



ESG DATA CENTER

August 2023



Intro

WM ([WM.com](https://www.wm.com)) is North America's largest comprehensive waste management environmental solutions provider. Previously known as Waste Management and based in Houston, Texas, WM is driven by commitments to put people first and achieve success with integrity. The company, through its subsidiaries, provides collection, recycling and disposal services to millions of residential, commercial, industrial and municipal customers throughout the U.S. and Canada. With innovative infrastructure and capabilities in recycling, organics and renewable energy, WM provides environmental solutions to and collaborates with its customers in helping them achieve their sustainability goals. The data below is presented to provide stakeholders a quick access to key performance indicators related to WM's sustainability efforts. Please visit our [Sustainability Report](#) and [ESG Resources Hub](#) for additional information and stories related to WM's sustainability program. WM is committed to improving and staying up to date on best practices for data collection and reporting, which may also result in changes to data. Further, totals may vary from the summation due to rounding. 2022 data is representing performance from January 1st to December 31st, 2022.

Legal Notice

Many of the assumptions, standards, methodologies, metrics and measurements used in preparing this report continue to evolve, and are based on management assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees. There are inherent uncertainties in providing such information, due to the complexity and novelty of many methodologies established for collecting, measuring, and analyzing ESG and sustainability-related data.

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Economic Impact

	2018	2019	2020	2021	2022
Total Revenue (\$ in millions)	\$14,910	\$15,460	\$15,218	\$17,931	\$19,698
Adjusted Income from Operations (\$ in millions) ¹	\$2,740	\$2,810	\$2,650	\$3,033	\$3,474
Adjusted Operating Margin ¹	18.4%	18.2%	17.4%	16.9%	17.6%
Adjusted Earnings per Share ¹	\$4.20	\$4.40	\$4.03	\$4.84	\$5.59
Free Cash Flow (\$ in millions) ¹	\$2,080	\$2,110	\$2,656	\$2,530	\$1,976
Adjusted Operating EBITDA (\$ in billions) ¹	\$4.21	\$4.38	\$4.32	\$5.03	\$5.51
Adjusted Operating EBITDA Margin ¹	28.3%	28.4%	28.4%	28.1%	28.0%
Cash Dividends (\$ in millions)	\$802	\$876	\$927	\$970	\$1,077
Share Repurchases (\$ in millions)	\$1,004	\$248	\$402	\$1,350	\$1,500
Returned to Shareholders (\$ in billions)	\$1.80	\$1.10	\$1.30	\$2.30	\$2.58
Cash from Operations (\$ in millions)	\$3,600	\$3,900	\$3,403	\$4,338	\$4,536
Capital Expenditures (\$ in millions)	\$1,700	\$1,800	\$1,632	\$1,904	\$2,587
Diverse Supplier Spend (\$ in millions)	\$234.2	\$264.1	\$244.2	\$335.3	\$665.5

¹ This is a non-GAAP financial measure. Please see the footnotes and tables that accompany WM's press releases dated 1/31/2023; 2/2/2022; 2/18/2021; 2/13/2020 and 2/14/2019, available at investors.wm.com, for more information about WM's use of non-GAAP measures and a reconciliation to the most comparable GAAP measures.

Operations

	2018	2019	2020	2021	2022
Customer Service & Satisfaction					
Enterprise Net Promoter Score ²	-	-	50.2	34.7	28.3
Overall Customer Satisfaction	55.3%	58.7%	68.3%	60.5%	57.2%
Post-Contact Survey Customer Satisfaction	-	4.19	4.25	4.06	4.12

² The decrease in Enterprise Net Promoter Score is correlated to severe weather events which created significant disruptions in WM's ability to safely service these areas.

Fleet

Collection Vehicles	17,269	17,000	19,690	18,927	18,545
Alternative Energy Vehicles ³	7,944	8,924	10,388	10,832	11,307
Percent of Alternative Energy Vehicles in Collection Fleet	46%	50%	53%	57%	61%
Percent of Alternative Energy Vehicles allocated to Renewable Natural Gas ⁴	30%	40%	55%	53%	47%

³ Alternative Energy vehicles include vehicles that run on compressed natural gas (CNG), liquefied natural gas (LNG) and electricity.

⁴ In 2022, WM updated our methodology for calculating percent of alternative energy vehicles fueled with renewable natural gas (RNG) based on enhanced data availability and to take a more conservative calculation methodology. In 2022, we allocated approximately 50 million RNG gallons of gasoline equivalent, and are on track to allocate RNG to cover fuel usage by our collection fleet by 2026.

Facilities

Landfills

Active Hazardous Waste Landfills	5	5	5	5	5
Active Solid Waste Landfills	247	244	263	255	254
Transfer Stations	314	302	348	340	337
Material Recovery Facilities (MRFs)	88	103	103	96	97
Organics Processing Facilities	4	44	42	39	41

Renewable Energy - Landfill Gas Beneficial Use Projects

Landfill Gas-to-Electricity Facilities ⁵	101	97	104	102	95
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Operations

	2018	2019	2020	2021	2022
Facilities					
Renewable Energy - Landfill Gas Beneficial Use Projects (continued)					
Renewable Natural Gas Facilities ⁵	15	15	16	16	17
Landfill Gas to Industrial Processing Facilities ⁵	14	12	26	26	23
Natural Gas Fueling Stations	132	145	171	177	181

⁵ Facility count is inclusive of WM owned facilities plus third party facilities operating on WM landfills.

Recycling

Recycled Materials managed are reported in tons

Paper	8,635,161	8,079,346	7,744,197	7,780,337	7,371,473
Mixed Organics	3,591,346	3,577,122	3,358,832	3,919,198	3,801,595
Fly Ash	1,168,061	1,149,000	996,799	884,281	915,054
Glass	720,594	666,838	615,853	584,756	546,114
Metal	475,278	476,645	384,404	417,452	468,806
Plastic	349,499	403,484	502,459	516,717	464,505
C&D/Wood	202,329	1,149,152	1,381,865	1,226,043	1,222,237
E-Waste/Lamps/Batteries	19,404	9,110	32,122	3,567	7,660
Other ⁶	0	0	14,123	5,105	34,114
Total Recycled Materials ⁷	15,161,672	15,510,697	15,030,654	15,337,456	14,831,559
Inbound Recycling Contamination	18%	17%	16%	16%	16%

⁶ "Other" includes specialty materials such as used oil, tires and textiles.

⁷ The decrease in Total Recycled Materials in 2022 primarily resulted from recycling facilities shutdowns for facility upgrades and a reduction in tons recovered from 3rd parties and organics.

Environment

	2018	2019	2020	2021	2022
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Greenhouse Gas Emissions (metric tons CO₂e)

Our GHG Emissions Inventory is 3rd party reviewed and verified annually.

Scope 1⁸

Landfill	14,536,271	13,965,549	14,602,131	15,299,582	13,743,239
Collection Fleet	1,321,914	1,209,237	1,019,617	1,171,967	1,116,110
Other Energy Use	413,959	449,846	461,473	503,775	462,388
Total Scope 1	16,272,144	15,624,632	16,083,220	16,975,323	15,321,737

Scope 2 - Purchased Electricity⁸

Location-Based ⁹	246,091	238,341	236,151	257,188	301,883
Market-Based	246,091	238,341	236,151	182,885	138,743

⁸ In 2022, we reduced Scope 1 & 2 emissions by 10%, which is driven by a reduction in landfill emissions and collection fleet.

⁹ Location Based reflects emissions from total electricity consumption. Market Based reflects emissions from retirement of Renewable Energy Credits (RECs) in accordance with the Greenhouse Gas Protocol Accounting Standard.

Environment

	2018	2019	2020	2021	2022
Greenhouse Gas Emissions (metric tons CO2e)					
Scope 3 ¹⁰					
Purchased Good & Services	428,823	1,610,356	1,515,191	1,136,734	288,762
Capital Goods	8,348,931	1,338,238	1,372,479	1,613,209	222,620
Fuel & Energy Related Activities	-	-	423,504	325,520	339,725
Upstream Transport	363	-	-	62,668	410,615
Waste	-	-	-	-	24,397
Business Travel	19,693	20,672	9,037	9,266	18,544
Employee Commuting	215,288	221,200	177,563	199,333	157,395
Upstream Leased Assets	-	285	2,813	7,918	-
Use of Sold Products	-	-	-	823	1,175
Downstream Leased Assets	2,409	1,716	1,250	1,163	22,731
Investments	30,228	19,198	1,157	1,108	2,130
Total Scope 3	9,045,735	3,211,665	3,502,994	3,357,743	1,488,094
Biogenic Emissions ¹¹					
Biogenic Scope 1	11,957,838	12,432,517	12,689,901	12,969,522	12,858,413
Biogenic Scope 2	-	-	-	-	985
Biogenic Scope 3	3,024,651	2,944,529	2,797,824	1,146,269	2,285,381

¹⁰ We continue to improve our Scope 3 accounting and transparency year over year by working closely with the Supply Chain team and our suppliers, and aligning with best practice methodologies. Not only does this result in fluctuations in reported emissions, but may lead us to shift emissions into different categories, eliminating some while expanding others.

¹¹ Biogenic emissions are reported separately from WM's Corporate GHG Inventory in line with GHG Protocol reporting standard. These emissions are considered carbon neutral as they derive from decomposition of biological material. Biogenic Scope 2 emissions are associated with retired RECs from landfill-gas-to-energy.

Environment

	2018	2019	2020	2021	2022
Greenhouse Gas Emissions					
Avoided GHG Emissions (million metric tons CO2e)					
Renewable Energy Generation	2.19	2.10	2.18	2.16	1.97
Reuse and Recycling of Materials	31.32	30.06	28.55	28.06	26.92
Carbon Permanently Sequestered	20.04	20.74	21.99	21.86	19.43
Total Avoided GHG Emissions	53.55	52.90	52.72	52.08	48.32
Carbon Intensity ¹²					
CO2e/\$ Net Revenue	1,108	1,026	1,072	957	784
CO2e/Tons of Waste Disposed (metric tons)	0.142	0.136	0.143	0.137	0.124
CO2e/1,000 Miles Driven	2.74	2.40	2.02	2.20	2.16
Avoided GHG Emissions/CO2e ¹³	3.27	3.35	3.20	3.03	3.13
Landfill Gas Emissions					
Landfill Gas Emitted (MTCO2e)	14,536,271	13,965,549	14,602,131	15,299,582	13,743,239
Percent of total	23%	21%	22%	22%	20%
Landfill Gas Captured (MTCO2e) ¹⁴	49,655,869	51,088,479	51,136,297	53,562,528	53,408,981
Percent of total	77%	79%	78%	78%	80%
Landfill Gas Flared	48%	47%	49%	55%	55%
Landfill Gas Recovered for Beneficial Use	52%	53%	51%	45%	45%

¹² Carbon Intensity metrics include Scope 1 & 2 emissions normalized to \$M net revenue, tons of waste disposed and 1,000 miles driven.

¹³ Avoided GHG Emissions per CO2e is calculated by dividing total potential emissions avoided from Renewable Energy Generation, Reuse and Recycling of Materials and Carbon Permanently Sequestered by direct operating emissions (Scope 1 and 2).

¹⁴ Landfill gas generated from waste is cyclical over a period of decades. The amount and rate of gas generation is dependent on several factors, including waste volume, composition, climatic factors, and operational controls. In 2022, WM reported a de minimis change in landfill gas captured related to timing of gas generation and forementioned factors.

Environment

	2018	2019	2020	2021	2022
WM Landfill Gas - Beneficial Use					
Equipment Capacity ¹⁵					
Landfill Gas-to-Electricity (MW)	416	402	380	377	395
Landfill Gas-to-Natural Gas (MW)	29	33	51	63	67
Total equipment capacity for Landfill Gas (MW)	444	435	431	441	461
Landfill Gas Converted to Energy for Sale/Use (MMBTU) ^{16, 17}	58,630,000	58,060,000	56,130,000	55,510,000	54,504,000

¹⁵ Equipment Capacity presents MWs of capacity at WM renewable energy facilities only.

¹⁶ Landfill gas converted to energy is a measure of energy produced via WMRE facilities both WM owned and third-party operated. Note, landfill gas processed at a WMRE facility has a higher energy content than the enterprise-wide average energy content.

¹⁷ In 2022, the decrease in Landfill Gas Converted to Energy for Sale/Use was due to several facilities temporarily closing for renovations to convert generation from landfill gas-to-electricity to renewable natural gas.

Energy Consumption (MWh)

Non-Renewable Fuels	7,033,506	6,651,407	6,348,664	7,389,804	6,530,987
Renewable Fuels	467,328	1,208,877	1,992,642	1,763,896	1,683,777
Total Fuels ¹⁸	7,500,833	7,860,284	8,341,305	9,153,700	8,214,764
Non-Renewable Electricity	583,680	602,321	639,516	502,594	477,809
Renewable Electricity ¹⁹	122	1,362	958	188,542	345,904
Total Electricity	583,802	603,682	640,474	691,136	823,713
Total Non-Renewable Energy	7,617,185	7,253,728	6,988,180	7,892,398	7,008,796
Total Renewable Energy	467,449	1,210,238	1,993,600	1,952,438	2,029,681

¹⁸ Fuels is inclusive of collection fleet, off-road fleet, facility heating, fuels used in operations and aviation.

¹⁹ In 2021 and 2022, Renewable Electricity is comprised of Renewable Energy Credits (RECs). See Scope 2 Market Based emissions above.

Environment

	2018	2019	2020	2021	2022
Energy Consumption (MWh)					
Total Energy	8,084,635	8,463,966	8,981,779	9,844,836	9,038,477
Percent Renewable Energy	6%	14%	22%	20%	22%
Percent Renewable Electricity	-	-	-	27%	42%
Energy Intensity ²⁰					
Waste Managed (MWh/1,000 tons)	69.71	70.21	73.99	72.65	72.82
Operating Revenue (MWh/\$10k)	5.42	5.48	5.48	5.10	4.59
Employee (MWh/employee)	185.00	188.51	172.88	188.59	183.27
<i>²⁰ MWh is enterprise-wide energy including electricity and fuels normalized to \$M net revenue, tons of waste disposed and 1,000 miles driven.</i>					
Non-Compliance Associated With Environmental Impacts					
Environmental Compliance Violations	7	1	7	5	7
Significant Spills	6	4	4	8	6
TRI Chemical Containment at WM Hazardous Waste Facilities (pounds) ²¹					
RCRA Subtitle C	30,885,281	25,209,739	26,777,679	26,839,041	-
Underground Injection	7,940,553	6,466,667	4,983,532	5,223,053	-
Transfer Off-Site to Treatment/Containment	64,585	193,810	76,776	137,981	-
<i>²¹ TRI data is reported a year behind.</i>					

Environment

	2018	2019	2020	2021	2022
Waste Generated					
Total Waste Generated (metric tons) ²²	4,032	4,138	3,588	4,469	4,561
Total Waste Recycled (metric tons)	1,068	1,099	904	1,185	1,204
Percentage Recycled	26%	27%	25%	27%	26%
Total Waste to Landfill (metric tons)	2,964	3,039	2,684	3,284	3,357
Percentage Landfilled	74%	73%	75%	73%	74%
Total Waste to Incinerated (metric tons)	0	0	0	0	0
Percentage Incinerated	0%	0%	0%	0%	0%
Total Waste Generated Per Employee (pounds)	209	208	192	203	204

²² Total waste generated in operations is calculated using an average waste and recycling generation tonnage per employee, per day for each of our facility types. Each WM facility type (i.e., landfill, hauling, MRF, office, etc.) has its own waste factor calculated based on historical waste audit data.

Water Consumption (million cubic meters) ²³

Total Municipal Water Supplies (or from other water utilities)	2.90	3.50	2.80	3.56	3.24
Fresh Surface Water (lakes, rivers, etc.)	-	-	-	-	-
Fresh Ground Water	0.06	0.07	0.06	0.13	0.13
Total Withdrawal	2.96	3.57	2.86	3.69	3.37
Total Net Fresh Water Consumption	0.46	0.57	0.54	0.84	0.86
Water returned to the source of extraction at similar or higher quality as raw water extracted	2.50	3.00	2.30	2.85	2.51

²³ Water consumption is municipal water retrieved from our utility bill management system and ground water estimated based on employee count for sites with ground water wells.

Workforce

Workforce data is for WM's total workforce unless otherwise stated.

	2018	2019	2020	2021	2022
Safety					
Days Away/Restricted or Transfer (per 200,000 work hours) - Employees	2.9	2.2	2.3	2.4	2.6
Days Away/Restricted or Transfer (per 200,000 work hours) - Contractors and Contingent Labor	0.150	0.110	0.110	0.087	0.040
Vehicle Accident Recordable Rate (total driver hours/vehicle accidents)	19,729	19,371	22,059	19,631	19,851
Hourly Accident Recordable Rate (total driver hours/all vehicle incidents)	10,776	11,684	12,272	11,611	10,791
Total Recordable Injury Rate (per 200,000 work hours)	2.90	2.80	2.80	3.00	3.02
Employees					
Workforce percentage figures are a representation of plus or minus of 1%.					
Hires					
New employee hires	10,616	11,645	8,369	12,744	13,791
Open positions filled by internal candidates (internal hires)	16%	9%	29%	22%	26%
Employee Turnover					
Employee Turnover Rates	20.5%	20.4%	16.7%	25.4%	25.3%
Voluntary Employee Turnover Rates	14.8%	15.0%	12.4%	20.9%	20.0%
Employees by Payment Type					
Hourly	80.7%	80.3%	80.4%	80.3%	79.6%
Salaried	19.3%	19.7%	19.6%	19.7%	19.6%
Salary Ratio					
Ratio of Basic Salary and Remuneration of Women to Men	-	0.79	0.97	0.97	0.93

Workforce

	2018	2019	2020	2021	2022
Employees					
Employees by Region					
Total Employees	43,624	44,758	48,042	48,348	49,317
United States	40,873	41,822	44,993	45,226	46,149
Canada	2,169	2,196	2,153	2,055	2,135
India	582	740	896	1,067	1,033
Diversity					
<i>Diverse representation is voluntarily self-identified. Workforce percentage figures are a representation of plus or minus of 1%.</i>					
By Age					
Percentage <30 Years Old	-	11.8%	10.9%	11.5%	11.7%
Percentage 30 - 50 Years Old	-	50.0%	49.4%	48.4%	48.2%
Percentage >50 Years	-	38.2%	39.7%	39.7%	40.1%
Senior Leadership Team					
Percentage Minority ²⁴	-	22%	22%	22%	22%
Percentage Women	-	33%	33%	33%	33%
Company Officials and Managers					
Percentage Minority ²⁴	-	20.5%	20.2%	21.5%	22.9%
Percentage Women	-	20.8%	21.5%	22.6%	27.8%

²⁴ Minority representation references both racial and ethnic characteristics self-identified by team members.

Workforce

	2018	2019	2020	2021	2022
Diversity					
Total Workforce (including United States, Canada & India)					
Percentage Minority ²⁵	-	41.6%	41.2%	42.0%	41.9%
Percentage Women	-	18.1%	18.4%	19.3%	19.2%
Percentage Women in all Management Positions	-	20.8%	21.5%	22.6%	27.8%
Percentage Women in Top Management Positions	-	21.2%	23.0%	23.3%	21.1%
Percentage Women in Junior Management Positions	-	20.8%	21.5%	22.7%	27.9%
Percentage Women in Management Positions in Revenue-Generating Functions	-	-	8.1%	8.5%	23.6%
Share as Percentage of Total Workforce					
Asian	-	-	1.5%	1.5%	1.5%
Black or African American	-	-	18.0%	18.6%	18.2%
Hispanic	-	-	20.8%	20.9%	20.9%
White	-	-	51.5%	50.3%	48.7%
Indigenous or Native	-	-	0.9%	1.0%	1.0%
Two or More Races ²⁶	-	-	-	-	0.3%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	-	-	7.3%	7.7%	9.4%

²⁵ Minority representation references both racial and ethnic characteristics self-identified by team members.

²⁶ The category for two or more races has been included in EEO-1 reporting, and is being integrated to WM's sustainability reporting beginning in 2022.

Workforce

	2018	2019	2020	2021	2022
Diversity					
Share in All Management Positions, as Percentage of Total Management Workforce					
Asian	-	-	1.8%	1.9%	2.6%
Black or African American	-	-	7.1%	7.6%	7.8%
Hispanic	-	-	11.0%	11.5%	11.6%
White	-	-	73.6%	72.1%	69.3%
Indigenous or Native	-	-	0.4%	0.5%	0.5%
Two or More Races ²⁷	-	-	-	-	0.4%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	-	-	6.1%	6.4%	7.8%
<i>²⁷ The category for two or more races has been included in EEO-1 reporting, and is being integrated to WM's sustainability reporting beginning in 2022.</i>					
Female Representation - United States only					
Percentage Executives	21.4%	20.3%	19.7%	19.7%	14.1%
Percentage Managers	18.7%	19.8%	20.6%	21.7%	22.2%
Percentage Professionals	46.2%	47.3%	46.4%	47.1%	46.7%
Percentage Operatives & Craft Workers	2.1%	2.5%	2.9%	4.0%	4.3%
Percentage All Workforce	17.4%	18.0%	18.3%	19.1%	18.9%

Workforce

	2018	2019	2020	2021	2022
Diversity					
Minority Diversity - United States only²⁸					
Percentage Executives	11.4%	12.2%	11.3%	10.5%	10.3%
Percentage Managers	20.9%	22.0%	21.9%	23.5%	24.5%
Percentage Professionals	30.3%	31.5%	30.5%	33.0%	32.9%
Percentage Operatives & Craft Workers	46.9%	48.0%	47.7%	48.2%	48.3%
Percentage All Workforce	43.6%	44.5%	44.0%	44.9%	44.8%
Additional Representation - United States only					
Veterans	-	-	5%	5%	4%
2022 EEO-1 TABLE - United States only²⁹					

²⁸ Minority representation references both racial and ethnic characteristics self-identified by team members.

²⁹ 2022 EEO-1 Table will be filed July 2023.

Training					
Average Hours of Training per Employee ³⁰	-	30	30	30	30
Average Spend on Training per Full-Time Employee (using blended learning techniques)	-	\$600	\$600	\$650	\$572
Total Annual Training Hours Among Full-Time Employees	-	492,770	332,578	438,631	520,839

³⁰ Average hours of training per employee includes training completions tracked in WM's Talent Management System and an estimate of blended learning techniques (e.g., daily training huddles, weekly safety training, monthly observations and post-training reinforcement methods such as videos and practice sessions) that occur in the field.

Community

	2018	2019	2020	2021	2022
Community Vitality					
Charitable Donations (\$ in millions)	\$13.0	\$14.8	\$14.2	\$12.8	\$14.1
In-Kind Services (\$ in millions)	\$1.9	\$1.6	\$1.2	\$1.5	\$1.8
Total Charitable Giving (\$ in millions)	\$14.9	\$16.4	\$15.4	\$14.3	\$15.9
Community Events Hosted and/or Participated in by WM	>4,000	3,496	860	1,096	1,421
Environmental Conservation ³¹					
Wildlife Habitat Council Certified Programs	83	79	75	73	74
Acres Actively Managed for Wildlife Preservation	19,823	17,917	14,709	13,721	13,413
Habitat, Species and Education Projects 'on-the-ground'	333	308	282	278	291
³¹ Acres and Projects are actively managed through the Wildlife Habitat Council programs.					
Environmental Education					
Participants in WM Supported/Hosted Education Events and Programs	300,000	393,000	57,565	536,738	302,998

Governance

	2018	2019	2020	2021	2022
Board of Directors ³²					
Percentage Minority	20%	33%	22%	22%	22%
Percentage Women	20%	22%	33%	33%	33%

³² Diverse representation is voluntarily self-identified. Minority representation references both racial and ethnic characteristics self-identified by team members.

Annual Total Monetary Political and Lobbying Contributions ³³

Federal Lobbying, Interest Representation or Similar	\$264,344	\$250,000	\$260,000	\$310,000	\$296,500
Local, Regional or National Political Campaigns/Organizations/Candidates	\$572,558	\$392,814	\$210,350	\$223,817	\$390,512
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	\$550,241	\$989,392	\$860,605	\$916,341	\$975,677
Other (e.g., spending related to ballot measures or referendums)	\$18,500	\$18,500	\$10,500	\$-	\$-
Total Contributions and Other Spending	\$1,405,643	\$1,650,706	\$1,341,455	\$1,450,158	\$1,662,689

³³ The data presented above is annual total monetary contributions to and spending for political campaigns, political organizations, lobbyists or lobbying organizations, trade associations and other tax-exempt groups. Note the amounts are based on the information provided by the association or organization. WM PAC contributions are excluded and can be found in our publicly available disclosure Participation in the Political Process <https://investors.wm.com/static-files/3013b95e-be0a-40a7-830f-22cdd9e3c50a>.

Governance

		2021	2022
Contributions to Influence Public Policy, Legislation and Political Campaigns ³⁴			
Name of Organization	Description		
Type of Organization			
National Association of Manufacturers (NAM) Trade Association	WM works with NAM to address key issues facing the waste and recycling industries, including trade barriers to recycling, renewable electricity and fuel policies, congressional engagement on sustainability matters and environmental justice.	\$26,220	\$38,196
Environmental Technology Council (ETC) Trade Association	WM works with ETC to address specific issues facing our hazardous business units, including advocacy and agency outreach on improvements to the tracking of hazardous waste shipments, destruction and disposal of materials containing per- and polyfluoroalkyl substances, and the long-term storage and management of elemental mercury.	\$21,889	\$21,889
National Waste & Recycling Association (NWRA) Trade Association	WM works with NWRA to address a wide range of federal and state issues, including tax reform, incentives to increase domestic recycling infrastructure, environmental policies impacting landfill and recycling operations, extended producer liability, international recycling standards, vehicle safety and employee health issues, infrastructure permitting, safety, the impacts of tariffs on recycling markets, recycling infrastructure legislation, the emerging contaminant PFAS (commonly found in discarded household products) and other workforce development issues.	\$43,268	\$44,448
The Coalition for Renewable Natural Gas	WM works with the Coalition to advocate for support of EPA's Renewable Fuel Standard Program and for federal and state incentives to produce and use renewable transportation fuel and renewable electricity.	\$3,090	\$21,000
Institute for Scrap Recycling Industries (ISRI)	ISRI represents the interests of the scrap recycling industry and its members at the federal and state level as well as regulatory agencies and international bodies around the world. WM participates in several committees including the Paper Stock Industries (PSI), the Plastics Division and the MRF Committee.	\$12,971	\$6,188

³⁴ The above data represents the portion of monetary contributions or expenditures allocated by trade associations to influence political campaigns or public policy and legislation.

Governance

	2018	2019	2020	2021	2022
Reports of Potential Misconduct ³⁵					
Number of Reports of Potential Misconduct	-	2,558	2,938	3,489	3,575
Percentage of Reports Made Through Confidential Integrity Helpline	-	-	62%	62%	49%
Percentage of Reports Through Other Avenues Including People Organization (which includes our independent Investigation Team), Corporate Security, Internal Audit, Senior Leadership, and Compliance and Ethics	-	-	38%	38%	51%
Percentage of Total Reports Made Anonymously	-	-	39%	33%	27%
Percentage Employment Practices Matters (harassment, discrimination, unprofessional behavior, employee relations, etc.)	-	75%	76%	83%	77%
Percentage Fraud-Related Matters (bribery, business practices, fraud, payroll fraud, etc.)	-	9%	8%	6%	6%
Percentage Security-Related Matters (burglary, identity theft, privacy concerns, property damage, workplace violence, etc.)	-	9%	6%	6%	8%
Percentage Other Code of Conduct Matters (conflicts of interest, gifts and entertainment, etc.)	-	7%	10%	5%	9%

³⁵ WM maintains a SPEAK UP culture where employees are encouraged to report issues and concerns through several channels, including directly to their manager, Human Resources, Compliance and Ethics or directly to the third party administered Integrity Helpline.