

SASB INDEX

Reference	Activity Metric	Category	Unit of Measure	Answer	Cross-Reference
Mix of Business					
1a.	Number of customers by category: (1) municipal, (2) commercial, (3) industrial, (4) residential, and (5) other	Quantitative	Number	(1) 3,000, (2) 1,100,000, (3) 200,000, (4) 18,400,000 (5) 250,000. Note that Waste Management provides a full array of services for customers that do not fit within the categories of municipal, commercial, industrial, or residential; "Other" includes those customers. Examples include: our on-call At Your Door service, hazardous waste accounts, brokered waste that we collect, renewable energy customers, Sustainability Services consulting customers who don't have a service contract with WM.	SR p. 6 Updated 12/31/18 Not materially changed in 2018
1b.	Vehicle fleet size	Quantitative	Number	17,347 collection vehicles, 7,621 heavy duty natural gas	SR pp. 84-85, 88
1c.	Number of (1) landfills, (2) transfer stations, (3) recycling centers (4) composting centers, (5) incinerators, and (6) all other facilities	Quantitative	Number	(1) 252, (2) 314, (3) 104, (4) 44, (5) 0, (6) 130 landfill gas-to-energy facilities, 132 natural gas fueling stations	SR p. 5
1d.	Amount of materials managed by customer category (1) municipal, (2) commercial, (3) industrial, (4) residential, and (5) other	Quantitative	Metric tons (t)	(1) 36.5M, (2) 17.8M, (3) 20.9M, (4) 14.2M, (5) 89.2M. Note that "Other" includes tonnage of material that we manage but does not fit into the above service categories, including from our on-call At Your Door service, hazardous waste accounts, third-party waste that goes to our transfer stations and landfills. "Other" tonnage was amended to exclude service tasks provided by WM's integrated service offering, thus subtracting double-counting where WM performs more than one service task for a customer (e.g., processing at a transfer station and disposal in a WM-owned landfill).	SR p. 6 Not materially changed in 2018
Greenhouse Gas Emissions					
2a.	(1) Gross global Scope 1 emissions, (2) percentage covered under emissions-limiting regulation, and (3) percentage covered under emissions-reporting regulation	Quantitative	Metric tons (t) CO ₂ e Percentage (%)	(1) 16,272,144, (2) 89% of scope 1 emissions are covered under emissions-limiting regulation, (3) 89% of scope 1 emissions are covered under emissions-reporting regulation.	
2c.	Total landfill gas generated, percentage flared, percentage used for energy	Quantitative	Million British Thermal Units (MMBtu), Percentage (%)	Total landfill gas collected: 211,622,546.40 MMBTU. 45% flared, 44% used for energy, 11% for other beneficial use (fuel source for leachate evaporator units and pipeline projects where gas is sent to boilers as fuel or for transportation fuel). Note that gas collected is the metric for which there is available, reliable data.	

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2d.	Description of long-term and short-term strategy or plan to manage Scope 1 emissions, emission-reduction targets, and an analysis of performance against those targets	Discussion and Analysis	n/a	<p>Over the next 20 years, we intend for our waste solutions and services to result in an overall reduction of GHG emissions four times greater than generated by our own operations. In 2017, that ratio was three.</p> <p>Targets and Progress:</p> <p>By 2038, 45% reduction of scope 1 emissions from 2010 base year; 91% achieved.</p> <p>By 2028, 42% reduction in scope 1, 2 and 3 emissions from 2011 base year; 50% achieved.</p> <p>By 2038, 75% reduction in scope 1 and 2 emissions from 2011 base year; 28% achieved.</p> <p>Emissions strategy/management:</p> <ul style="list-style-type: none"> • Expand existing and identify new beneficial use projects to manage methane at our landfills • Develop high-BTU projects that convert landfill gas to renewable transportation fuels for use in our heavy-duty trucks and for sale to third parties • Invest in innovations to convert waste materials into energy and other low-carbon products while perfecting the technical processes, logistics and match of products to market demand. See page 42 for more about waste-based energy production. • Further our renewable energy production through investment in companies that are developing sustainable energy technologies. See page 46 for more about waste-based energy production. • Transition from diesel to alternative fuel vehicles in 90% of our entire fleet • Use renewable fuel in over 90% of our entire fleet • Purchase near zero vehicles • Continue to improve energy efficiency at our facilities • Capture methane at our landfills for use as renewable electricity and renewable fuel by third parties • Recycle materials for the greatest environmental benefits 	

SASB INDEX

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Air Quality					
3a.	Air emissions of the following pollutants: NO _x (excluding N ₂ O), SO _x , non-methane volatile organic compounds (NMVOCs), and hazardous air pollutants (HAPs)	Quantitative	Metric tons (t)	Based on the total amount of landfill gas recovered, WM's operations generated 0.0000522 ton of NO _x , 0.0000011 ton of SO _x and 0.000001 ton non-methane organic compounds (NMOC) per ton of solid waste handled at our facilities with gas collection in 2018.	
3b.	Number of facilities in or near areas of dense population	Quantitative	Number	122 landfills within an urbanized area, 135 within 5 km. of an urbanized area, 201 outside of an urbanized area	SR p. 197-198 Not materially changed in 2018
3c.	Number of incidents of non-compliance associated with air emissions	Quantitative	Number	1	SR p. 165
Fleet Fuel Management					
4a.	Fleet fuel consumed, percentage renewable	Quantitative	Gigajoules, Percentage (%)	21,524,861 gigajoules of fuel consumed by fleet, 8% renewable	
4b.	Percentage of alternative energy vehicles in fleet	Quantitative	Percentage (%)	44%	
Management of Leachate & Hazardous Waste					
5a.	Total Toxic Release Inventory (TRI) releases, percentage released to water	Quantitative	Metric tons (t), Percentage (%)	20 air, 15,741 contained in RCRA facility, 3,602 contained in underground injection, 112 transferred to off-site containment, 0 water; 0% released to water	SR pp. 165-166
5b.	Number of corrective actions implemented for landfill releases	Quantitative	Number	0	SR p. 71
5c.	Number of incidents of non-compliance associated with environmental impacts	Quantitative	Number	5 formal enforcement actions in 2018; 6 NRC reportable spills	SR p. 158
Workforce Health & Safety					
6a.	(1) Total recordable injury rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	Quantitative	Rate	(1) 2.92. See also the numbers for Days Away/Restricted or Transfer; Vehicle Accident Recordable Rate; and Hourly Accident Recordable Rate. Because of the lack of comparable data for the waste and recycling sector, WM limits its reporting to the standard OSHA metrics. Further information is available from our VP of Safety, Jeff Martin, JMartin22@wm.com .	SR pp. 104-105
6b.	Safety Measurement System BASIC percentiles for: (1) Unsafe Driving, (2) Hours-of-Service Compliance, (3) Driver Fitness, (4) Controlled Substances/Alcohol, (5) Vehicle Maintenance, and (6) Hazardous Materials Compliance	Quantitative	Percentile (%)	(1) 3.52; (2) 0.79; (3) 24.87; (4) 0.0; (5) 52.90; (6) 0.0	
6c.	Number of vehicle accidents and incidents	Quantitative	Number	See above	

SASB INDEX

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Labor Relations					
7a.	Percentage of active workforce covered under collective bargaining agreements	Quantitative	Percentage (%)	18.5%	SR p. 189
7b.	Number and duration of strikes and lockouts	Quantitative	Number, Days	0	
Recycling & Resource Recovery					
8a.	Amount of waste incinerated, percentage hazardous, percentage used for energy recovery	Quantitative	Metric tons (t), Percentage (%)	0	WM no longer owns any waste incineration capacity. To the extent that a specific waste stream received at a WM facility must be transferred for off-site incineration, that volume would be a subcomponent of the TRI off-site transfer data reported under TRI, the total of which represents 0.0037% of waste handled. See p. 165
8b.	Percentage of customers receiving (1) recycling and (2) composting services, by customer type	Quantitative	Percentage (%)	(1) 49% residential customers, 27% commercial; (2) 31% residential, 2% commercial.	Not materially changed in 2018
8c.	Amount of material (1) recycled and (2) composted	Quantitative	Metric tons (t)	(1) 15M tons; (2) 3.59M tons (includes organic material composted, mulched or processed in CORE facilities)	SR p. 30
8d.	Amount of electronic waste collected, percentage recovered through recycling	Quantitative	Metric tons (t), Percentage (%)	19,404 tons collected, 96.8% recycled	SR p. 51
Fleet					
9a.	Unsafe Driving, HOS Compliance			In the absence of OSHA metrics and definitions for "unsafe driving" and absence of comparable industry data on HOS for both the public and private sectors, please refer to the safety section.	SR pp. 104-109
9b.	Driver Fitness, Controlled Substances/Alcohol, Vehicle Maintenance			Please see discussion of safety programs.	SR pp. 104-109
9c.	HM Compliance			Please see discussion of safety programs.	SR pp. 104-109

*Not materially changed in 2018