



JULY 2024

SUSTAINABILITY DATA CENTER

Intro

WM (WM.com) is North America's leading provider of comprehensive environmental solutions. 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 pursue their sustainability goals. WM has the largest disposal network and collection fleet in North America, is the largest recycler of post-consumer materials, and is the leader in beneficial use of landfill gas, with a growing network of renewable natural gas plants and the most landfill gas-to-electricity plants in North America. WM's fleet includes over 12,000 natural gas trucks – the largest heavy-duty natural gas truck fleet in the industry in North America. To learn more about WM and the company's sustainability progress and solutions, visit [Sustainability.WM.com](https://www.wm.com/sustainability).

The data below is presented to provide stakeholders with quick access to key performance indicators related to WM's business and certain sustainability efforts. Please visit our [Sustainability Report](#) and [Sustainability A-Z indices](#) 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. Data presented on a yearly basis represents performance from January 1 through December 31 of that year.

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 they 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 sustainability-related data.

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Economic Impact

	Units	2021	2022	2023
Total Revenue	Million USD	\$17,931	\$19,698	\$20,426
Adjusted Income from Operations ¹	Million USD	\$3,033	\$3,474	\$3,828
Adjusted Operating Margin ¹	Percentage	16.9%	17.6%	18.7%
Adjusted Earnings per Share ¹	USD	\$4.84	\$5.59	\$6.19
Free Cash Flow ¹	Million USD	\$2,530	\$1,976	\$1,902
Adjusted Operating EBITDA ¹	Million USD	\$5,032	\$5,512	\$5,899
Adjusted Operating EBITDA Margin ¹	Percentage	28.1%	28.0%	28.9%
Cash Dividends	Million USD	\$970	\$1,077	\$1,136
Share Repurchases	Million USD	\$1,350	\$1,500	\$1,302
Returned to Shareholders	Million USD	\$2,320	\$2,577	\$2,438
Cash Flow from Operations	Million USD	\$4,338	\$4,536	\$4,719
Capital Expenditures	Million USD	\$1,904	\$2,587	\$2,895
Diverse Supplier Spend ²	Million USD	\$335	\$666	\$691

¹ This is a non-GAAP financial measure. Please see the footnotes and tables that accompany WM's financial earnings releases dated 2/12/2024, 1/31/2023 and 2/2/2022; available at investors.wm.com, for more information on WM's use of non-GAAP measures and a reconciliation to the most comparable GAAP measures.

² Diverse Supplier Spend includes but is not limited to spend with Women's Business Enterprise Network Council (WBENC), National Minority Supplier Development Council (NMSDC), Small Business Enterprise (SBE), Lesbian, Gay, Bi-sexual, Transgender and Queer (LGBTQ), Veteran-Owned Businesses and Service Disabled Veteran-Owned Small Businesses (VBE/SDVQSB) certified businesses.

Operations

	Units	2021	2022	2023
Facilities				
Landfills				
Active Hazardous Waste Landfills	Number	5	5	5
Active Solid Waste Landfills	Number	255	258	258
Transfer Stations	Number	340	337	332
Recycling Facilities	Number	96	97	102
Organics Processing Facilities	Number	39	41	49
Renewable Energy - Landfill Gas Beneficial Use Projects				
Landfill Gas-to-Electricity Facilities ³	Number	70	66	66
Renewable Natural Gas Facilities ³	Number	4	5	6
Landfill Gas-to-Industrial-Processing Facilities ³	Number	22	20	20
Third-Party Landfill Gas Beneficial Use Projects	Number	48	44	44
Natural Gas Fueling Stations	Number	177	181	199
Fleet				
Collection Vehicles ⁴	Number	18,927	18,545	18,347
Alternative Fuel Vehicles in Collection Fleet ⁵	Number	10,832	11,307	12,119
Alternative Fuel Vehicles in Collection Fleet	Percentage	57%	61%	66%
Alternative Fuel Vehicles Fuel Consumption Allocated to Renewable Natural Gas ⁶	Percentage	53%	47%	47%

³ Facility count is inclusive of WM-owned-and-operated facilities on WM landfills.

⁴ Collection Vehicles indicates the number of vehicles that register on-road hours within the reported year.

⁵ Alternative Fuel Vehicles include vehicles that run on compressed natural gas (CNG) and liquefied natural gas (LNG).

⁶ WM continues to review our methodology for calculating percent of Alternative Energy Vehicles Allocated to Renewable Natural Gas (RNG) to improve overall data accuracy.

Operations

	Units	2021	2022	2023
Recycling				
Materials Recovered for Recycling				
Paper/Fiber	Tons	7,780,337	7,371,473	7,880,038
Organics	Tons	3,919,198	3,801,595	3,761,350
Fly Ash	Tons	884,281	915,054	757,344
Glass	Tons	584,756	546,114	552,122
Metal	Tons	417,452	468,806	505,220
Plastic	Tons	516,717	464,505	510,254
Construction & Demolition/Wood	Tons	1,226,043	1,222,237	1,228,095
E-Waste/Lamps/Batteries	Tons	3,567	7,660	7,066
Other ⁷	Tons	5,105	34,114	36,249
Total Recovered Materials	Tons	15,337,456	14,831,559	15,237,738
Inbound Recycling Contamination	Percentage	16%	16%	16%
Customer Service & Satisfaction				
Enterprise Net Promoter Score ⁸	Number	34.7	28.3	30.7
Overall Customer Satisfaction ⁹	Percentage	60.5%	57.2%	58.6%
Post-Contact Survey Customer Satisfaction ¹⁰	Number	4.06	4.12	4.11

⁷ "Other" includes specialty materials such as used oil, tires and textiles.

⁸ The Enterprise Net Promoter Score measures customer loyalty by looking at their likelihood of recommending a given business.

⁹ The Overall Customer Satisfaction metric is calculated based on number of responses with a 9 or 10 rating (on a scale of 1-10) divided by the total number of responses.

¹⁰ The Post-Contact Survey Customer Satisfaction score is a score provided by the customer following a customer service conversation on a scale of 1-5.

Operations

	Units	2021	2022	2023
Customers by Category ¹¹				
Residential Customers ¹²	Number	NA	1,484,329	1,416,732
Commercial Customers ¹³	Number	NA	1,125,372	1,139,742
Industrial Customers ¹⁴	Number	NA	204,347	211,881
Municipal Customers ¹⁵	Number	NA	2,748	2,610
Customers Receiving Recycling & Organics Services by Customer Type				
Recycling Services				
Residential Customers ¹²	Percentage	75%	73%	74%
Commercial Customers ¹³	Percentage	28%	29%	29%
Industrial Customers ¹⁴	Percentage	19%	9%	8%
Organics Services				
Residential Customers ¹²	Percentage	38%	39%	39%
Commercial Customer ¹³	Percentage	2%	<1%	<1%
Industrial Customers ¹⁴	Percentage	<1%	<1%	<1%

¹¹ Tracking of customers within these categories began in 2022 as a result of technology upgrades. Prior to that, we tracked customers in line with our financial reporting categories, which differs from this classification (indicated by 'NA' - Not Available).

¹² Residential Customers include residences that have direct contracts with WM for curbside collection services.

¹³ Commercial Customers include those receiving services on a commercial collection route.

¹⁴ Industrial Customers include those that receive roll-off service.

¹⁵ Municipal Customers are defined as municipalities that have direct contracts with WM. These contracts include many residential customers as they provide services to a specific area, inclusive of all residents.

Environment

	Units	2021	2022	2023
Greenhouse Gas (GHG) Emissions¹⁶				
Scope 1				
Landfill	Metric Tons CO ₂ e	15,299,582	13,743,239	13,377,373
Collection Fleet	Metric Tons CO ₂ e	1,171,967	1,116,110	1,104,533
Other Energy Use	Metric Tons CO ₂ e	503,775	462,388	456,824
Total Scope 1	Metric Tons CO ₂ e	16,975,323	15,321,737	14,938,730
Scope 1 Emissions Covered Under Emissions-Limiting Regulations ¹⁷	Percentage	76%	75%	75%
Scope 1 Emissions Covered Under Emissions-Reporting Regulations ¹⁸	Percentage	79%	79%	78%
Scope 2 - Purchased Electricity¹⁹				
Location-Based	Metric Tons CO ₂ e	257,188	301,883	285,368
Market-Based	Metric Tons CO ₂ e	182,885	138,743	122,972

¹⁶ Our GHG Emissions Inventory Scope 1, 2 and 3 is third-party reviewed and **verified** annually.

¹⁷ As aligned with Sustainability Accounting Standards Board (SASB) definitions, this includes only emission sources that are regulated under a permit-based mechanism.

¹⁸ As aligned with SASB definitions, this includes only emission sources that meet a regulatory threshold for reporting.

¹⁹ Location-Based reflects emissions from total electricity consumption. Market-Based reflects emissions from retirement of renewable energy credits (RECs) in accordance with the GHG Protocol Corporate Standard.

Environment

	Units	2021	2022	2023
Greenhouse Gas (GHG) Emissions				
Scope 3²⁰				
Purchased Goods & Services	Metric Tons CO ₂ e	1,136,734	288,762	298,304
Capital Goods	Metric Tons CO ₂ e	1,613,209	222,620	249,003
Fuel & Energy-Related Activities	Metric Tons CO ₂ e	325,520	339,725	367,687
Upstream Transport	Metric Tons CO ₂ e	62,668	410,615	525,406
Waste	Metric Tons CO ₂ e	-	24,397	23,396
Business Travel	Metric Tons CO ₂ e	9,266	18,544	18,085
Employee Commuting	Metric Tons CO ₂ e	199,333	157,395	145,195
Upstream Leased Assets	Metric Tons CO ₂ e	7,918	-	-
Downstream Transport	Metric Tons CO ₂ e	62,668	-	139,108
Use of Sold Products	Metric Tons CO ₂ e	823	1,175	12,551
Downstream Leased Assets	Metric Tons CO ₂ e	1,163	22,731	23,086
Investments	Metric Tons CO ₂ e	1,108	2,130	9,933
Total Scope 3	Metric Tons CO ₂ e	3,357,743	1,488,094	1,811,754
Biogenic Emissions²¹				
Biogenic Scope 1	Metric Tons CO ₂ e	12,969,522	12,858,413	12,988,704
Biogenic Scope 2	Metric Tons CO ₂ e	-	985	134,453
Biogenic Scope 3	Metric Tons CO ₂ e	1,146,269	2,285,381	2,444,078

²⁰ WM continues to improve our Scope 3 accounting and transparency by working closely with our suppliers and aligning with best practice methodologies. Not only does this result in fluctuations in reported emissions, but it may also lead us to shift emissions into different categories, eliminating some while expanding others.

²¹ Biogenic Emissions are reported separately from WM's Corporate GHG Inventory in line with the GHG Protocol Corporate 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-electricity.

Environment

	Units	2021	2022	2023
Greenhouse Gas (GHG) Emissions				
Avoided GHG Emissions				
Renewable Energy Generation	Metric Tons CO ₂ e	2,163,770	1,967,670	1,979,621
Reuse and Recycling of Materials	Metric Tons CO ₂ e	28,014,262	26,919,970	28,318,966
Carbon Permanently Sequestered	Metric Tons CO ₂ e	21,855,847	19,428,515	21,699,308
Total Avoided GHG Emissions	Metric Tons CO ₂ e	52,033,879	48,316,155	51,997,895
Carbon Intensity				
Net Revenue Carbon Intensity ²²	CO ₂ e/\$M Net Revenue	957	784	737
Waste Disposed Carbon Intensity ²²	CO ₂ e/Tons of Waste Disposed	0.137	0.124	0.123
Miles Driven Carbon Intensity ²³	CO ₂ e/1,000 Miles Driven	2.20	2.16	2.30
Avoided GHG Emissions Carbon Intensity ²⁴	Avoided GHG Emissions/CO ₂ e	3.03	3.13	3.45
Landfill Gas Emissions				
Landfill Gas Captured ²⁵	Metric Tons CO ₂ e	53,562,528	53,408,981	53,941,059
Landfill Gas Captured ²⁵	Percentage	78%	80%	80%
Fugitive Landfill Emissions	Percentage	22%	20%	20%
Landfill Gas Flared	Percentage	55%	55%	57%
Landfill Gas Recovered for Beneficial Use	Percentage	45%	45%	43%

²² Carbon Intensity metrics reflect Scope 1 & 2 emissions normalized to \$M net revenue and tons of waste disposed.

²³ Miles Driven Carbon Intensity metric reflects Scope 1 Collection Fleet emissions normalized to 1,000 miles driven.

²⁴ 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).

²⁵ 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.

Environment				
	Units	2021	2022	2023
WM Landfill Gas				
Total Landfill Gas Recovered	MMBTU	112,680,253	111,798,605	117,308,771
Equipment Capacity ²⁶				
Landfill Gas-to-Electricity	MW	377	395	355
Landfill Gas-to-Natural-Gas	MW	63	67	70
Total Equipment Capacity for Landfill Gas	MW	441	461	424
Landfill Gas Converted to Energy for Sale/Use ^{27, 28}	MMBTU	56,674,424	55,776,842	56,621,580
Energy Consumption				
Total Energy	MWh	9,844,836	9,038,477	9,731,807
Total Non-Renewable Energy	MWh	7,892,398	7,008,796	7,024,649
Total Renewable Energy	MWh	1,952,438	2,029,681	2,707,158
Total Fuels ²⁹	MWh	9,153,700	8,214,764	8,904,626
Non-Renewable Fuels	MWh	7,389,804	6,530,987	6,654,805
Renewable Fuels	MWh	1,763,896	1,683,777	2,249,821
Total Electricity	MWh	691,136	823,713	827,181
Non-Renewable Electricity	MWh	502,594	477,809	369,844
Renewable Electricity ³⁰	MWh	188,542	345,904	457,337

²⁶ Equipment Capacity presents MWs of capacity at WM Renewable Energy (WMRE) facilities only.

²⁷ Landfill gas converted to energy is a measure of energy produced at renewable energy facilities on WM landfills, inclusive of WM-owned-and-operated and third party. WM has updated this metric based on alignment between various data sources and an enhanced measurement approach.

²⁸ Note, landfill gas processed at a renewable energy facility has a higher energy content than the enterprise-wide average energy content.

²⁹ Total Fuels are inclusive of fuels used in collection fleet, off-road fleet, facility heating, direct operations and aviation.

³⁰ Renewable Electricity is comprised of RECs generated from WM landfill gas-to-electricity facilities and then retired against WM's direct electricity usage.

Environment

	Units	2021	2022	2023
Energy Consumption				
Percent Renewable Energy	Percentage	20%	22%	28%
Percent Renewable Electricity	Percentage	27%	42%	55%
Energy Intensity³¹				
Energy per Waste Managed	MWh/1,000 tons	72.65	72.82	79.25
Energy per Operating Revenue	MWh/\$10k	5.10	4.59	4.76
Energy per Employee	MWh/employee	188.59	183.27	203.23
Non-Compliance Associated With Environmental Impacts				
Environmental Compliance Violations	Number	5	7	5
Significant Spills	Number	8	6	3
Non-Compliance Associated with Air Emissions	Number	3	3	1
Emissions of Air Pollutants³²				
Emissions of NOx	Metric Tons	4,479	4,774	4,812
Emissions of SOx	Metric Tons	722	780	802
Emissions of VOCs	Metric Tons	96	104	107

³¹ Energy Intensity is enterprise-wide energy including electricity and fuels normalized to energy per 1,000 tons waste managed, \$10k operating revenue and employee.

³² Air emissions data is reported in metric tons per year based on emissions at landfill sites only.

Environment

	Units	2021	2022	2023
Toxic Release Inventory (TRI) Chemical Containment at WM Hazardous Waste Facilities ³³				
RCRA Subtitle C	Pounds	26,839,041	34,622,616	-
Underground Injection	Pounds	5,223,053	5,041,977	-
Transfer Off-Site to Treatment/Containment	Pounds	137,981	55,183	-
TRI Releases to Water	Percentage	<1%	<1%	-
Waste Generated ³⁴				
Total Waste Generated ³⁵	Metric Tons	4,469	4,561	4,405
Total Waste Recycled	Metric Tons	1,185	1,204	1,168
Percentage Recycled	Percentage	27%	26%	27%
Total Waste to Landfill	Metric Tons	3,284	3,357	3,237
Percentage Landfilled	Percentage	73%	74%	73%
Total Waste Incinerated	Metric Tons	0	0	0
Percentage Incinerated	Percentage	0%	0%	0%
Total Waste Generated Per Employee	Pounds	203	204	203
Water Consumption				
Total Municipal Water Supplies	Million Cubic Meters	3.56	3.24	3.86
Fresh Ground Water ³⁶	Million Cubic Meters	0.13	0.13	0.13
Total Withdrawal	Million Cubic Meters	3.69	3.37	3.99
Total Net Fresh Water Consumption	Million Cubic Meters	0.84	0.86	0.83
Water Returned to the Source of Extraction at Similar or Higher Quality as Raw Water Extracted	Million Cubic Meters	2.85	2.51	3.16

³³ Toxic Release Inventory (TRI) data is reported a year behind.

³⁴ 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, recycling, office, etc.) has its own waste factor calculated based on historical waste audit data.

³⁵ Total Waste Generated includes non-hazardous waste.

³⁶ Ground water usage at sites without meters is estimated based on employee count.

Workforce³⁷

	Units	2021	2022	2023
Safety				
Days Away Restricted or Transfer - Employees	Days/200,000 work hours	2.4	2.6	2.4
Days Away Restricted or Transfer - Contractors and Contingent Labor	Days/200,000 work hours	0.09	0.04	0.04
Vehicle Accident Recordable Rate	Total Driver Hours/ Vehicle Accident	19,631	19,851	18,672
Hourly Accident Recordable Rate	Total Driver Hours/ All Vehicle Incidents	11,611	10,791	8,899
Total Recordable Injury Rate	Injuries/200,000 work hours	3.00	3.02	3.08
Employees				
Hires				
New Employee Hires	Number	12,744	13,791	9,904
Open Positions Filled by Internal Candidates (Internal Hires)	Percentage	22%	26%	35%
Employee Turnover				
Employee Turnover Rates	Percentage	25.4%	25.3%	21.0%
Voluntary Employee Turnover Rates	Percentage	20.9%	20.0%	15.0%

³⁷ Workforce data is for WM's total workforce, unless otherwise stated. Workforce percentage figures are a representation of plus or minus 1%. Diverse and minority representation references both racial and ethnic characteristics self-identified by U.S. team members only.

Workforce³⁷

	Units	2021	2022	2023
Employees				
Employees by Pay Type				
Hourly	Percentage	80.3%	79.6%	78.8%
Salaried	Percentage	19.7%	19.6%	21.2%
Salary Ratio				
Ratio of Basic Salary and Remuneration of Female to Male ³⁸	Number	0.97	0.93	0.95
Employees by Region				
Total Employees	Number	48,348	49,317	47,886
United States	Number	45,226	46,149	44,446
Canada	Number	2,055	2,135	2,160
India	Number	1,067	1,033	1,280
Diversity & Inclusion (United States only unless otherwise noted)				
By Age (Global)				
<30 Years Old	Percentage	11.5%	11.7%	11.8%
30 - 50 Years Old	Percentage	48.4%	48.2%	48.0%
>50 Years Old	Percentage	39.7%	40.1%	40.2%
Senior Leadership Team ³⁹				
Minority	Percentage	22%	22%	20%
Female (Global)	Percentage	33%	33%	30%

³⁸ In 2022, WM updated our methodology for calculating Salary Ratio to align with industry best practices, which resulted in a slight year-over-year difference. The updated methodology is an average of all female employees' pay compared to all male employees' pay.

³⁹ The composition of WM's Senior Leadership Team varies, but as of year-end 2023, it was comprised of the following roles: Chief Executive Officer, Chief Sustainability Officer, Chief Financial Officer, Chief Legal Officer, Chief Operating Officer, Chief Human Resources and Diversity & Inclusion Officer, Chief Customer Officer, Senior Vice President Operations East Tier, Senior Vice President Operations West Tier and Senior Vice President Enterprise Strategy.

Workforce³⁷

	Units	2021	2022	2023
Diversity & Inclusion (United States only unless otherwise noted)				
WM Leadership⁴⁰				
Minority	Percentage	21.5%	22.9%	26.4%
Female (Global)	Percentage	22.6%	27.8%	28.3%
Share as Percentage of Total Workforce⁴¹				
Asian	Percentage	1.5%	1.5%	1.5%
Black or African American	Percentage	18.6%	18.2%	18.0%
Hispanic	Percentage	21.0%	21.1%	21.7%
White	Percentage	50.3%	48.7%	47.6%
American Indian or Alaska Native	Percentage	0.6%	0.6%	0.5%
Native Hawaiian or other Pacific Islander	Percentage	0.4%	0.4%	0.4%
Two or More Races	Percentage	0.9%	0.6%	0.7%
Not Disclosed ⁴²	Percentage	6.8%	9.0%	9.5%

⁴⁰ WM Leadership is comprised of supervisors and above roles, including functional and/or people leaders.

⁴¹ Race groups and population data are based on the categories provided by the U.S. Census Bureau. This includes six single-origin race groups (White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander and Some Other Race) and one multiple-origin race group (Two or More Races). Each race group is divided into two ethnic categories: Hispanic or Latino and non-Hispanic or non-Latino. This data aligns with EEO-1 reporting.

⁴² This includes the following: Employee chose not to report, "not specified" and/or employees in Canada and India.

Workforce³⁷

	Units	2021	2022	2023
Diversity & Inclusion (United States only unless otherwise noted)				
Share in All Management Positions, as Total Management Workforce⁴¹				
Asian	Percentage	2.6%	2.6%	2.9%
Black or African American	Percentage	7.9%	7.8%	8.4%
Hispanic	Percentage	11.0%	11.7%	12.2%
White	Percentage	71.3%	69.1%	67.1%
American Indian or Alaska Native	Percentage	0.3%	0.2%	0.2%
Native Hawaiian or other Pacific Islander	Percentage	0.2%	0.3%	0.2%
Two or More Races	Percentage	0.7%	0.8%	0.9%
Not Disclosed ⁴²	Percentage	5.9%	7.4%	8.0%
Female Representation (Global)				
Executives	Percentage	19.7%	14.1%	17.3%
Managers	Percentage	21.7%	22.2%	22.9%
Professionals	Percentage	47.1%	46.7%	48.0%
Operatives & Craft Workers	Percentage	4.0%	4.3%	3.7%
Total Workforce	Percentage	19.4%	18.9%	18.8%

Workforce³⁷

	Units	2021	2022	2023
Diversity & Inclusion (United States only unless otherwise noted)				
Minority Diversity				
Executives	Percentage	10.5%	10.3%	13.5%
Managers	Percentage	23.5%	24.5%	27.0%
Professionals	Percentage	33.0%	32.9%	34.6%
Operatives & Craft Workers	Percentage	48.2%	48.3%	50.1%
Total Workforce	Percentage	44.9%	44.8%	46.2%
Additional Representation				
Veterans	Percentage	5.0%	4.0%	5.8%
Labor Relations				
Workforce Covered Under Collective Bargaining Agreements	Percentage	18%	17%	17%
Work Stoppages	Number	0	0	2
Training ⁴³				
Average Training ⁴⁴	Hours/Employee	30	30	20
Average Spend on Training	USD/Employee	\$650	\$572	\$795
Total Annual Training Among Full-Time Employees	Hours	438,631	520,839	951,413

⁴³ In 2023, WM updated our training programs through a few key strategies: 1) focus on employee development including our extended leadership development programs; 2) through targeted compliance training to better meet the needs of the business; and 3) more personalized training experiences.

⁴⁴ 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. In 2023, average training per employee decreased as a result of improved targeted training programs for total front-line employees, improving the overall quality and resulting in fewer hours needed per employee.

Community

	Units	2021	2022	2023
Charitable Contributions				
Contributions (Monetary)	Million USD	\$12.8	\$14.1	\$14.7
In-Kind Services	Million USD	\$1.5	\$1.8	\$2.0
Workforce Development Donations to Nonprofits ⁴⁵	Million USD	-	-	\$2.0
Total Charitable Giving ⁴⁶	Million USD	\$14.3	\$15.9	\$18.7
Environmental Stewardship ⁴⁷				
Wildlife Habitat Council Certified Programs	Number	73	74	74
Land Actively Managed for Wildlife Preservation	Acres	13,721	13,413	13,413
Habitat, Species and Education Projects 'On-The-Ground'	Number	278	291	320
Sustainability Education ⁴⁸				
Participants in WM-Supported/Hosted Education Events and Programs	Number	536,738	-	-
People Positively Impacted	Number	-	302,998	526,462

⁴⁵ These donations are supporting our Innovative Employment Pathways (IEP) program.

⁴⁶ Expanded reporting in 2023 to include donations that support select workforce development programs and earmarked local donations.

⁴⁷ Environmental acres and projects reported here are actively managed through the Wildlife Habitat Council programs.

⁴⁸ 2021 data includes participants in WM-supported sustainability education events and programs. In 2022, we updated our reporting methodology to align with the 2030 Social Impact goal to positively impact people through targeted social impact programs. Cumulative people positively impacted is 829,460 for years 2022-2023, towards our goal of 10 million people positively impacted by 2030.

Governance

	Units	2021	2022	2023
Board of Directors				
Minority ⁴⁹	Percentage	22%	22%	33%
Female	Percentage	33%	33%	33%
Annual Total Monetary Political and Lobbying Contributions ⁵⁰				
Federal Lobbying, Interest Representation or Similar	USD	\$310,000	\$296,500	\$279,000
Local, Regional or National Political Campaigns/Organizations/Candidates	USD	\$223,817	\$390,512	\$300,204
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	USD	\$916,341	\$975,677	\$1,113,734
Total Monetary Political and Lobbying Contributions and Other Spending	USD	\$1,450,158	\$1,662,689	\$1,692,938

⁴⁹ Diverse representation is voluntarily self-identified. Minority representation references both racial and ethnic characteristics self-identified by U.S. directors only.

⁵⁰ 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

	Units	2021	2022	2023
Reports of Potential Misconduct ⁵¹				
Number of Reports of Potential Misconduct	Number	3,489	3,575	3,190
Reports via Confidential Integrity Helpline	Percentage	62%	49%	38%
Reports via Other Avenues ⁵²	Percentage	38%	51%	62%
Total Reports Made Anonymously	Percentage	33%	27%	21%
Reports of Employment Practices Matters ⁵³	Percentage	83%	77%	72%
Reports of Fraud-Related Matters ⁵⁴	Percentage	6%	6%	7%
Reports of Security-Related Matters ⁵⁵	Percentage	6%	8%	11%
Reports of Other Code of Conduct Matters ⁵⁶	Percentage	5%	9%	10%

⁵¹ WM's SPEAK UP culture encourages employees 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.

⁵² Includes Human Resources (HR), Corporate HR Investigation Team, Corporate Security, Internal Audit, Senior Leadership and Compliance and Ethics.

⁵³ Includes, but not limited to, harassment, discrimination, unprofessional behavior, employee relations, etc.

⁵⁴ Includes, but not limited to, bribery, business practices, fraud, payroll fraud, etc.

⁵⁵ Includes, but not limited to, burglary, identity theft, privacy concerns, property damage, workplace violence, etc.

⁵⁶ Includes, but not limited to, conflicts of interest, gifts and entertainment, etc.