

GENERAL DISCLOSURES

Disclosure Number	Disclosure Title	Response
GRI 102: General Disclosures		
Organizational profile		
102-1	Name of the organization	Waste Management
102-2	Activities, brands, products, and services	SR: pp. 5, 22-24
102-3	Location of headquarters	Houston, Texas
102-4	Location of operations	2018 10-K: pp. 4, 112-116
102-5	Ownership and legal form	2018 10-K: p. 3
102-6	Markets served	SR: p. 6 2018 10-K: pp. 4-7
102-7	Scale of the organization	SR: p. 5
102-8	Information on employees and other workers	SR: pp. 97, 187
102-9	Supply chain	SR: pp. 147- 150
102-10	Significant changes to the organization and its supply chain	2018 10-K: pp. 32, 109-111
102-11	Precautionary Principle or approach	SR: pp. 141-145
102-12	External initiatives	SR: pp. 65-67, 68, 79, 83, 152, 155 CDP Climate Change Response: pp. 63-68
102-13	Membership of associations	SR: pp. 196-209 CDP Climate Change Response: pp. 63-68
Strategy		
102-14	Statement from senior decision-maker	SR: pp. 2-4, 83 CDP Climate Change Response: pp. 23-26, 70
102-15	Key Impacts, risks, and opportunities	SR: pp. 7-11, 141-14, 145 CDP Climate Change Response: pp. 6, 10-18, 23-26
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	SR: pp. 93, 146-147
Governance		
102-18	Governance structure	SR: pp. 137-138 CDP Climate Change Response: pp. 2-3
102-19	Delegating Authority	SR: pp. 138-140
102-20	Executive-level responsibility for economic, environmental, and social topics	SR: pp. 140 CDP Climate Change Response: pp. 2-3
102-21	Consulting stakeholders on economic, environmental, and social topics	SR: pp. 18-20, 151-157; 2016 SR pp. 8-10
102-22	Composition of the highest governance body and its committees	SR: pp. 97, 137-138
102-23	Chair of the highest governance body	SR: p. 137-138
102-29	Identifying and managing economic, environmental, and social impacts	SR: p. 141-145 CDP Climate Change Response: pp. 6-10
102-30	Effectiveness of risk management processes	SR: pp. 141-145, 148, 164, 167, 175 CDP Climate Change Response: pp. 6-10
102-31	Review of economic, environmental, and social topics	SR: pp. 141-145, 148, 164, 167, 175 CDP Climate Change Response: pp. 6-10
102-32	Highest governance body's role in sustainability reporting	SR: pp. 2-4, 18, 83 CDP Climate Change Response: pp. 6-10, 70
102-33	Communicating critical concerns	SR: pp. 2-3, 24, 29-31, 103-105, 138, 164-177
102-34	Nature and total number of critical concerns	SR: pp. 2-3, 11, 29-31, 104, 105, 138, 158, 165, 166
102-35	Remuneration Policies	SR: p. 147 2018 10-K: p. 5

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Disclosure Number	Disclosure Title	Response
Stakeholder Engagement		
102-40	List of stakeholder groups	SR: pp. 133-134, 196-209
102-41	Collective bargaining agreements	SR: pp. 189-190
102-42	Identifying and selecting stakeholders	SR: pp. 17-19, 133-134
102-43	Approach to stakeholder engagement	SR: pp. 18-20, 3, 65-68, 133-134, 149, 151-152, 155
102-44	Key topics and concerns raised	SR: pp. 31-33, 133-134, 151-155, 196-209
Reporting Practice		
102-45	Entities included in the consolidated financial statements	SR: pp. 17, 18-19. Note that unless otherwise noted in the report, the report boundary is the entirety of WM operations, as noted at p. 97. 2018 10-K: pp. 3-4
102-46	Defining report content and topic Boundaries	SR: pp. 17-19
102-47	List of material topics	SR: p. 20
102-48	Restatements of information	Any restatements, and reasons for such, are footnoted as part of the data presentation within the body of the report.
102-49	Changes in reporting	Changes have been noted in footnotes where applicable.
102-50	Reporting period	SR: pp. 18-19
102-51	Date of most recent report	SR: pp. 18-19
102-52	Reporting cycle	SR: pp. 18-19
102-53	Contact point for questions regarding the report	Sue Briggum, Vice President Federal Affairs, sbriggum@wm.com , (202) 639-1219; Susan Robinson, Sr. Director Sustainability & Policy, srobinson@wm.com , (206) 915-9183
102-54	Claims of reporting in accordance with the GRI Standards	SR: pp. 18-19, GRI Content Index
102-55	GRI content index	GRI Content Index
102-56	External assurance	SR: pp. 18-19 CDP Climate Change Response: pp. 54-56
GRI 200: Economic		
GRI 201: Economic Performance		
103-1	Explanation of the material topic and its boundary	SR: pp. 2-4, 13-14
103-2	The management approach and its components	SR: pp. 2-4, 13-14
103-3	Evaluation of the management approach	SR: pp. 2-4, 13-14
201-1	Direct economic value generated and distributed	SR: pp. 13-14, 16-17
201-2	Financial implications and other risks and opportunities due to climate change	SR: p. 145 CDP Climate Change Response: pp. 10-18
201-3	Defined benefit plan obligations and other retirement plans	SR: pp. 191-192
GRI 202: Market Presence		
103-1	Explanation of the material topic and its boundary	2018 10-K: p. 3
103-2	The management approach and its components	2018 10-K: p. 3
103-3	Evaluation of the management approach	2018 10-K: p. 3 SR: pp. 2-4, 13-14
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	All standard entry level wages for both male and female employees exceed local minimum wage.
202-2	Proportion of senior management hired from the local community	100% of senior management were hired locally when they started their careers at WM. We define "hired locally" as within commuting distance of a facility.

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GRI 203: Indirect Economic Impacts		
103-1	Explanation of the material topic and its boundary	SR: pp. 116-117, 128
103-2	The management approach and its components	SR: pp. 116-128
103-3	Evaluation of the management approach	SR: pp. 116-128
203-1	Infrastructure investments and services supported	SR: pp. 116-132
203-2	Significant indirect economic impacts	SR: pp. 116-117, 128
GRI 205: Anti-corruption		
103-1	Explanation of the material topic and its boundary	SR: pp. 146-148
103-2	The management approach and its components	SR: pp. 141-148, 156
103-3	Evaluation of the management approach	SR: pp. 146-148, 156
205-1	Operations assessed for risks related to corruption	SR: pp. 97 (employees by Regions), 141-148
205-2	Communication and training about anti-corruption policies and procedures	SR: pp. 97 (employees by Regions), 113, 141-148
205-3	Confirmed incidents of corruption and actions taken	We have zero fines or penalties regarding anti-competitive practices in the past year and zero confirmed cases of corruption or bribery. [Also see 2018 DJSI response 1.4.3.]
GRI 300: Environmental		
GRI 301: Materials		
103-1	Explanation of the material topic and its boundary	SR: pp. 23-42, 97
103-2	The management approach and its components	SR: pp. 23-42, 50-52, 165-177
103-3	Evaluation of the management approach	SR: pp. 25-42, 165-166, 174-177
301-1	Materials used by weight or volume	SR: pp. 30, 38-39, 165-166, 185
GRI 302: Energy		
103-1	Explanation of the material topic and its Boundary	SR: pp. 5, 43-46, 77-78, 84-89
103-2	The management approach and its components	SR: pp. 5, 9, 43-46, 77-83, 84-89 CDP Climate Change Response: pp. 23-26
103-3	Evaluation of the management approach	SR: pp. 5, 7-9, 43-46, 47-48, 78-79, 84-89
302-1	Energy consumption within the organization	SR: pp. 43-46, 47-49, 77-78, 84-87, 88-89, 163 CDP Climate Change Response: pp. 40-41, 45-49, 52-53
302-3	Energy Intensity	CDP Climate Change Response: p. 39
302-4	Reduction of energy consumption	SR: pp. 9, 43-46, 75, 77-78, 84-89
302-5	Reductions in energy requirements of products and services	SR: pp. 9, 39, 43-46, 75, 77-78, 84-89
GRI 303: Water and effluents		
103-1	Explanation of the material topic and its boundary	SR: pp. 70-72, 90-91
103-2	The management approach and its components	SR: pp. 70-72, 90-91, 159, 166-167 CDP Water Response: pp. 3-4, 9, 19-22, 40-48
103-3	Evaluation of the management approach	SR: pp. 70-72, 158 CDP Water Response: pp. 9, 10, 19-23
303-1	Interactions with water as a shared resource	SR: pp. 70-72, 90-91 CDP Water Response: pp. 2, 3, 7-15, 19-23, 40-48
303-2	Management of water related impacts	SR: pp. 90-91, 158 CDP Water Response: pp. 4, 6-8, 9-15
303-3	Water withdrawal	CDP Water Response: pp. 4-6, 25-34
303-4	Water discharge	CDP Water Response: pp. 4, 6, 10, 11
303-5	Water consumption	CDP Water Response: pp. 4, 26-31

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Disclosure Number	Disclosure Title	Response
GRI 304: Biodiversity		
103-1	Explanation of the material topic and its boundary	SR: pp. 5, 9, 118-121
103-2	The management approach and its components	SR: pp. 5, 9, 118-121
103-3	Evaluation of the management approach	SR: pp. 5, 9
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	SR: pp. 118-121
304-2	Significant impacts of activities, products, and services on biodiversity	SR: pp. 118-121
304-3	Habitats protected or restored	SR: pp. 5, 9, 118-121
GRI 305: Emissions		
103-1	Explanation of the material topic and its boundary	SR: pp. 79-83, 97, 160-163 CDP Climate Change Response: pp. 2-6, 20-31, 34, 60
103-2	The management approach and its components	SR: pp. 7-12, 79-83, 160-164, 167-177 CDP Climate Change Response: pp. 2-6, 20-31, 34, 60
103-3	Evaluation of the management approach	SR: pp. 160-163, 167-177
305-1	Direct (Scope 1) GHG emissions	SR: pp. 80, 84-89, 160-163, CDP Climate Change Response: pp. 2, 32-33, 38-40, 44-53
305-2	Energy indirect (Scope 2) GHG emissions	SR: pp. 80, 84-89 CDP Climate Change Response: pp. 2, 32-33, 38-53
305-3	Other indirect (Scope 3) GHG emissions	SR: CDP Climate Change Response: pp. 23-26, 32-38, 60-63
305-4	GHG emissions intensity	CDP Climate Change Response: pp. 38-39
305-5	Reduction of GHG emissions	SR: pp. 80, 81, 84-89 CDP Climate Change Response: pp. 26-32, 39, 41-44, 60-63
305-6	Ozone-depleting substances	CDP Climate Change Response: p. 40
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	SASB: 3a
GRI 306: Effluents and waste		
103-1	Explanation of the material topic and its boundary	SR: pp. 158, 165-166, 166-177
103-2	The management approach and its components	SR: pp. 158, 165-166, 167-177
103-3	Evaluation of the management approach	SR: pp. 158, 166-167, 167-177
306-1	Water discharge by quality and destination	CDP Water Response: p. 5, 6, 37, 38
306-2	Waste type and disposal method	SR: p. 185
306-3	Significant spills	SR: p. 158
306-5	Water bodies affected by water discharges and/or runoff	CDP Water Response: p. 16-19, 26-36
GRI 307: Environmental Compliance		
103-1	Explanation of the material topic and its boundary	SR: pp. 97, 167-168
103-2	The management approach and its components	SR: pp. 159, 167-177
103-3	Evaluation of the management approach	SR: pp. 158, 141-143, 144, 177
307-1	Non-compliance with environmental laws and regulations	SR: pp. 158, 165
GRI 308: Supplier Environmental Assessment		
103-1	Explanation of the material topic and its boundary	SR: pp. 97, 128, 147-151
103-2	The management approach and its components	SR: pp. 147-151 Corporate website: https://www.wm.com/suppliers/index.jsp
103-3	Evaluation of the management approach	SR: pp. 128, 148-149, 150-151
308-1	New suppliers that were screened using environmental criteria	SR: p. 148

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Disclosure Number	Disclosure Title	Response
GRI 400: Social		
GRI 401: Employment		
103-1	Explanation of the material topic and its boundary	SR: pp. 97, 93, 98-99
103-2	The management approach and its components	SR: pp. 93, 98-99, 99-101
103-3	Evaluation of the management approach	SR: pp. 93-94, 96-97, 99, 100
401-1	New employee hires and employee turnover	SR: pp. 98-101
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR: pp. 191-192
GRI 403: Occupational Health and Safety		
103-1	Explanation of the material topic and its boundary	SR: pp. 97, 103-108
103-2	The management approach and its components	SR: pp. 93, 103-108
103-3	Evaluation of the management approach	SR: pp. 93-94, 96-97, 99, 100
403-1	Workers representation in formal joint management-worker health and safety committees	SR: pp. 103, 189-190, 192-195
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	SR: pp. 103-108
403-3	Occupational health services	SR: pp. 106-108
403-4	Worker participation, consultation, and communication on occupational health and safety	SR: pp. 100, 103, 106-108, 139, 140, 143, 144, 190
403-5	Worker training on occupational health and safety	SR: pp. 111-114, 193-195
403-6	Promotion of worker health	SR: pp. 191, 192
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR: pp. 111-114, 143, 147, 193-195
GRI 404: Training and Education		
103-1	Explanation of the material topic and its boundary	SR: pp. 97, 102, 111-114, 122-124, 144, 171-172, 178-182, 192-195
103-2	The management approach and its components	SR: pp. 102, 111-114, 122-124, 144, 171-172, 178-182, 192-195
103-3	Evaluation of the management approach	SR: pp. 102, 111-114, 122-124, 144, 171-172, 178-182, 192-195
404-1	Average hours of training per year per employee	SR: p. 113
404-2	Programs for upgrading employee skills and transition assistance programs	SR: pp. 102, 111-112, 171-172, 192-194, 195
404-3	Percentage of employees receiving regular performance and career development reviews	100% of our Waste Management employees receive a regular performance and career development review. This information can be found in the Employee Handbook.
GRI 405: Diversity and Equal Opportunity		
103-1	Explanation of the material topic and its boundary	SR: pp. 94-97
103-2	The management approach and its components	SR: pp. 95-97, 150, 186-189, 195
103-3	Evaluation of the management approach	SR: pp. 94-99
405-1	Diversity of governance bodies and employees	SR: pp. 94-97, 138, 187
GRI 407: Freedom of Association and Collective Bargaining		
103-1	Explanation of the material topic and its boundary	SR: pp. 93-96, 97, 107, 189-190
103-2	The management approach and its components	SR: pp. 93-96, 107, 189-190
103-3	Evaluation of the management approach	SR: pp. 98-99, 99-101, 107, 189-90
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We have not identified any operations or suppliers in which employee rights to exercise freedom of association and collective bargaining have been violated or are at significant risk.

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GRI 413: Local Communities		
103-1	Explanation of the material topic and its boundary	SR: pp. 116-117, 128
103-2	The management approach and its components	SR: pp. 116-117, 122, 125-128, 129, 131, 196
103-3	Evaluation of the management approach	SR: pp. 117, 128, 196-198
413-1	Operations with local community engagement, impact assessments, and development programs	SR: pp. 116-117, 122, 125-128, 129, 131, 196
413-2	Operations with significant actual and potential negative impacts on local communities	SR: pp. 172, 174, 196-198
GRI 414: Supplier Social Assessment		
103-1	Explanation of the material topic and its boundary	SR: pp. 147-151
103-2	The management approach and its components	SR: pp. 147-151; Policy Against Trafficking of Humans and Modern Slavery, Supplier Code of Conduct, http://sustainability.wm.com/downloads/pdfs/Waste_Management_Sustainability-Related_Policies.pdf
103-3	Evaluation of the management approach	SR: pp. 147-148
414-1	New suppliers that were screened using social criteria	SR: p. 148
GRI 415: Public Policy		
103-1	Explanation of the material topic and its boundary	SR: pp. 23-24, 31, 63-67, 151-155, 178-182, 133-134, 196 CDP Water Response: p. 44
103-2	The management approach and its components	SR: pp. 23-24, 31, 63-67, 151-155, 178-182, 133-134, 196, 198-209
103-3	Evaluation of the management approach	SR: pp. 2-4, 23-24, 151-155
415-1	Political contributions	SR: p. 16 CDP Climate Change Response: pp. 63-69
GRI 416: Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	100% of health and safety impacts from WM services are assessed for improvement.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Incidents of non-compliance with regulations resulting in a fine or penalty, see SR: p. 158. Pursuant to the new standards we are following as laid out by SASB, we report on non-compliance with regulations resulting in a fine or penalty. Because "warnings" are an undefined term that can be so broad as a letter inquiring about paperwork due or ambiguities in reporting data, we do not report where we do not have sufficient specificity in the category requested. No voluntary compliance codes are applicable. See also SASB: 5a, 5b, 5c, 6a, 6b, 6c.
GRI 419: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Applicable social and economic laws and regulations include those listed within (environmental, corruption, anti-trust) and are answered within.