

BETTER COMMUNITIES

CONTRIBUTIONS THAT BRING
POSITIVE CHANGE TO WHERE
WE LIVE AND WORK.

IN THIS SECTION

Local Communities	116
Environmental Preservation	118
Public Education	122
Community Vitality	125
Charitable Donations	129
Disaster Relief	131
Stakeholder Engagement on National Issues.....	133



LOCAL COMMUNITIES

Though our operations span nearly 20 million customers in the U.S. and Canada, we are very much a local business that is an integral part of the communities we serve. We want to help make our communities, cities, towns and counties better places to work and live — today and for the future. To do so, we support events, programs and organizations that are as varied as the thousands of communities and individuals we serve.

In 2017, we sought feedback on the responsiveness to our community engagement among the people we serve.

We found that

25%
OF CUSTOMERS

are aware that we are engaged in the community.

.....

In contrast,

82%
OF OUR EMPLOYEES

rate the company's community support as good or very good.

Our goal will be to reduce the gap between employee and community awareness of what we do to improve the areas in which we work.

We concentrate on initiatives that enhance our environment, promote education and improve the livability and resiliency of our communities, all of which ties to our sustainability goals to increase and improve recycling, produce renewable energy, reduce emissions and preserve wildlife habitat.

We have long been involved in environmental projects that preserve and protect healthy ecosystems, and we optimize our work with national organizations such as Keep America Beautiful (KAB) and the Wildlife Habitat Council (WHC). Their respective national programs allow us to have local impact at hundreds of sites across our operating areas. Our employees also work in partnership with community-based groups, as well as conservationists, universities and environmental organizations, to support healthy ecosystems.

2017 was an especially tough year with respect to natural disasters, as some of the worst hurricanes on record — Harvey, Irma and Maria — rocked communities across the U.S., including Hurricane Harvey's devastation in Houston, Waste Management's headquarters. As a company, we directed \$4 million toward relief efforts in the U.S., and through the Waste Management Cares Fund, our people stepped up to help 550 impacted fellow employees during their time of need.

How We Give Back

20,000

**PROTECTED ACRES OF
WILDLIFE HABITAT**

90

**WILDLIFE HABITAT
PROGRAMS**

>4,000

COMMUNITY EVENTS
Hosted and/or Participated in
by Waste Management

\$17 Million

**PROGRAM TOTAL CHARITABLE
CONTRIBUTIONS**

(cash and in-kind donations)

300,000

PEOPLE

Participating in Environmental
Stewardship and Community
Betterment Activities
Including K-12 Youth and College Students



ENVIRONMENTAL PRESERVATION

Waste Management owns a wide range of properties — large and small, urban and rural. At our larger properties, in the substantial areas that we set aside as buffer zones, we make a concerted effort to enhance the natural value of the land by providing habitat for wildlife and offering educational opportunities and natural beauty to the surrounding community.

One of our key partners in protecting and enhancing wildlife habitat is the Wildlife Habitat Council (WHC), a nonprofit organization recognized as the authoritative conservation program for businesses. Our long-standing partnership with WHC has resulted in the creation of 90 WHC-certified projects at Waste Management sites. Through project certification, the WHC recognizes commendable wildlife habitat management and community environmental education programs. Together, these properties encompass nearly 20,000 acres created, enhanced or protected for wildlife across North America. The projects often feature a community environmental education component.

Our projects are included in the WHC's Conservation Registry, an interactive database that maps conservation, restoration and wildlife habitat-enhancement projects worldwide, allowing us to better understand the impact of our conservation programs. We continue to expand certified sites to include small urban habitats at transfer stations, recycling facilities and other smaller Waste Management facilities. Beyond the wildlife habitats certified at our active and closed facilities, we lease our unused property for productive use by farmers and ranchers. As of 2017, more than 22,300 acres in the United States and Canada were used for this purpose.





In addition to our work with WHC in certifying wildlife habitat and environmental education at our sites, Waste Management works with WHC on collaborative efforts among nonprofits, government agencies and companies to create conservation strategies. For example, the Corporate Pollinator Ecosystem Project (C-PEP) brings together companies with the United States Business Council for Sustainable Development to identify pollinator habitats on corporate land and ultimately help revive declining pollinator populations. Upon project culmination, the C-PEP Survey will be presented to the federal government as a response to President Obama's 2014 goal to restore or enhance 7 million acres of land for pollinators.



Today, Waste Management has more than 50 programs dedicated to protecting pollinators throughout North America. We also support the Highways Bettering the Economy and Environment Pollinator Protection Act (Highways BEE Act). If passed, the law would facilitate efforts by states to use more pollinator-friendly highway landscaping practices, including reducing mowing and planting native plants and grasses that provide habitats and foliage for bees and monarch butterflies and bees.

Another dimension of our commitment to environmental preservation is demonstrating the value of biodiversity to children to instill the importance of being good environmental stewards. We incorporate STEM (science, technology, engineering and math) education into most of our wildlife habitat programs. For example, our Springhill Landfill in Campbellton, Florida, hosted its 50th environmental education tour with local elementary students in November 2017. During the guided tour, students learned how a landfill operates, created edible landfills, observed stormwater ponds and visited natural forested wetlands, among other activities.



WILDLIFE HABITAT 2017 HIGHLIGHTS



BUCKS COUNTY, PENNSYLVANIA

Habitat conservation at our Bucks County Landfills received Gold Certification from WHC and dual honors in 2017, capturing the Pollinators Project Award and the Landscaping Project Award. Our Bucks County team actively manages 6,000 acres for wildlife habitat, including transforming a previously open field into a sustainable pollinator habitat for bees, cabbage moths, beetles and monarch butterflies. This multigenerational project brings employees, families, seniors, students and other members of the community together to learn how to manage and promote protection of pollinators species and habitats.



LOUISVILLE, KENTUCKY

Our Campground Natural Area, a retired facility managed in partnership with Michelin, garnered a WHC Grasslands Project Award nomination in 2017. Cub Scouts earn conservation patches here by participating in educational activities on the site's pollinator, forest, grassland and wetland habitats.



SANTA CLARA COUNTY, CALIFORNIA

Corporate Wildlife Habitat of the Year 2013 winner, and nominated for the WHC's 2017 Reptiles and Amphibians Project Award and Species of Concern Project Award, our Kirby Canyon Recycling and Disposal Facility devotes 600 acres solely to habitat enhancement projects and scientific study. Projects include developing a suitable wetlands habitat for the threatened California red-legged frog.



HAMILTON, ONTARIO

We actively manage more than half of the City of Hamilton-Glanbrook Landfill site for wildlife habitat, including grasslands, wetlands, forests and riparian areas. Working with community partners, our teams have installed and monitored songbird and wood duck nest boxes and installed pollinator gardens designed to attract species like the monarch butterfly.

WILDLIFE HABITAT 2017 HIGHLIGHTS



MENOMONEE FALLS, WISCONSIN

Partnered with local community conservation groups to restore and maintain wildlife habitat at the Orchard Ridge Recycling and Disposal Facility site. The site has a very successful bluebird and wood duck nest box program, including 28 bluebird boxes and 12 wood duck boxes. In just one nesting season, they had 17 bluebirds fledge, 34 hooded merganser hatchlings and 32 wood duck hatchlings.



BALLGROUND, GEORGIA

At Pine Bluff Landfill, high school seniors worked to fulfill their graduation duties for a senior project. The students started with building a modest butterfly and pollinator garden. Since the partnership started, the garden has grown to over two acres that now house a pavilion and hundreds of pollinating plants and species. Guided tours and educational presentations are given to local school students, boy and girl scout troops and home-school groups, as well as area garden clubs.

PUBLIC EDUCATION



Recycling is an essential part of reducing the impact we have on our environment. Forty years ago, the recycling challenge was about getting people and businesses to embrace a new way of discarding waste: bundling newspapers, sorting plastics and glass, and resisting the old habit of throwing all our waste in the garbage. Today, with evolving waste streams, single-stream collection methods and advanced processing systems, recycling has become more complex. Recycling the right materials in the right way really does matter, but it doesn't always happen: it's estimated that 25 percent of materials put in recycling bins are not actually recyclable.

As the recycling landscape has evolved in recent years and become more challenging for consumers, we are working to educate people about the benefits not only of recycling, but also recycling properly. Our [Recycle Often. Recycle Right.](#)[®] campaign helps consumers understand what can and cannot be recycled.



A key feature of the Recycle Often. Recycle Right. campaign is a [toolkit](#) that includes brochures, posters, ads, radio clips, blog posts, videos and more, used to spread the message. In addition, the toolkit provides K-12 curricula with supporting national science standards and is available to visitors to the campaign's microsite. We launched a new version of the campaign website in 2017 to provide customers with more updates and more engaging, interactive and motivational resources to help them make the right recycling choices.



Our Recycle Often. Recycle Right.® campaign is national in scope and joins partners for recycling education such as The Recycling Partnership, of which we're a funding partner, AMERIPEN, the National Waste & Recycling Association and others. We work hard to make these education programs come alive locally. Many of our sites across North America host educational activities, programs, community events and facility open houses to inform and educate people about better managing waste. For example, our team in Kansas City partnered with Bridging the Gap (a local nonprofit) and a Keep America Beautiful chapter to put together a Facebook Live broadcast on America Recycles Day that offered viewers practical recycling tips plus a behind-the-scenes look at the Kansas City recycling facility.

We also use our social media channels to educate people about recycling through our #Recycling101 campaign, in addition to other sustainability information. In 2017, we posted more than 270 messages about sustainability and recycling education on social media, reaching approximately 8.5 million people.

Growing Recycling Through Multicultural Outreach



Our own workforce speaks multiple languages (our employee newsletter goes out in English, Spanish and French), so it's no surprise that the diverse communities we serve would benefit from receiving information in their own language, too. We offer Spanish-language resources on our Recycle Often. Recycle Right.® website, and our municipal partners often provide translated versions of local recycling guidelines on their websites as well.

Here are some other ways we engage with multicultural communities about recycling:

- › One of our recent Think Green Grants went to the Vietnamese American Community Center of the East Bay in Oakland, California. The center wanted to help Vietnamese restaurants and grocery stores incorporate compost collection services to avoid fees and penalties regarding new and unfamiliar composting rules and regulations. The grant went toward translating an English ad about composting requirements into Vietnamese and training staff and volunteers about the recycling ordinance so they could help over 30 local businesses make informed decisions about compliance.
- › In Southern California, our team employs integrated outreach efforts to make recycling messages relatable to Spanish speaking communities. One emphasis of our recent engagement includes the development of localized videos and social media content inviting Latino communities to join our efforts to further sustainability through reducing and reusing and recycling right.
- › In Washington state, our Recycling Corps interns often speak more than one language and use those skills to broaden our engagement with the public and businesses about reducing waste and changing recycling behavior. One of our 2017 interns, Xiao Dong Liu, used his Cantonese and Mandarin fluency to share recycling education with businesses in Seattle's Chinese community. Learn more about his experience in [this video](#).
- › In 2017, our Washington state team also implemented a recycling education pilot and campaign aimed at Spanish-speakers in Snohomish County. The campaign educated residents about recycling and tested the effectiveness of texting, TV and radio ads, direct mail and door-to-door outreach. Using the information learned from this pilot, Waste Management developed a new education campaign geared toward the Spanish-speaking community. The "Odes to Recycling" campaign is inspired by the work of Pablo Neruda and his odes to everyday elements, paying homage to recyclable plastics, paper and cans that can be reborn for the benefit of the planet and future generations. Based on the importance the community places on recycling and the environment, odes are a culturally significant way to share recycling best practices for priority materials. In addition, we launched a new bilingual English/Spanish storytelling program that targets multicultural communities within schools. The hands-on, visual and interactive nature of the program made it accessible for all students, regardless of native language. These efforts would go on to win our team a 2018 Recycler of the Year award for Multicultural Engagement from the Washington State Recycling Association.

COMMUNITY VITALITY

Through our partnership with Keep America Beautiful (KAB) and other environmental organizations, Waste Management supports thousands of community environmental education and beautification initiatives that highlight our desire to help create and maintain vibrant communities.

We have supported KAB's annual America Recycles Day for 28 years. In 2017, we were a national sponsor of this initiative, which drew 1.9 million attendees to more than 1,200 events dedicated to promoting, encouraging and celebrating recycling.

Our Think Green® Grants are part of an initiative through which we provided 55 grants totaling \$170,000 in 2017. Grants went to nonprofit organizations and KAB affiliates for programs focused on community beautification and recycling education such as:

- ▶ Improving public education on what can be recycled to reduce contamination in the curbside collection program in Akron, Ohio.
- ▶ Helping students at a school for the blind in Philadelphia, Pennsylvania, develop job skills as they deliver recycling bins to classrooms, maintain the bins and collect and sort recycled materials.
- ▶ Supporting the development of a new community park in Norwood, Massachusetts. Before the new park, the area was an unused, overgrown eyesore in the middle of town. Now there are trees and benches for use of town residents.
- ▶ Planting 50 trees along a city parkway in Berwyn, Illinois, to replace trees damaged by an insect infestation.
- ▶ Protecting waterways in Tampa, Florida, by educating the public about recovery and recycling options for monofilament fishing line and installing collection tubes in targeted areas.
- ▶ Supporting scholarships that give low-income students free field trips to Hershey Gardens to learn about sustainable gardening.
- ▶ Creating an educational recycling decal for the inside lid of recycling bins in Sandy, Utah, to reduce contamination.
- ▶ Providing a park bench for a newly developed butterfly garden planted by community volunteers in the Village of Chicago Ridge in Illinois.



Waste Management also sponsors environmental education and beautification initiatives run by community-based organizations. For example, our Hoot Landfill, a closed site in Fouke, Arkansas, welcomes about 100 sixth-graders each year to an outdoor school led by the Sulphur River Waterfowl Association. The three-day event teaches students about the natural environment as they rotate through stations on topics that correlate with their classroom curriculum, such as plant and wildlife identification, nature sounds and a creek study.

We also lend our expertise in recycling education to special events, such as our ongoing partnership with the Houston Marathon Committee to reduce waste at its annual marathon and half-marathon. This event received gold certification from the Council for Responsible Sport for the fifth consecutive year in 2017 after achieving a waste diversion rate of 77, aided by our focus on educating volunteers and vendors about recycling. Prior to the race weekend, marathon staff toured our Gasmer Road material recovery facility, where we also spent time training lead volunteers on the proper use of different types of recyclable boxes. At our booth promoting recycling at the marathon EXPO, members of our team collected 543 pairs of tennis shoes from runners, then donated them to SEARCH Homeless Services in Houston, Texas.

Keeping Neighbors Safe

When Waste Management drivers are working their routes in the wee hours of the morning, they have a unique opportunity to be the eyes and ears of the neighborhoods they serve. For more than a decade, our Waste Watch® community program has leveraged this advantage by training our drivers to recognize and handle situations that just don't seem right. The program teaches drivers how to observe and report suspicious activities and emergencies to local public safety and law enforcement agencies. Introduced in Forest Grove, Oregon, Waste Watch has trained thousands of employees to keep an eye out in more than half the U.S. communities we serve.

To become recognized as a Waste Watch Certified Driver, an employee participates in a formal training program, which includes instruction from Waste Management corporate security and local law enforcement personnel, and then passes a written examination.

We also partner with other safety-related organizations and programs, including AMBER Alert, the National Center for Missing & Exploited Children, Community Crime Stoppers and the U.S. Department of Homeland Security.

Over the years, the Waste Watch program has received widespread national acclaim, earning recognition from local municipalities and the National Sheriffs' Association's Award of Excellence in Neighborhood Watch. Our drivers have been lauded for reporting suspicious activity ranging from thefts to vandalism. Drivers have also helped save lives by calling in emergency medical assistance for individuals in physical distress.



Here are a few examples of helpful or just plain heroic actions by our Waste Watch Certified Drivers:

- › At our Atlantic Waste Disposal Landfill in Sussex County, Virginia, Waste Management employees James Clary and Nelson Laine worked with the Sussex County of Public Works to design and install a helipad at the landfill. The helipad provides aviation crews a dedicated site to land unaided and the rescue squad to deliver the patient during an emergency in a rural part of the county.
- › Driver Juan Aguilar ran to the rescue of a customer in Denver, Colorado, who had fallen and hit his head on a curb. He followed emergency dispatch instructions until paramedics arrived, then stayed on to place the customer's lawnmower and shovels safely in the garage.
- › When a boy and girl flagged down his truck and told him a 14-year-old girl had fallen into a frigid river in Timmins, Ontario, Armand (Sam) L'heureux helped her from the water, then called 911 and his local office. His district operations manager turned up with blankets and a jacket to help the girl avoid hypothermia.



Resaving Pets

Waste Management worker William Gambrell in Sacramento, California, found six kittens in a dumpster and turned them over to the SPCA.



Sharing Kindness

Ryan Murray, a driver in Sudbury, Ontario, took the time to show a child on his route how his recycling truck worked. The family was so impressed with Murray's compassion that they nominated him for a local media organization's [12 Days of Kindness](#) award.

- › In Lewisville, Texas, driver Larry Bowery saw a car get rear-ended by a gravel truck and pushed over a bridge into a lake. Bowery used a crowbar to smash a window so he could pull the injured driver free and stayed with him until emergency crews arrived.

- › Driver James Thomas received thanks from the fire department in Seattle, Washington, for helping to save the life of a customer on his route who was experiencing a medical emergency.

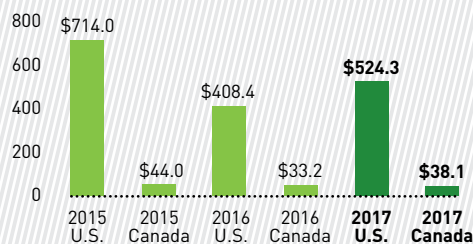
In addition to Waste Watch, our drivers and helpers are always on the lookout for ways to connect with their communities and our customers. Here just a few of our "fan favorites":

- › Driver Bryan Deets has a special bond with a 6-year-old customer with multiple sclerosis in Calgary, Alberta. Whenever Deets empties the bin under the boy's window, he gives the bin a couple of extra dumps to brighten the boy's day. He also gave his super fan a toy Waste Management truck to enjoy even when it's not trash day.
- › A Montgomery, Minnesota, high school student with autism who is fascinated by Waste Management trucks received a thrill when driver Jim Hahn presented him with a miniature Waste Management truck, official hat and water bottle.
- › A heartfelt card along with a bag of holiday goodies was sent to our Eastern Canada team in Mount Forest, Ontario, from a neighbor who lives near the site. The neighbor's children walk to school down Sligo Road each day where there are no sidewalks and find that they often have to run into the ditch to avoid trucks that haven't slowed down or given them enough space. The children noticed that this is never the case when it comes to Waste Management trucks and that our drivers always take the time to slow way down or come to a complete stop if there is traffic, to allow space for the children to walk. When the Mount Forest team discussed this at a meeting, one of the drivers came up with a slogan that they continue to use at meetings and huddles — We Are Guardians of the Road.

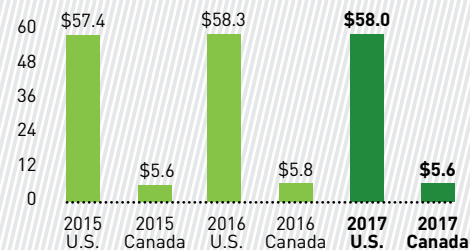
Local Economic Impact

Our day-to-day operations — from \$3.5 billion in wages and benefits to the \$562.4 million in income taxes paid in the U.S. and Canada — boost economic growth in the communities in which we live and work. In 2015, we spent \$6.5 billion on supplies, one-third of which involved purchase of collection and operating fleet. Supporting small businesses through the materials and supplies we purchase also contributes to local and national economic growth. In 2017, we spent \$191 million with diverse suppliers as part of our commitment to diversity and inclusion.

Income Taxes Paid (in millions)



Real Estate Taxes Paid (in millions)



CHARITABLE DONATIONS

Waste Management gives back to communities throughout the U.S. and Canada through financial contributions, in-kind giving, participation on an organization's board or the sharing of our expertise. Whenever possible, we engage with local stakeholders to understand specific community needs.

Volunteering in Our Communities

We pride ourselves on having an employee base dedicated to revitalizing our local communities through kind acts of volunteerism. In 2017, volunteers reported contributing nearly 781 hours during paid working hours. This total does not reflect the thousands of hours we know our employees volunteer on their own time. As part of our work with Keep America Beautiful and the Wildlife Habitat Council, we encourage our employees to volunteer in their local areas on projects we sponsor throughout the year. Here are a few examples of how Waste Management employees supported their communities in 2017:



Collecting Food in Canada

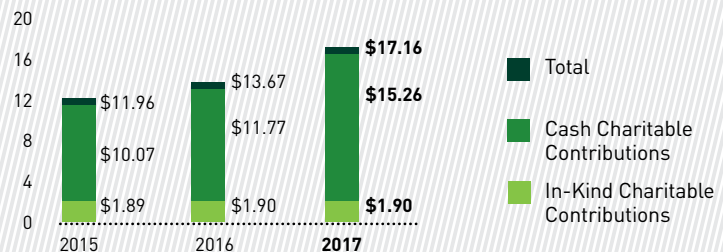
- › After weeks of campaigning, collecting goods, planning logistics and devising participation incentives, our Eastern Canada Leadership Forum — a group of 12 future leaders — collected 2,230 pounds of food and \$2,333 in cash donations for The Mississauga Food Bank in Ontario.
- › Fourteen volunteers from our corporate IT team spent eight hours painting, cleaning and doing minor repairs to the home of a senior citizen in Houston, Texas, as part of the team's "Impact Day" initiative, which aims to give back to the community and build stronger relationships among employees.

- ▶ With more than 25 participating sites, our Southern California employees came together to collect more than 1,900 toys for their annual holiday toy drive benefiting the California Highway Patrol's Chips For Kids and the LAPD Devonshire PALS program.
- ▶ Our team in West Valley City, Utah, partnered with Make-a-Wish Utah to give a 15-year-old boy with cystic fibrosis — who happens to love garbage trucks — a ride in a Waste Management truck. The truck delivered him to a reveal party where he found out that his wish to visit Walt Disney World was coming true.
- ▶ The Mount Forest, Ontario, team in Eastern Canada once again created a float masterpiece, with the theme this year being "Canadian Christmas." The majority of the float was comprised of recycled materials, with about 20 employees contributing their free time to create this award-winning float that was featured in three local parades.



Charitable Contributions

(in millions)



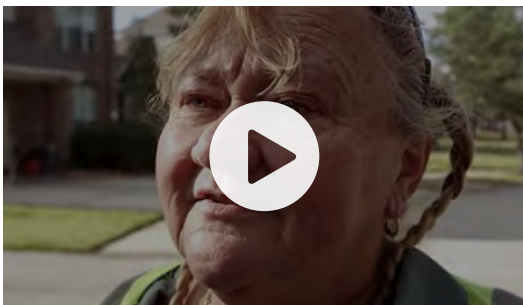
DISASTER RELIEF

The extraordinary devastation caused by hurricanes Harvey, Irma and Maria in the fall of 2017 only strengthened our resolve to provide safety, support and services to our employees, customers and communities. We are proud of how our employees responded to the 2017 hurricanes: with professionalism, compassion and a deep commitment to safe operations.

We work to prepare our teams for disasters as part of our culture of safety and resiliency. Prior to Hurricane Irma making landfall, for example, our Florida and Mid-Atlantic teams prepared for the emergency by updating online service alerts, ensuring site managers

had complete lists of employee contact information, distributing pre-storm preparation information to customers and emergency operating centers, planning social media content to communicate with customers, securing water for sites, keeping tanks full of fuel and moving vehicles to higher ground if needed.

We donated \$3 million to Harvey aid relief and an additional \$1 million in support of Hurricane Irma recovery efforts. Our team members also stepped up to help one another through the Waste Management Employees Care Fund, which provided financial assistance to nearly 550 employees impacted by Harvey or Irma.



Taking Care of Our Waste Management Family

In the wake of Hurricane Irma, all 67 Waste Management business units within the Florida Area were closed due to the scope, path and severity of the storm. Within 48 hours, however, Waste Management drivers were back on the job servicing customers statewide. And in the Florida Keys, service resumed on the fifth day after the storm, with drivers taking their time, navigating trouble spots and dealing with the excessive amounts of storm debris and garbage curbside.

While no Waste Management employees were injured in the storm, many did suffer extensive property damage and needed to relocate. The Waste Management Employees Care Fund quickly provided more than 260 Waste Management employees in Florida with company assistance totaling nearly \$20,000.



How We Responded to Hurricane Irma

Post-storm, 38 Waste Management “Green Team” members from around the country arrived to assist with hauling and post-collection operations, staying on the job for several months. The Florida team worked diligently to meet customers’ needs. Sales, Dispatch and Operations coordinated seamlessly to deliver nearly 2,500 containers the week after the storm to priority customers, including the 16 Florida Power & Light staging areas for first responders.

Waste Management volunteers took care of our communities as well, by delivering bags of ice to Everglades City and the South Winds Trailer Park in Sarasota; 500 hot meals to the Gifford Youth Achievement Center in Indian River County; and lunch to the Florida Power & Light linemen restoring power in Okeechobee.

Although we no longer have operations in Puerto Rico, we could not ignore the terrible devastation of Hurricane Maria. In response, we donated the use of a Waste Management corporate aircraft to help transport medicine and other supplies coordinated by an aviation services company that had run out of room on its own planes.





STAKEHOLDER ENGAGEMENT ON NATIONAL ISSUES

Waste Management actively works with stakeholders that operate within our value chain, such as customers, employees and suppliers, as well as stakeholders outside our value chain, including industry peers and multistakeholder groups. We have regular open discussions about topics that are relevant to our operations and impact our society. These conversations play a key role in shaping how we execute our strategy, materiality and business strategy, as well as how we work to help improve our communities.

Our Approach

We take a systematic approach to stakeholder engagement, starting with public accountability. Every two years we identify the key stakeholders with whom we engage — from environmental and community groups to business and manufacturing leaders, from government associations to scientific academies. These stakeholders can be found across multiple sectors and within our communities. All are essential in helping us stay abreast of current trends, perspectives and policy matters that affect our industry, our customers and our communities.

Our engagement takes many forms. When working on facility upgrades and new construction, we map our community footprint and seek to engage groups and individuals in open dialogue through Community Advisory Councils or more informal routine interactions, open house events, public meetings, tours and more. With our larger customers, we host innovation labs and sustainability forums that focus on ways to reduce costs, lessen environmental footprints and increase the reuse of resources. Each year we complete dozens of surveys on economic sustainability and governance (ESG) to keep investors and customers informed and help customers with their own sustainability reporting. The feedback loop is

continuous. As we receive questions about our ESG practices, we benchmark opportunities to improve and then communicate that progress in future responses.

Participation in policy discussions supplements our dialogue at the local level and ensures that we are working with stakeholders from many perspectives. We give dozens of presentations each year on topics involving recycling, renewable energy and fuel and civic engagement. Since 2011, we have sponsored three terms of multistakeholder dialogues on the core issues affecting our industry and those impacted by it: the road to more sustainable materials management; the way life cycle thinking can pave the way to better characterization of environmental impact over time; and ways stakeholders can achieve more recycling productivity. We believe there is enormous value in bringing together diverse viewpoints in a sustained effort to find common ground and mutual understanding of difficult [environmental challenges](#).

Waste Management believes that disclosing our networks of memberships and associations working on policy issues is important. Our employees are enriched by broad interaction with stakeholders and informed dialogue on key issues like materials management, renewable energy, climate change and adaptation, responsible governance, conservation — and a host of other topics. For a full listing of associations and memberships, see stakeholder engagement in the [Communities Appendix](#).

