided by operating activities	<u>3,874</u>	<u>3,570</u>	<u>3,180</u>
Cash flows from investing activities:			
Acquisitions of businesses, net of cash acquired	(521)	(460)	(198)
Capital expenditures	(1,818)	(1,694)	(1,509)
Proceeds from divestitures of businesses and other assets (net of cash divested)	49	208	99
Other, net	(86)	(223)	(12)
Net cash used in investing activities	<u>(2,376)</u>	<u>(2,169)</u>	<u>(1,620)</u>
Cash flows from financing activities:			
New borrowings	4,683	359	1,479
Debt repayments	(533)	(499)	(1,907)
Premiums paid on early extinguishment of debt	(84)	—	(8)
Net commercial paper borrowings	(1,001)	453	513
Common stock repurchase program	(248)	(1,004)	(750)
Cash dividends	(876)	(802)	(750)
Exercise of common stock options	67	52	95
Tax payments associated with equity-based compensation transactions	(33)	(29)	(47)
Other, net	(11)	(38)	14
Net cash provided by (used in) financing activities	<u>1,964</u>	<u>(1,508)</u>	<u>(1,361)</u>
Effect of exchange rate changes on cash, cash equivalents and restricted cash and cash equivalents	2	(3)	—
Increase (decrease) in cash, cash equivalents and restricted cash and cash equivalents	3,464	(110)	199
Cash, cash equivalents and restricted cash and cash equivalents at beginning of period	183	293	94
Cash, cash equivalents and restricted cash and cash equivalents at end of period	<u>\$ 3,647</u>	<u>\$ 183</u>	<u>\$ 293</u>
Reconciliation of cash, cash equivalents and restricted cash and cash equivalents at end of period:			
Cash and cash equivalents	\$ 3,561	\$ 61	\$ 22
Restricted cash and cash equivalents included in other current assets	15	49	70
Restricted cash and cash equivalents included in restricted trust and escrow accounts	71	73	201
Cash, cash equivalents and restricted cash and cash equivalents at end of period	<u>\$ 3,647</u>	<u>\$ 183</u>	<u>\$ 293</u>

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

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

	Waste Management, Inc. Stockholders' Equity								
	Total	Common Stock		Additional Paid-In Capital	Retained Earnings	Accumulated Other Comprehensive Income (Loss)	Treasury Stock		Noncontrolling Interests
		Shares	Amounts				Shares	Amounts	
Balance, December 31, 2016	\$ 5,320	630,282	\$ 6	\$ 4,850	\$ 7,388	\$ (80)	(190,967)	\$ (6,867)	\$ 23
Consolidated net income	1,949	—	—	—	1,949	—	—	—	—
Other comprehensive income (loss), net of tax	88	—	—	—	—	88	—	—	—
Cash dividends declared of \$1.70 per common share	(750)	—	—	—	(750)	—	—	—	—
Equity-based compensation transactions, net of tax	185	—	—	38	1	—	4,064	146	—
Common stock repurchase program	(750)	—	—	45	—	—	(10,058)	(795)	—
Other, net	—	—	—	—	—	—	(3)	—	—
Balance, December 31, 2017	\$ 6,042	630,282	\$ 6	\$ 4,933	\$ 8,588	\$ 8	(196,964)	\$ (7,516)	\$ 23
Adoption of new accounting standards	80	—	—	—	85	(5)	—	—	—
Consolidated net income	1,923	—	—	—	1,925	—	—	—	(2)
Other comprehensive income (loss), net of tax	(90)	—	—	—	—	(90)	—	—	—
Cash dividends declared of \$1.86 per common share	(802)	—	—	—	(802)	—	—	—	—
Equity-based compensation transactions, net	151	—	—	60	1	—	2,345	90	—
Common stock repurchase program	(1,008)	—	—	—	—	—	(11,673)	(1,008)	—
Divestiture of noncontrolling interest	(19)	—	—	—	—	—	—	—	(19)
Other, net	(1)	—	—	—	—	—	(7)	—	(1)
Balance, December 31, 2018	\$ 6,276	630,282	\$ 6	\$ 4,993	\$ 9,797	\$ (87)	(206,299)	\$ (8,434)	\$ 1
Consolidated net income	1,671	—	—	—	1,670	—	—	—	1
Other comprehensive income (loss), net of tax	79	—	—	—	—	79	—	—	—
Cash dividends declared of \$2.05 per common share	(876)	—	—	—	(876)	—	—	—	—
Equity-based compensation transactions, net	164	—	—	56	1	—	2,585	107	—
Common stock repurchase program	(244)	—	—	—	—	—	(2,247)	(244)	—
Other, net	—	—	—	—	—	—	5	—	—
Balance, December 31, 2019	\$ 7,070	630,282	\$ 6	\$ 5,049	\$ 10,592	\$ (8)	(205,956)	\$ (8,571)	\$ 2

See Notes to Consolidated Financial Statements.

WM CORE®

WASTE MANAGEMENT



WM CORE®

2050 N. Glassell Street
Orange, CA 92865
925 518 0859

HOURS OF OPERATION

Monday – Friday: 7:00am – 6:00pm
Saturday: 7:00am – 2:00pm

WM CORE®, Converting Southern California Food Waste to Clean, Renewable Energy

As the nation's leading environmental services provider, Waste Management is committed to finding innovative solutions to ensure waste no longer goes to waste. In Southern California, Waste Management is paving the way through its Centralized Organic Recycling equipment (CORE®) patented system, which is a proprietary process that uses food waste to create an Engineered BioSlurry (EBS) that can be used to generate renewable, green energy through co-digestion at municipal wastewater treatment plants. Currently, Waste Management's CORE® produced EBS is being used by the Sanitation Districts of Los Angeles County (LACSD) at their Joint Water Pollution Control Plant in Carson, CA, where it is added to the plant's anaerobic digestion system to increase the production of biogas (methane). The project converts food waste into renewable biogas each day, which is used to generate electricity. Every ton of food waste we recycle through the CORE process is equivalent to eliminating CO₂ emissions from 30 cars on our Southern California roads.

As one of the most innovative food waste recycling solutions, the CORE® provides an avenue to meet California's 2020 goal of 75% landfill diversion (AB341) and the State's organics waste recycling mandates (AB1826). The CORE® enables Waste Management to provide its customers with a cost-effective alternative for diverting food waste from disposal and to participate in a new and exciting sustainable technology. By taking part in our food waste recycling program, you are doing the right thing for both your business and the environment.

Processing System

- Removes contaminants from product
- De-cases plastic and metal containers
- Creates a consistent slurry for energy generation
- Reuses 100% of wash down water
- Utilizes carbon filter and misting system to control odors

Acceptable Materials

The CORE® system can accept all commercial food waste including meat, dairy, eggs, fish, fruits, vegetables and bakery items from supermarkets, restaurants and institutions.

We accept incidental amounts of plastic, metal, paper and cardboard, such as packaging materials.

We cannot accept:

- Wood & yard waste
- Rubber, ropes, wires, polystyrene foam, glass
- Cleaning supplies, chemicals, bulky items, trash

WASTE MANAGEMENT

Organics and CORE[®] Turning Food Waste into Renewable Energy



LACSD EBS Acceptance Facility

SOLID WASTE FACILITY PERMIT		I. Facility Number: 30-AB-0363	
12. Legal Description of Facility: The transfer station is located at Latitude 33.82155, Longitude -117.8543; Parcel Number 374-681-04			
13. Findings:			
<ul style="list-style-type: none"> a. This permit is consistent with the Orange County Integrated Waste Management Plan, which was last approved by CalRecycle on September 16, 2003. The location of Waste Management Orange is identified and described in the County of Orange Nondisposal Facility Element, pursuant to Public Resources Code (PRC), Section 50001(a). b. This permit is consistent with the standards adopted by CalRecycle, pursuant to PRC 44010. c. The design and operation of Waste Management Orange is consistent with the State Minimum Standards for Solid Waste Handling and Disposal as determined by the enforcement agency, pursuant to PRC 44009. d. A Negative Declaration was prepared and filed with the State Clearinghouse on January 10, 2005 (SCH# 2005011037) e. A Notice of Determination was prepared and filed with the State Clearinghouse on June 20, 2005 (SCH# 2005011037) 			
14. Prohibitions:			
<p>The permittee is prohibited from accepting the following wastes:</p> <p style="padding-left: 40px;">Hazardous, radioactive, medical, liquid, designated, or other wastes requiring special treatment or handling, except as identified in the Report of Facility Information and approved amendments thereto and as approved by the enforcement agency.</p>			
15. The following documents describe and/or restrict the operation of this facility:			
	Date		Date
Transfer/Processing Report and updates	February 2017	Conditional use permit (2390-03)	May 2005
Negative Declaration (SCH#2005011037)	January 2005		

SOLID WASTE FACILITY PERMIT	1. Facility Number: <p style="text-align: center; font-weight: bold; font-size: 1.2em;">30-AB-0363</p>
16. Self Monitoring: The owner/operator of Waste Management Orange shall submit the results of all self monitoring programs to the Orange County Solid Waste Local Enforcement Agency by the due dates below. In addition, such records shall also be made available to the LEA during the inspections. Each self-monitoring report shall include:	
Program	Reporting Frequency
<ul style="list-style-type: none"> a. Daily and monthly quantities (in tons) and types of waste received categorized by waste types. b. Daily and monthly tonnages of the quantity of residual waste loaded into transfer trailers and hauled for disposal. c. Results of the prohibited waste screening/load checking program (quantities and types) and the disposition of these wastes. d. A summary of the Log of Special/Unusual Occurrences (S/U O) documenting, but not limited to, accidents, employee injuries, fires, explosions, receipt or rejection of prohibited wastes, hazardous waste incidents, unscheduled shutdowns, vandalisms, etc. and the operator's actions in response to the complaint. e. Logs of all verbal and copies of all written complaints (pertaining to LEA-regulated parameters and state minimum standards) regarding activities at Waste Management Orange and the operator's actions in response. f. All regulatory notices (e.g., Notice to Comply, Notice of Violation, Notice & Order, Cease & Desist Order, Clean-up & Abatement Order) received by Waste Management Orange and the operator's actions in response. 	<p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p>
The self-monitoring report shall be submitted in accordance with the following schedule:	
Reporting Period	Report Due
January through March	May 1
April through June	August 1
July through September	November 1
October through December	February 1

SOLID WASTE FACILITY PERMIT	I. Facility Number: 30-AB-0363
<p>17. Orange County Solid Waste Local Enforcement Agency Conditions:</p> <ul style="list-style-type: none">a. The operator shall comply with all state minimum standards for receiving, processing, storage, and transfer of solid waste as specified in Chapter 3, Division 7, Title 14 of the California Code of Regulations (CCR) for transfer/processing activities.b. Any change that would cause the design or operation of the facility not to conform to the terms and conditions of this permit is prohibited. Such a change may be considered a significant change, requiring submission of an amended Report of Facility Information, and application for permit revision, to the LEA, at least 180 days in advance of the change.c. As outlined in Section 16, the operator shall maintain at the facility a daily log of special/unusual occurrences (S/U O). The log shall include, but not be limited to: public nuisance complaints pertaining to LEA-regulated parameters and state minimum standards (e.g., noise, dust, offsite migration of litter, etc.), fires, explosions, receipt or rejection of prohibited wastes, incidents of personal injury, vandalisms, accidents and/or property damage. Each log entry shall be accompanied by a summary of the responses/corrective actions taken by the operator to mitigate any negative impacts of each occurrence. Days without incidents of S/U O shall be noted with an appropriate negative entry for such days such as: "No S/U O today." The logs shall be readily accessible to the LEA upon request.d. Exceeding the maximum permitted daily tonnage is considered a violation of the terms and conditions of the Solid Waste Facility Permit. The operator shall notify the LEA by phone or e-mail as soon as the maximum permitted daily tonnage has been exceeded. The operator shall provide the LEA in writing within 48 hours the reasons for the exceedance and the measures and procedures to prevent a recurrence.e. Additional information concerning the design/operation of this facility shall be furnished to the LEA within 10 business days upon request.f. All loads entering Waste Management Orange shall undergo load checking in a manner meeting the approval of the LEA. At least one load checker shall be onsite to verify that each load does not contain prohibited waste. If a prohibited waste such as medical waste, biosolids, liquid waste, etc. is received, the waste shall not be processed at the facility but shall be transferred for disposal or processed at another waste processing facility. If a prohibited waste such as hazardous waste is inadvertently received, the prohibited waste shall be removed from processing for temporary storage in the hazardous waste storage area. The storage and reporting of all hazardous waste shall be in accordance with all applicable laws and regulations.g. At all times, there shall be litter control personnel and/or other adequate measures to preclude litter from blowing and accumulating off-site. All litter shall be properly disposed in refuse receptacles and transported offsite.h. The tarping/untarping of roll off bins, transfer trailers, and refuse trucks owned, operated, or contracted by Waste Management Orange shall be conducted within the facility boundary of Waste Management Orange.i. All residual solid waste destined for disposal or sent to another waste processing facility shall be removed offsite within 48 hours following receipt (72 hour removal time is allowed if the incoming load is received prior to a holiday). Solid waste which has been determined to have economical value and can be returned to the market for recycling and reuse (such as California Redemption Value (CRV) recyclables, paper, cardboard, wood, dirt, concrete, etc.) are not subject to the 48 hour removal time provided that they have been separated from any unprocessed waste pile. At no time shall the storage of recyclables create a nuisance or violate the transfer/processing state minimum standards as determined by the LEA.j. This permit is subject to review by the EA and may be temporarily suspended or revoked at any time by the EA for sufficient cause, in accordance with Division 30 of the Public Resource Code, Part 4, Chapter 4, Article 2, Section 44305 et seq. and associated regulations.	

SOLID WASTE FACILITY PERMIT	Facility Number: 30-AB-0336
12. Legal Description of Facility:	
<p>The 3.09-acre site is located in the Irvine Business Complex Industrial Zone at 16122 Construction Circle West in the City of Irvine. The assessor's parcel number for the site is 434-012-21. The legal description for the site is: Parcel Book 74, Page 13, Lots 14 and 29.</p>	
13. Findings:	
<p>a. This permit is consistent with the Orange County Integrated Waste Management Plan, which was approved by CalRecycle on March 26, 1996. The location of the facility is identified in the Nondisposal Facility Element, pursuant to Public Resources Code (PRC), Section 50001(a).</p> <p>b. This permit is consistent with the standards adopted by CalRecycle, pursuant to PRC 44010.</p> <p>c. The design and operation of the facility is consistent with the State Minimum Standards for Solid Waste Handling and Disposal as determined by the enforcement agency, pursuant to PRC 44009.</p> <p>d. The EIR (SCH No. 83062910) and Negative Declarations (SCH Nos. 93041073 and 2000111036) describe and support the design and operation which will be authorized by the issuance of this permit.</p>	
14. Prohibitions:	
<p>The permittee is prohibited from accepting the following types of waste: designated waste, radioactive waste, or hazardous waste. The permittee is additionally prohibited from accepting liquid waste, sewage sludge, septic tank pumpings, slurries, untreated medical waste (as defined in Chapter 6.1, Division 20 of the Health and Safety Code), ash or other wastes requiring special treatment or handling, except as identified in the Report of Facility Information and approved amendments thereto and as approved by the LEA.</p> <p>Scavenging is prohibited at the facility.</p>	
15. The following documents describe and/or restrict the operation of this facility:	
	Date
Report of Facility Information (and any subsequent amendments approved by the LEA)	02/16
Conditional Use Permit, City of Irvine, 20946-CPU	12/95
13156-CPU	06/93
84-CP-0548	08/84
Conditional Use Permit Modification, City of Irvine, 43285-CPM	12/00
33781-CPM	07/98
27933-CPU	03/97
EIR, SCH #83062910	08/84
Negative Declaration, SCH #93041073	06/93
Notice of Environmental Exemption	07/98
Negative Declaration, SCH #2000111036	12/00

SOLID WASTE FACILITY PERMIT	Facility Number: 30-AB-0336										
<p>16. Self Monitoring:</p> <p>The owner/operator shall submit the results of all self-monitoring programs to the Orange County Solid Waste Local Enforcement Agency by the due dates below. In addition, such records shall also be made available to the LEA during inspections and shall be accurate and documented within 7 days of the activity date. Each self-monitoring report shall include:</p>											
Program	Reporting Frequency										
<ul style="list-style-type: none"> a. Daily and monthly totals of the quantities and types of incoming materials, b. Monthly totals of the quantities and types of materials recovered and sent to markets, c. Daily and monthly totals of the quantity of greenwaste received, recovered, and the final destination of the recovered greenwaste, d. Daily and monthly totals of the quantity of non-recyclable waste loaded into transfer trailers and hauled to the landfill, e. The results of the hazardous waste screening program, and f. A summary of the Log of Special Occurrences [refer to Condition 17(f) for a description of the Log]. 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly 										
<p>The self-monitoring report shall be submitted in accordance with the following schedule:</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><u>Reporting Period</u></td> <td style="text-align: center;"><u>Due Date</u></td> </tr> <tr> <td>January through March</td> <td>May 1</td> </tr> <tr> <td>April through June</td> <td>August 1</td> </tr> <tr> <td>July through September</td> <td>November 1</td> </tr> <tr> <td>October through December</td> <td>February 1</td> </tr> </table>		<u>Reporting Period</u>	<u>Due Date</u>	January through March	May 1	April through June	August 1	July through September	November 1	October through December	February 1
<u>Reporting Period</u>	<u>Due Date</u>										
January through March	May 1										
April through June	August 1										
July through September	November 1										
October through December	February 1										

SOLID WASTE FACILITY PERMIT

Facility Number:

30-AB-0336

17. Enforcement Agency (EA) Conditions:

- a. This operator shall comply with all State Minimum Standards for Solid Waste Handling and Disposal as specified in Chapter 3, Division 7, Title 14 of the California Code of Regulations.
- b. Additional information concerning the design and operation of this facility shall be provided upon request and within the time frame specified by the LEA.
- c. The permittee shall notify the LEA in writing, at least 180 days in advance, of any proposed significant changes in the design/operation of the facility, to allow for early consultation, due process review and filing and completion of all required environmental documents, and the attaining of all other required documents or permits within the LEA's authority. Any change that would cause the design or operation of the facility not to conform to the terms and conditions of this permit is prohibited. Such a change may be considered a significant change, requiring a permit revision. In no case shall the operator implement any change without first submitting a written notice of the proposed change, in the form of an RFI amendment, to the LEA at least 180 days in advance of the change.
- d. This permit is subject to review by the LEA and may be temporarily suspended or revoked at any time by the LEA for sufficient cause, in accordance with Division 30 of the Public Resource Code, Part 4, Chapter 4, Sections 44305 et seq. and associated regulations.
- e. A copy of this permit, a copy of the current RFI and LEA approved RFI amendments, a copy of the most recent LEA inspection report, and a copy of the most recent printing of the Transfer/Processing Operations and Facilities Regulatory Requirements in Chapter 3, Division 7, Title 14 of the California Code of Regulations shall be maintained at the site. These documents shall be available for review by authorized representatives of the LEA and CalRecycle.
- f. The permittee shall maintain a log of special/unusual occurrences. These special/unusual occurrences include incidents such as, but not limited to: fires, explosions, discharge and disposition of hazardous or unpermitted wastes, tonnage exceedance, significant incidents of personal injury, accidents and/or property damage, nuisance or health and safety complaints by the public, regulatory agency inspections, etc. Each log entry shall be accompanied by a summary of the response/correction action(s) taken by the operator to mitigate any negative impact of each occurrence. The log must be filled in daily; days without incidents shall be noted with an appropriate entry such as, "No special occurrences today." The permittee shall maintain the log at the facility in a manner readily accessible to the LEA.
- g. The permittee shall notify the LEA of any verbal or written nuisance or health and safety complaints by the public within 24 hours of receipt. The resolution of the complaints shall be recorded in the Log of Special Occurrences.
- h. There shall be no more than two (2) tractor/transfer trailers at any one time in the floor area west of the scale house/office building (including the source-separated recyclable materials tipping area).
- i. Two (2) traffic lanes, one of which remains open, shall be maintained at all times next to the south wall on the east side of the facility.
- j. The daily incoming tonnage of the source-separated recyclable materials shall be counted toward the total daily incoming tonnage for the facility.
- k. The permittee shall notify the LEA by phone, fax, or email as soon as it detects that the maximum permitted daily tonnage has been exceeded. It shall then follow-up with a letter to the LEA within 48 hours citing the reasons for the exceedance and the adopted measures to prevent a recurrence.
- l. All solid wastes deposited at the facility shall be removed within 48 hours; when Orange County landfills are closed for 48 consecutive hours, the solid wastes shall be removed within 72 hours.
- m. This permit supersedes all previous Solid Waste Facility Permits for this site.

Business License Tax Certificates



CITY OF NEWPORT BEACH

WASTE MANAGEMENT OF ORANGE COU
1800 S GRAND ST
SANTA ANA, CA 92705

ACCOUNT NUMBER: **BT00001495**
EXPIRATION DATE: **12/31/2020**

INSTRUCTIONS AND CONDITIONS

Welcome to the City of Newport Beach, and thank you for your business license tax payment. This business license tax certificate is evidence that the named business has paid a tax to conduct the business activity designated, within the City of Newport Beach, until the expiration date shown. Please notify the Revenue Division immediately if any of the information on this certificate changes.

This certificate is valid only for the address indicated and must be displayed in a conspicuous location. If your business is not conducted at a permanent location, Newport Beach Municipal Code requires that any representative, while transacting business within the city, carry this certificate.

This business license tax certificate does not authorize the named business to conduct any activities regulated by the City of Newport Beach or other agencies. Authorization for such activities must be obtained from the appropriate departments prior to application for business license tax, including land use authorization from the City's Community Development Department. Certificates are not transferable to any other party or person and are not pro-rated. Refunds are not provided once the certificate has been issued.

Your business license tax certificate is valid until the expiration date, and must be renewed annually prior to that date. Changes in type of ownership (i.e. from a sole proprietorship to a partnership or LLC), nature of business, or ownership void the current certificate and require filing of and payment for a new application. Additional certificates are required if additional types of business activity are initiated at the same address, or additional locations of the same business are established (Municipal Code Sections 5.04 through 5.08).

For your convenience, the Revenue Division will mail a courtesy renewal notice, prior to the expiration date, to the mailing address of record. Non-receipt of the notice does not alleviate the requirement to renew. Penalties are imposed for late renewal at a rate of 25% per month to a maximum of 50% of the base tax.

The Revenue Division is available to answer any questions regarding business license tax certificates and requirements. Please call (949) 644-3141 or e-mail us at: RevenueHelp@newportbeachca.gov. You can also visit us on the internet at www.newportbeachca.gov.

DISPLAY CONSPICUOUSLY AT PLACE OF BUSINESS FOR WHICH ISSUED

CITY OF NEWPORT BEACH BUSINESS LICENSE TAX CERTIFICATE	
THIS TAX PAYMENT EXPIRES: 12/31/2020	ACCOUNT NUMBER: BT00001495
SERVICE ADDRESS: WASTE MANAGEMENT OF ORANGE COU 16122 CONSTRUCTION CIR IRVINE, CA 92714	OWNER/PRINCIPAL NAME: WASTE MANAGEMENT INC
BUSINESS CATEGORY: REFUSE SYSTEMS	OWNERSHIP TYPE: CORPORATION
SELLERS PERMIT: NO SELLERS PERMIT	TAX INCLUDES PAYMENT FOR: 0 EMPLOYEES
	DATE OF ISSUE: 01/01/1979
	PRINT DATE: 02/27/2020

RV160



**CITY OF COSTA MESA
BUSINESS LICENSE TAX CERTIFICATE - 10008**

77 FAIR DRIVE • COSTA MESA, CA 92626
PO BOX 1200 • COSTA MESA, CA 92628-1200
PHONE (714) 754-5234 FAX (714) 754-5149

BUSINESS NAME WASTE MGMNT OF ORANGE COUNTY INC
BUSINESS 1800 S GRAND AVE
LOCATION SANTA ANA, CA92705-4899

EXPIRATION DATE January 31, 2021
DESCRIPTION WASTE HAULER, 2020 DECALS #

PRINCIPAL'S NAME: WALTER ROBERTS

JOEL ROBLED
WASTE MGMNT OF ORANGE COUNTY INC
1800 S GRAND AVE
SANTA ANA, CA92705-4899

**ISSUED FOR TAX PURPOSES ONLY - NOT TRANSFERABLE
TO BE POSTED IN A CONSPICUOUS PLACE**

This Business Tax Certificate does not guarantee compliance with State or Federal licensing requirements. Issuance of this certificate indicates that the entity has paid the applicable Business Tax, pursuant to the CMMC Title 9 Chapter 1, and is issued for revenue purposes only.

NEWPORT-MESA UNIFIED SCHOOL DISTRICT

TRASH AND RECYCLING SERVICES - RFP EVALUATION

Evaluation of Firms: All responses will be scored using this evaluation sheet. A minimum score of 80% is required to qualify for the second round of evaluation that includes review by a panel. Up to 10 additional points may be awarded in the second round based on subjective determination of the Firm's ability to carry out the required work. N-MUSD will select the top-rated firm to be awarded the contract for these services.

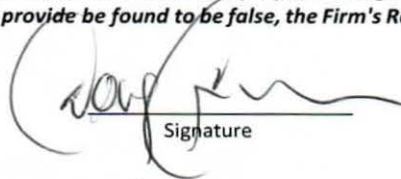
Instructions: Fill-in a response for each question in Sections 1-5 below. Each correlate to a required element in the RFQ ResponseFormat.

Firm: Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

1. Location/Accessibility	Write in:	Max. Pts.
Item k: Firm's location - Write in city and county of headquarters or local office, whichever is closest	1800 South Grand Ave., Santa Ana, CA 92705	5
2. Past Performance	Write in:	Max. Pts.
Item l: Identify the Firm's number of years' experience in providing Waste and Recycling Services	51 years	10
Item c: Identify the number of K-12 organizations the firm has worked for within last 3 years	30	5
Item b: Industry experience - Circle the type of projects the Project Team has worked on within the last 3 years (circle all that apply)	<input checked="" type="checkbox"/> K-12 <input checked="" type="checkbox"/> Community College <input checked="" type="checkbox"/> Charter/Private School <input checked="" type="checkbox"/> Non-school District <input checked="" type="checkbox"/> Other Project Types	5
Item d: Firm is the owner operator/Sub-contractor (Circle Selection)	<input checked="" type="checkbox"/> Owner Operator <input type="checkbox"/> Sub-Contractor	5
	Write in:	
Item e: Indicate the number of staff, managerial, technical, and support that will be assigned to this project.	11 local staff	5
3. Cost	Write in cost:	Max. Pts.
Item i: Total cost of daily trash pick-up (monthly Price)	To be determined once quantities and sizes for each waste type are specified. Please refer to pricing in Section 4 Cost Proposal.	10
4. Claims, Lawsuits, Arbitrations	Write in:	Max. Pts.
Item m: Identify the number damage claims filed by Firm by a client in the past 3 years	none	5
Item n: Identify if you or any of your principals been in litigation or arbitration or dispute of any kind on a question or questions relating to a public project during the past three years	no	5
Item o: Has your organization been terminated from a project in the last three years	no	5
5. Record of Past Performance	Write in:	Max. Pts.
Item p: Identify the number of client reference letters from a K-12 school district included in the Response (0-3)	eight	5
Responses will also be evaluated on the following formatting and grammatical criteria.		
6. Completeness of Response	Write in:	Max
Response organized as outlined in Response Format section		1
Includes all items listed in Response Format section		1
All required elements within the proposal		1
Grammatical errors		5

I hereby certify that the above information is true and correct to the best of my knowledge. By signing below, I further acknowledge that should any of the information I provide be found to be false, the Firm's Response shall be considered nonresponsive and ineligible for consideration.

Douglas E. Corcoran
Printed Name
Vice President


Signature

June 9, 2020
Date

REFERENCES

Have you ever had any direct or indirect business, financial or other connection with any official, employee or consultant of the District? Identify any conflict of interest in (a):

(a) Please elaborate and discuss any potential, apparent or actual conflict of interest:

None

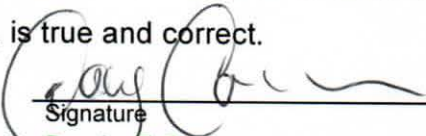
Each firm must include the following references:

(a) List at least four (4) clients for whom you have provided similar services. Show the names, addresses, and current telephone numbers of the persons who may be contacted. Information obtained through the references will be evaluated by the District. The Contractor recognizes that to ensure the effectiveness of the information review process, references must be able to speak frankly and openly. Contractors, therefore, releases the organizations and individuals listed in this form from any claim or liability, because of responses given to requests for information by the District regarding the Contractors or the Contractor's performance of work.

Name	Address	Phone Number
<u>Jeff Dixon</u>	<u>Laguna Beach Unified School</u>	<u>(949) 497-7700 Ext. 5222</u>
<u>Christy Kindig</u>	<u>Santa Ana City Hall</u>	<u>(714) 647-5088</u>
<u>Mike Byrne</u>	<u>Irvine City Hall</u>	<u>(949) 724-6357</u>
<u>Isabel Rios-Khan</u>	<u>Orange County Waste & Recycle</u>	<u>(714) 714-1497</u>

Please refer to Section 2 | The Newport Mesa Unified School District, References | Past Performance for further details.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing "Information Required of Contractor", is true and correct.


Signature

Douglas E. Corcoran

Print Name

Vice President

Title

June 9, 2020

Dated

NONCOLLUSION DECLARATION
TO BE EXECUTED BY AND SUBMITTED WITH BID
(Public Contract Code Section 7106)

I, Douglas E. Corcoran, declare that I am the party making the foregoing proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proponent has not directly or indirectly induced or solicited any other proponent to put in a false or sham proposal and has not directly or indirectly colluded, conspired, connived, or agreed with any proponent or anyone else to put in a sham proposal, or that anyone shall refrain from responding; that the proponent has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix any overhead, profit, or cost element of the proposal price, or of that of any other proponent, or to secure any advantage against the public body awarding the Contract of anyone interested in proposed Contract; that all statements contained in the proposal are true, and, further, that the proponent has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

June 9, 2020

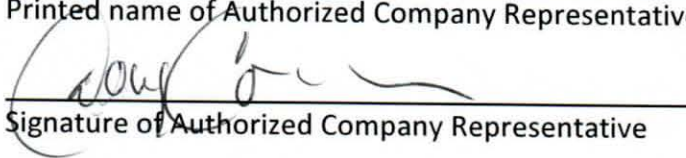
Date

Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

Name of Contractor

Douglas E. Corcoran

Printed name of Authorized Company Representative


Signature of Authorized Company Representative

WORKERS' COMPENSATION CERTIFICATE

Labor Code Section 3700

"Every employer except the state shall secure the payment of compensation in one or more of the following ways:

- (a) By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this state.
- (b) By securing from the Director of Industrial Relations a certificate of consent to self-insure either as an individual employer, or as one employer in a group of employers, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his or her employee.
- (c) For any county, city, city and county, municipal corporation, public district, public agency, or any political subdivision of the state, including each member of a pooling arrangement under a joint exercise of powers agreement (but not the state itself), by securing from the Director of Industrial Relations a certificate of consent to self-insure against workers' compensation claims, which certificate may be given upon furnishing proof satisfactory to the Director of ability to administer workers' compensation claims properly, and to pay workers' compensation claims that may become due to its employees. On or before March 31, 1979, a political subdivision of the state which, on December 31, 1978, was uninsured for its liability to pay compensation, shall file a properly completed and executed application for a certificate of consent to self-insure against workers' compensation claims. The certificate shall be issued and be subject to the provisions of Section 3702."

I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the code, and I will comply with such provisions before commencing the performance of the work of this contract.

Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County

(Contractor Name)

By Douglas E. Corcoran


(Signature of Authorized Signor)

Vice President

(Title of Signor)

By Peter J. Demolder

(Signature of Authorized Signor)

Vice President

(Title of Signor)

(In accordance with Article 5 (commencing at Section 1860), Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the District prior to performing any work under this contract.)

NOTE: If contractor is a corporation, the legal name of the corporation shall be set forth above together with the signature(s) of the authorized officers or agents as more particularly described in section 20 of this Solid Waste and Recycling Services Agreement; and if contractor is a partnership or joint venture, the true name of the firm shall be set forth above together with the signature of the individual or individuals authorized to sign contracts on behalf of and bind the partnership or joint venture.

Waste Management Collections and Recycling, Inc. dba Waste Management of Orange County
(Contractor Name)

By Douglas E. Corcoran

(Signature of Authorized Signor)

Vice President
(Title of Signor)

By Peter J. Demolder



(Signature of Authorized Signor)

Vice President
(Title of Signor)

(In accordance with Article 5 (commencing at Section 1860), Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the District prior to performing any work under this contract.)

NOTE: If contractor is a corporation, the legal name of the corporation shall be set forth above together with the signature(s) of the authorized officers or agents as more particularly described in section 20 of this Solid Waste and Recycling Services Agreement; and if contractor is a partnership or joint venture, the true name of the firm shall be set forth above together with the signature of the individual or individuals authorized to sign contracts on behalf of and bind the partnership or joint venture.

FINGERPRINTING CERTIFICATION

To the Governing Board of the Newport-Mesa Unified School District

Waste Management Collections and Recycling, Inc.

I Douglas E. Corcoran dba Waste Management of Orange County acknowledge and certify as follows:
(Name of Contractor)

1. I have carefully read and understand the Notice to Contractors Regarding Criminal Record Checks ("Notice") (Education Code section 45125.1) required by the passage of AB 1610, 1612, and 2102.
2. Due to the nature of the work to be performed, my employees and volunteers may have contact with students of the District.
3. My employees and volunteers who may have contact with District students must complete background checks with the California Department of Justice (DOJ).
4. None of the employees or volunteers who will be performing the work has been convicted of a violent or serious felony as defined in the Notice and in Penal Code sections 667.5 and 1192.7. This determination was made by a background check through the DOJ.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at Orange County, California, on June 9/2020 / _____

Douglas E. Corcoran

Typed or printed name

1800 South Grand Ave., Santa Ana, CA 92705

Address

Vice President

Title

(818) 252-3147

Telephone Number

Signature





9 | CONCLUSION

We Hold Ourselves Responsible to Do the Right Thing, the Right Way

Waste Management's proposal is specialized for the unique needs of the District.

- Seamless Transition with the Highest Performance Standards
- Competitive Rates with Maximum Value
- Designated Recycling Coordinator
- Customized Recycling Education and Training
- Programs to Meet or Exceed the Diversion Compliance
- WM Smart Trucks for Compliance Management
- Consistent, Reliable and Quality Service
- Innovative, Community-based Approach to Change and Improve Individual Behaviors

In summary, our proposal responds to all elements of the RFP in detail, while bringing a host of services and experience that only Waste Management can provide.

Waste Management is a proactive partner with proven results. Our work throughout California and North America is a testament to our professional approach over the long term, and we are excited about the opportunity to work with Newport-Mesa USD in managing your municipal solid waste, recycling, and composting services.

We believe this to be a significant opportunity for both Waste Management and N-MUSD. We strongly invest in our partner communities and want to be your waste solutions provider of the future. We understand your priorities and are well equipped to provide the service and resources you need to achieve your goals at a competitive rate. We will provide tailored services to meet your operational needs and ever-evolving expectations of institutions of higher learning.

Furthermore, we are committed to building a strong partnership by providing high-quality service for the entire term of the agreement and have the resources to make needed adjustments, when necessary, to ensure continued satisfaction for the District.

We are armed with our experiences and we are ready to roll on day one. Our drivers know parts of your campuses well, as we service areas in the City of Costa Mesa and Newport Beach already. Your local, primary point of contact and Recycling Education and Outreach Manager will ensure you receive high-quality customer service and customized education and training throughout the entire term of the agreement. With that foundation, we can immediately focus on the new contract details and be ready to collaborate with N-MUSD to deliver the key goals for this contract. This quantifiable value to Newport-

Mesa USD is worthy of note, and it would make a significant difference as we implement the new contract and comply with your specifications.

Waste Management, WM of Orange County, and all the Waste Management personnel want to say one last time - that Waste Management is prepared to meet or exceed the service expectations for your RFP. We aim to strengthen our ties with the District and forge a stronger partnership by implementing this proposal.

Lastly, entering into an expanded partnership with Waste Management will provide your District with a seamless service transition. We have the experience to develop a collaborative implementation plan to ensure a smooth transition. Our best-in-class collection, processing, and disposal operations, along with our industry-leading safety and environmental practices, will give you peace of mind that your waste stream is being managed in full compliance with all regulatory requirements and standards.

We would like to thank the Newport-Mesa Unified School District and its staff for this opportunity and for the consideration of our merits and candidature.

Respectfully,

The Waste Management Team

WASTE MANAGEMENT - THE RIGHT WAY

- ✓ The relationships we create with customers.
- ✓ The proactive solutions we offer.
- ✓ How we serve our communities.
- ✓ Every safety measure we take.
- ✓ Every stop on every route.
- ✓ Disposing of every piece of waste the right way.
- ✓ Innovating for a more sustainable tomorrow.
- ✓ How we work together and treat each other.