



APRIL 2025

# 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, medical and municipal customers throughout the US 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 a 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 also has the largest heavy-duty natural gas truck fleet in the industry in North America. WM Healthcare Solutions provides collection and disposal services of regulated medical waste, as well as secure information destruction services, in the US, Canada and Western Europe. 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 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.

- **WM Legacy Business** is defined as company data and information for historic operations and lines of business.
- **WM Healthcare Solutions** is defined as legacy Stericycle company data and information.
- **WM Total Business** includes company data and information for both WM Legacy Business and WM Healthcare Solutions.

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# 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.

## Economic Impact

	Unit	2021	2022	2023	2024
<b>WM Total Business <sup>1</sup></b>					
Total Revenue	Million USD	\$17,931	\$19,698	\$20,426	<b>\$22,063</b>
Adjusted Income from Operations <sup>2</sup>	Million USD	\$3,033	\$3,474	\$3,828	<b>\$4,296</b>
Adjusted Earnings per Share <sup>2</sup>	USD	\$4.84	\$5.59	\$6.19	<b>\$7.23</b>
Free Cash Flow <sup>2</sup>	Million USD	\$2,530	\$1,976	\$1,902	<b>\$2,317</b>
Adjusted Operating EBITDA <sup>2</sup>	Million USD	\$5,032	\$5,512	\$5,899	<b>\$6,563</b>
Adjusted Operating EBITDA Margin <sup>2</sup>	Percentage	28.1%	28.0%	28.9%	<b>29.7%</b>
Cash Dividends	Million USD	\$970	\$1,077	\$1,136	<b>\$1,210</b>
Share Repurchases <sup>3</sup>	Million USD	\$1,350	\$1,500	\$1,302	<b>\$262</b>
Cash Flow from Operations	Million USD	\$4,338	\$4,536	\$4,719	<b>\$5,390</b>
Capital Expenditures	Million USD	\$1,904	\$2,587	\$2,895	<b>\$3,231</b>

<sup>1</sup> WM Total Business including WM Legacy Operations & WM Healthcare Solutions.

<sup>2</sup> This is a non-GAAP financial measure. Please see the footnotes and tables that accompany WM's financial earnings releases dated 1/29/2025, 2/12/2024, 1/31/2023 and 2/2/2022; available at [investors.wm.com](https://investors.wm.com), for more information on WM's use of non-GAAP measures and a reconciliation to the most comparable GAAP measures.

<sup>3</sup> In 2024, we announced our temporary suspension of share repurchase activity as a result of the acquisition of Stericycle. We expect to resume share repurchase once the Company's leverage returns to targeted levels, which is currently projected to be about 18 months after the November 2024 acquisition of Stericycle.

Facilities					
	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Landfills</b>					
Active Hazardous Waste Landfills	Number	5	5	5	<b>5</b>
Active Solid Waste Landfills	Number	255	258	258	<b>257</b>
Transfer Stations	Number	340	337	332	<b>339</b>
Recycling Facilities	Number	96	97	102	<b>105</b>
Organics Recycling Facilities	Number	39	41	49	<b>49</b>
<b>Renewable Energy – Landfill Gas Beneficial Use Projects</b>					
Landfill Gas-to-Electricity Facilities <sup>4</sup>	Number	70	66	66	<b>65</b>
Renewable Natural Gas Facilities <sup>4</sup>	Number	4	5	6	<b>11</b>
Landfill Gas-to-Industrial-Processing Facilities <sup>4</sup>	Number	22	20	20	<b>23</b>
Third-Party Landfill Gas Beneficial Use Projects	Number	48	44	44	<b>52</b>
Natural Gas Fueling Stations	Number	177	181	199	<b>213</b>
<b>WM Healthcare Solutions <sup>5</sup></b>					
Transfer Stations	Number	N/A	N/A	N/A	<b>167</b>
Autoclave or Alternative Medical Waste Treatment	Number	N/A	N/A	N/A	<b>69</b>
Medical Waste Incinerator Facilities	Number	N/A	N/A	N/A	<b>18</b>
Secure Information Destruction Processing	Number	N/A	N/A	N/A	<b>107</b>

<sup>4</sup> Facility count is inclusive of WM-owned-and-operated facilities on WM landfills.

<sup>5</sup> WM Healthcare Solutions facilities include leased and owned facilities worldwide. WM Healthcare Solutions is defined as legacy Stericycle company data and information.

## Fleet

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
Collection Vehicles <sup>6</sup>	Number	18,930	18,550	18,350	<b>18,860</b>
Alternative Fuel Vehicles <sup>7</sup>	Number	10,830	11,310	12,120	<b>13,170</b>
Alternative Fuel Vehicles in Collection Fleet <sup>7</sup>	Percentage	57%	61%	66%	<b>70%</b>
Alternative Fuel Vehicles Fuel Consumption Allocated to Renewable Natural Gas <sup>8</sup>	Percentage	53%	47%	47%	<b>74%</b>
<b>WM Healthcare Solutions</b>					
Fleet vehicles <sup>9</sup>	Number	N/A	N/A	N/A	<b>6,100</b>

<sup>6</sup> Collection Vehicles indicates the number of active vehicles that register more than 600 on-road hours within the reported year.

<sup>7</sup> Alternative Fuel Vehicles include all vehicles that run on compressed natural gas (CNG) and liquefied natural gas (LNG) and does not account for on-road hours.

<sup>8</sup> Increases in 2024 alternative fuel vehicles allocated to renewable natural gas were driven by increased availability of renewable fuel in the third-party market.

<sup>9</sup> Global fleet of routed trucks, tractors, collection vans and small duty vehicles.

## Materials Recovered for Recycling

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
Paper/Fiber	Tons	7,780,300	7,371,500	7,880,000	<b>8,920,200</b>
Organics	Tons	3,919,200	3,801,600	3,761,400	<b>3,781,400</b>
Fly Ash	Tons	884,300	915,100	757,300	<b>648,300</b>
Glass	Tons	584,800	546,100	552,100	<b>493,200</b>
Metal	Tons	417,500	468,800	505,200	<b>465,600</b>
Plastic	Tons	516,700	464,500	510,300	<b>416,800</b>
Construction & Demolition/Wood	Tons	1,226,000	1,222,200	1,228,100	<b>1,272,700</b>
E-Waste/Lamps/Batteries	Tons	3,600	7,700	7,100	<b>5,300</b>
Other <sup>10</sup>	Tons	5,100	34,100	36,200	<b>34,100</b>
Total Recovered Materials	Tons	15,337,500	14,831,600	15,237,700	<b>16,037,600</b>
Inbound Recycling Contamination <sup>11</sup>	Percentage	16%	16%	16%	<b>16%</b>

<sup>10</sup> "Other" includes specialty materials such as used oil, tires and textiles.

<sup>11</sup> Inbound Recycling Contamination percentage is a key performance indicator that WM monitors and strives to reduce through recycling education (i.e., WM's Recycle Right program) and continuous improvement. Those contaminated tons collected/received are not included in the Recovered Materials tons above.

## Customers

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
Enterprise Net Promoter Score <sup>12</sup>	Number	34.7	28.3	30.7	<b>32.1</b>
Overall Customer Satisfaction <sup>13</sup>	Number	7.96	7.75	7.85	<b>7.93</b>
<b>Customers by Category <sup>14</sup></b>					
Residential <sup>15</sup>	Number	N/A	1,484,300	1,416,700	<b>1,404,700</b>
Commercial <sup>16</sup>	Number	N/A	1,125,400	1,139,700	<b>1,125,700</b>
Industrial <sup>17</sup>	Number	N/A	204,300	211,900	<b>172,500</b>
Municipal <sup>18</sup>	Number	N/A	2,750	2,610	<b>2,520</b>
<b>Customers Receiving Recycling Services by Customer Type</b>					
Residential & Municipal <sup>15, 18</sup>	Percentage	75%	73%	74%	<b>75%</b>
Commercial <sup>16</sup>	Percentage	28%	29%	29%	<b>29%</b>
Industrial <sup>17</sup>	Percentage	19%	9%	8%	<b>9%</b>
<b>Customers Receiving Organics Services by Customer Type</b>					
Residential & Municipal <sup>15, 18</sup>	Percentage	38%	39%	39%	<b>40%</b>
Commercial <sup>16</sup>	Percentage	2%	<1%	<1%	<b>5%</b>
Industrial <sup>17</sup>	Percentage	<1%	<1%	<1%	<b>&lt;1%</b>

<sup>12</sup> The Enterprise Net Promoter Score measures customer loyalty by looking at their likelihood of recommending a given business.

<sup>13</sup> The Overall Customer Satisfaction metric measures customer satisfaction as a mean of all survey responses based on a scale of 1-10.

<sup>14</sup> 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 'N/A' - Not Available).

<sup>15</sup> Residential Customers include residences that have direct contracts with WM for curbside collection services.

<sup>16</sup> Commercial Customers include those receiving services on a commercial collection route.

<sup>17</sup> Industrial Customers include those that receive roll-off service.

<sup>18</sup> 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.

NOTE: "--" indicates data is expected to be reported in July 2025

**Greenhouse Gas (GHG) Emissions**<sup>19</sup>

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Scope 1</b>					
Landfill	Metric Tons CO <sub>2</sub> e	15,299,600	13,743,200	13,377,400	--
Collection Fleet	Metric Tons CO <sub>2</sub> e	1,172,000	1,116,100	1,104,500	--
Other Energy Use	Metric Tons CO <sub>2</sub> e	503,800	462,400	456,800	--
Total Scope 1	Metric Tons CO <sub>2</sub> e	16,975,400	15,321,700	14,938,700	--
Scope 1 Emissions Covered Under Emissions-Limiting Regulations <sup>20</sup>	Percentage	76%	75%	75%	--
Scope 1 Emissions Covered Under Emissions-Reporting Regulations <sup>21</sup>	Percentage	79%	79%	78%	--
<b>Scope 2 – Purchased Electricity</b> <sup>22</sup>					
Location-Based	Metric Tons CO <sub>2</sub> e	257,200	301,900	285,400	--
Market-Based	Metric Tons CO <sub>2</sub> e	182,900	138,700	123,000	--

<sup>19</sup> Our GHG Emissions Inventory Scope 1, 2 and 3 is third-party reviewed and verified annually.<sup>20</sup> As aligned with Sustainability Accounting Standards Board (SASB) definitions, this includes only emission sources that are regulated under a permit-based mechanism.<sup>21</sup> As aligned with SASB definitions, this includes only emission sources that meet a regulatory threshold for reporting.<sup>22</sup> Location-Based reflects emissions from total electricity consumption. Market-Based reflects emissions associated with the retirement of renewable energy credits (RECs) in accordance with the GHG Protocol Corporate Standard.



NOTE: "--" indicates data is expected to be reported in July 2025

**Greenhouse Gas (GHG) Emissions<sup>19</sup>**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Scope 3<sup>23</sup></b>					
Purchased Goods & Services	Metric Tons CO <sub>2</sub> e	1,136,700	288,800	298,300	--
Capital Goods	Metric Tons CO <sub>2</sub> e	1,613,200	222,600	249,000	--
Fuel & Energy Related Activities	Metric Tons CO <sub>2</sub> e	325,500	339,700	367,700	--
Upstream Transport	Metric Tons CO <sub>2</sub> e	-	410,600	525,400	--
Waste	Metric Tons CO <sub>2</sub> e	-	24,400	23,400	--
Business Travel	Metric Tons CO <sub>2</sub> e	9,300	18,500	18,100	--
Employee Commuting	Metric Tons CO <sub>2</sub> e	199,300	157,400	145,200	--
Upstream Leased Assets	Metric Tons CO <sub>2</sub> e	7,900	-	-	--
Downstream Transport	Metric Tons CO <sub>2</sub> e	62,700	-	139,100	--
Use of Sold Products	Metric Tons CO <sub>2</sub> e	800	1,200	12,600	--
Downstream Leased Assets	Metric Tons CO <sub>2</sub> e	1,200	22,700	23,100	--
Investments	Metric Tons CO <sub>2</sub> e	1,100	2,100	9,900	--
Total Scope 3	Metric Tons CO <sub>2</sub> e	3,357,700	1,488,000	1,811,800	--
<b>Biogenic Emissions<sup>24</sup></b>					
Biogenic Scope 1	Metric Tons CO <sub>2</sub> e	12,969,500	12,858,400	12,988,700	--
Biogenic Scope 2	Metric Tons CO <sub>2</sub> e	-	1,000	134,500	--
Biogenic Scope 3	Metric Tons CO <sub>2</sub> e	1,146,300	2,285,400	2,444,100	--

<sup>19</sup> Our GHG Emissions Inventory Scope 1, 2 and 3 is third-party reviewed and verified annually.<sup>23</sup> 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.<sup>24</sup> 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.

NOTE: "--" indicates data is expected to be reported in July 2025

**Greenhouse Gas (GHG) Emissions <sup>19</sup>**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Avoided GHG Emissions</b>					
Renewable Energy Generation	Metric Tons CO <sub>2</sub> e	2,163,800	1,967,700	1,979,600	--
Reuse and Recycling of Materials	Metric Tons CO <sub>2</sub> e	28,014,300	26,920,000	28,319,000	--
Carbon Permanently Sequestered	Metric Tons CO <sub>2</sub> e	21,855,800	19,428,500	21,699,300	--
Total Avoided GHG Emissions	Metric Tons CO <sub>2</sub> e	52,033,900	48,316,200	51,997,900	--
<b>Carbon Intensity</b>					
Net Revenue Carbon Intensity <sup>25</sup>	CO <sub>2</sub> e/\$M Net Revenue	957	784	737	--
Waste Disposed Carbon Intensity <sup>25</sup>	CO <sub>2</sub> e/Tons of Waste Disposed	0.137	0.124	0.123	--
Miles Driven Carbon Intensity <sup>26</sup>	CO <sub>2</sub> e/1,000 Miles Driven	2.20	2.16	2.30	--
Avoided GHG Emissions Carbon Intensity <sup>27</sup>	Avoided GHG Emissions/CO <sub>2</sub> e	3.03	3.13	3.45	--

<sup>19</sup> Our GHG Emissions Inventory Scope 1, 2 and 3 is third-party reviewed and verified annually.

<sup>25</sup> Carbon Intensity metrics reflect Scope 1 & 2 emissions normalized to \$M net revenue and tons of waste disposed.

<sup>26</sup> Miles Driven Carbon Intensity metric reflects Scope 1 Collection Fleet emissions normalized to 1,000 miles driven.

<sup>27</sup> Avoided GHG Emissions per CO<sub>2</sub>e 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).

NOTE: "--" indicates data is expected to be reported in July 2025

**Landfill Gas**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Landfill Gas Emissions</b>					
Landfill Gas Captured <sup>28</sup>	Metric Tons CO <sub>2</sub> e	53,562,500	53,409,000	53,941,100	--
Landfill Gas Captured <sup>28</sup>	Percentage	78%	80%	80%	--
Fugitive Landfill Emissions	Percentage	22%	20%	20%	--
Landfill Gas Flared	Percentage	55%	55%	57%	<b>55%</b>
Landfill Gas Recovered for Beneficial Use	Percentage	45%	45%	43%	<b>45%</b>
Total Landfill Gas Captured	MSCF	233,392,700	231,407,200	241,774,300	<b>248,141,000</b>
<b>Equipment Capacity <sup>29</sup></b>					
Landfill Gas-to-Electricity	MW	520	510	500	<b>490</b>
Landfill Gas-to-Natural-Gas	MMBtu/hr	4,450	4,620	6,310	<b>7,320</b>
Landfill Gas-to-Industrial	MMBtu/hr	510	510	570	<b>590</b>
Landfill Gas Converted to Energy for Sale/Use <sup>30, 31</sup>	MMBtu	56,674,400	55,776,800	56,621,600	<b>58,096,500</b>

<sup>28</sup> 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.

<sup>29</sup> Equipment Capacity is inclusive of WM-owned-and-operated and third-party facilities.

<sup>30</sup> 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.

<sup>31</sup> Note, landfill gas processed at a renewable energy facility has a higher energy content than the enterprise-wide average energy content.

NOTE: "--" indicates data is expected to be reported in July 2025

**Energy Consumption**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Total Energy</b>	MWh	9,844,800	9,038,500	9,731,800	--
Total Non-Renewable Energy	MWh	7,892,400	7,008,800	7,024,600	--
Total Renewable Energy	MWh	1,952,400	2,029,700	2,707,200	--
<b>Total Fuels</b> <sup>32</sup>	MWh	9,153,700	8,214,800	8,904,600	--
Non-Renewable Fuels	MWh	7,389,800	6,531,000	6,654,800	--
Renewable Fuels	MWh	1,763,900	1,683,800	2,249,800	--
<b>Total Electricity</b>	MWh	691,100	823,700	827,200	--
Non-Renewable Electricity	MWh	502,600	477,800	369,800	--
Renewable Electricity <sup>33</sup>	MWh	188,500	345,900	457,300	--
Percentage Renewable Energy	Percentage	20%	22%	28%	--
Percentage Renewable Electricity	Percentage	27%	42%	55%	--
<b>Energy Intensity</b> <sup>34</sup>					
Energy per Waste Managed	MWh/1,000 tons	72.7	72.8	79.3	--
Energy per Operating Revenue	MWh/\$10k	5.1	4.6	4.8	--
Energy per Employee	MWh/employee	188.6	183.3	203.2	--

<sup>32</sup> Total Fuels are inclusive of fuels used in collection fleet, off-road fleet, facility heating, direct operations and aviation.<sup>33</sup> Renewable Electricity is comprised of RECs generated from WM landfill gas-to-electricity facilities and then retired against WM's direct electricity usage.<sup>34</sup> Energy Intensity is enterprise-wide energy including electricity and fuels normalized to energy per 1,000 tons waste managed, \$10k operating revenue and employee.

NOTE: "--" indicates data is expected to be reported in July 2025

**Environmental Impacts**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Non-Compliance Associated With Environmental Impacts</b>					
Environmental Compliance Violations <sup>35</sup>	Number	5	7	5	7
Significant Spills <sup>36</sup>	Number	8	6	3	2
Non-Compliance Associated with Air Emissions <sup>35</sup>	Number	3	3	1	1
<b>Emissions of Air Pollutants <sup>37</sup></b>					
Emissions of NOx	Metric Tons	4,500	4,800	4,800	--
Emissions of SOx	Metric Tons	720	780	800	--
Emissions of VOCs	Metric Tons	100	100	110	--
<b>Toxic Release Inventory (TRI) Chemical Containment at WM Hazardous Waste Facilities <sup>38</sup></b>					
RCRA Subtitle C	Pounds	26,839,000	34,622,600	38,792,400	N/A
Underground Injection	Pounds	5,223,100	5,042,000	5,724,300	N/A
Transfer Off-Site to Treatment/Containment	Pounds	138,000	55,200	184,300	N/A
TRI Permitted Releases to Water	Percentage	<1%	<1%	<1%	N/A

<sup>35</sup> Based on Formal Enforcement Actions as defined by US Environmental Protection Agency (EPA). Environmental Compliance Violations include Non-Compliance Associated with Air Emissions.

<sup>36</sup> Any release of a hazardous substance or oil exceeding USEPA-established reporting triggers.

<sup>37</sup> Air emissions data is reported in metric tons per year based on emissions at landfill sites only.

<sup>38</sup> TRI data reflects pounds contained in, or directed to, permitted Hazardous Waste Facilities. Data is reported a year behind (indicated by 'N/A' – Not Available).

NOTE: "--" indicates data is expected to be reported in July 2025

**Waste & Water**

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Waste Generated <sup>39</sup></b>					
Total Waste Generated <sup>40</sup>	Metric Tons	4,500	4,600	4,400	<b>4,500</b>
Total Waste Recycled	Metric Tons	1,200	1,200	1,200	<b>1,200</b>
Percentage Recycled	Percentage	27%	26%	27%	<b>27%</b>
Total Waste to Landfill	Metric Tons	3,300	3,400	3,200	<b>3,300</b>
Percentage Landfilled	Percentage	73%	74%	73%	<b>73%</b>
Total Waste Generated Per Employee	Pounds	200	200	200	<b>200</b>
<b>Water Usage <sup>41</sup></b>					
Total Withdrawal	Million Cubic Meters	3.69	3.37	3.99	--
Water Consumption	Million Cubic Meters	0.84	0.86	0.83	--
Operational Water Usage <sup>42</sup>	Million Cubic Meters	2.85	2.51	3.16	--

<sup>39</sup>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.

<sup>40</sup>Total Waste Generated includes only non-hazardous waste.

<sup>41</sup>Water usage at sites without meters is estimated based on employee count.

<sup>42</sup>Primary operational water uses include, but are not limited to, vehicle washing, dust suppression and landscaping.

## Safety

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
Days Away/Restricted or Transfer – Employees <sup>43</sup>	DART Injuries per 200,000 work hours	2.4	2.6	2.4	<b>2.7</b>
Days Away/Restricted or Transfer – Contractors and Contingent Labor <sup>43</sup>	DART Injuries per 200,000 work hours	0.09	0.04	0.04	<b>0.04</b>
Vehicle Accident Recordable Rate	Total Driver Hours/Vehicle Accident	19,631	19,851	18,672	<b>19,000</b>
Hourly Accident Recordable Rate	Total Driver Hours/ All Vehicle & Property Accidents	11,611	10,791	8,899	<b>8,821</b>
Total Recordable Injury Rate	OSHA Recordable Injuries per 200,000 work hours	3.00	3.02	3.08	<b>3.23</b>

<sup>43</sup>Days Away/Restricted or Transfer (DART) is calculated using serious injuries with lost time or restricted work as defined by the Occupational Safety & Health Administration (OSHA).

## Employees

	Unit	2021	2022	2023	2024
<b>WM Total Business <sup>44</sup></b>					
<b>Employees by Region</b>					
Total Full-time Employees	Number	48,500	49,500	48,000	<b>61,700</b>
United States	Number	45,400	46,300	44,600	<b>54,300</b>
Outside of US <sup>45</sup>	Number	3,100	3,200	3,400	<b>7,400</b>
<b>WM Legacy Business</b>					
<b>Employee Engagement</b>					
Voice of the Employee Engagement Score	Percentage	-	-	71%	<b>78%</b>
Employee Participation in Voice of Employee Survey	Percentage	-	-	57%	<b>72%</b>
<b>Hires</b>					
New Employee Hires	Number	12,744	13,791	9,904	<b>10,718</b>
Open Positions Filled by Internal Candidates (Internal Hires)	Percentage	22%	26%	35%	<b>27%</b>
<b>Employee Turnover</b>					
Employee Turnover Rate	Percentage	25.4%	25.3%	21.0%	<b>20.1%</b>
Voluntary Employee Turnover Rate	Percentage	20.9%	20.0%	15.0%	<b>12.5%</b>
<b>Employee by Pay Type</b>					
Hourly	Percentage	80%	80%	79%	<b>78%</b>
Salaried	Percentage	20%	20%	21%	<b>22%</b>
Ratio of Basic Salary and Remuneration of Female to Male <sup>46</sup>	Number	0.97	0.93	0.95	<b>0.96</b>

<sup>44</sup> 2024 data is WM Total Business including WM Legacy Operations & WM Healthcare Solutions. Data prior to 2024 does not incorporate any aspects of Stericycle operations.

<sup>45</sup> Includes Canada, Western Europe and India.

<sup>46</sup> 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.



## Employees

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Labor Relations</b>					
Workforce Covered Under Collective Bargaining Agreements	Percentage	18%	17%	17%	<b>17%</b>
Work Stoppages	Number	0	0	2	<b>1</b>
<b>Training</b>					
Average Training	Hours/Employee	30	30	20	<b>25</b>
Average Spend on Training	USD/Employee	\$650	\$572	\$795	<b>\$818</b>
Total Annual Training Among Full-Time Employees	Hours	438,631	520,839	951,413	<b>1,218,937</b>

## Workforce Analytics<sup>47</sup>

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>By Age (Global)</b>					
<30 Years Old	Percentage	11.5%	11.7%	11.8%	<b>12.2%</b>
30–50 Years Old	Percentage	48.4%	48.2%	48.0%	<b>48.0%</b>
>50 Years Old	Percentage	39.7%	40.1%	40.2%	<b>39.8%</b>
<b>Senior Leadership Team<sup>48</sup></b>					
Minority	Percentage	22%	22%	20%	<b>36%</b>
Female (Global)	Percentage	33%	33%	30%	<b>27%</b>
<b>WM Leadership<sup>49</sup></b>					
Minority	Percentage	21.5%	22.9%	26.4%	<b>27.4%</b>
Female (Global)	Percentage	22.6%	27.8%	28.3%	<b>28.7%</b>

<sup>47</sup> Percentage figures are a representation of plus or minus 1%.

<sup>48</sup> The composition of WM's Senior Leadership Team varies, but as of year-end 2024, 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 Officer, Chief Customer Officer, Senior Vice President Operations East Tier, Senior Vice President Operations West Tier, Senior Vice President Enterprise Strategy and Chief Information Officer. Diverse and minority representation references both racial and ethnic characteristics self-identified by US team members only.

<sup>49</sup> WM Leadership is comprised of supervisors and above roles, including functional and/or people leaders. Diverse and minority representation references both racial and ethnic characteristics self-identified by US team members only.

Workforce Analytics<sup>47</sup>

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Share as Percentage of Total Workforce<sup>50</sup></b>					
Asian	Percentage	1.5%	1.5%	1.5%	<b>1.5%</b>
Black or African American	Percentage	18.6%	18.2%	18.0%	<b>18.2%</b>
Hispanic	Percentage	21.0%	21.1%	21.7%	<b>22.1%</b>
White	Percentage	50.3%	48.7%	47.6%	<b>45.9%</b>
American Indian or Alaska Native	Percentage	0.6%	0.6%	0.5%	<b>0.6%</b>
Native Hawaiian or other Pacific Islander	Percentage	0.4%	0.4%	0.4%	<b>0.4%</b>
Two or More Races	Percentage	0.9%	0.6%	0.7%	<b>0.9%</b>
Not Disclosed <sup>51</sup>	Percentage	6.8%	9.0%	9.5%	<b>10.4%</b>

<sup>47</sup> Percentage figures are a representation of plus or minus 1%.

<sup>50</sup> Race groups and population data are based on the categories provided by the US 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. Diverse and minority representation references both racial and ethnic characteristics self-identified by US team members only.

<sup>51</sup> This includes the following: Employee chose not to report, "not specified" and/or employees in Canada and India.

## Workforce Analytics<sup>47</sup>

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Share in All Management Positions, as Total Management Workforce<sup>50</sup></b>					
Asian	Percentage	2.6%	2.6%	2.9%	<b>3.0%</b>
Black or African American	Percentage	7.9%	7.8%	8.4%	<b>8.5%</b>
Hispanic	Percentage	11.0%	11.7%	12.2%	<b>12.4%</b>
White	Percentage	71.3%	69.1%	67.1%	<b>66.1%</b>
American Indian or Alaska Native	Percentage	0.3%	0.2%	0.2%	<b>0.3%</b>
Native Hawaiian or other Pacific Islander	Percentage	0.2%	0.3%	0.2%	<b>0.2%</b>
Two or More Races	Percentage	0.7%	0.8%	0.9%	<b>1.2%</b>
Not Disclosed <sup>51</sup>	Percentage	5.9%	7.4%	8.0%	<b>8.3%</b>

<sup>47</sup> Percentage figures are a representation of plus or minus 1%.

<sup>50</sup> Race groups and population data are based on the categories provided by the US 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. Diverse and minority representation references both racial and ethnic characteristics self-identified by US team members only.

<sup>51</sup> This includes the following: Employee chose not to report, "not specified" and/or employees in Canada and India.

## Workforce Analytics<sup>47</sup>

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Female Representation (Global)</b>					
Executives	Percentage	19.7%	14.1%	17.3%	<b>16.4%</b>
Managers	Percentage	21.7%	22.2%	22.9%	<b>23.4%</b>
Professionals	Percentage	47.1%	46.7%	48.0%	<b>50.7%</b>
Operatives & Craft Workers	Percentage	4.0%	4.3%	3.7%	<b>3.5%</b>
Total Workforce	Percentage	19.4%	18.9%	18.8%	<b>19.0%</b>
<b>Minority Diversity<sup>52</sup></b>					
Executives	Percentage	10.5%	10.3%	13.5%	<b>8.9%</b>
Managers	Percentage	23.5%	24.5%	27.0%	<b>28.3%</b>
Professionals	Percentage	33.0%	32.9%	34.6%	<b>36.6%</b>
Operatives & Craft Workers	Percentage	48.2%	48.3%	50.1%	<b>51.4%</b>
Total Workforce	Percentage	44.9%	44.8%	46.2%	<b>47.3%</b>
<b>Additional Representation</b>					
Veterans	Percentage	5.0%	4.0%	5.8%	<b>7.0%</b>

<sup>47</sup> Percentage figures are a representation of plus or minus 1%.

<sup>52</sup> Diverse and minority representation references both racial and ethnic characteristics self-identified by US team members only.

## Community

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Charitable Contributions</b>					
Contributions (Monetary)	Million USD	\$12.8	\$14.1	\$14.7	<b>\$20.6</b>
In-Kind Services	Million USD	\$1.5	\$1.8	\$2.0	<b>\$1.9</b>
Workforce Development Contributions to Nonprofits <sup>53</sup>	Million USD	-	-	\$2.0	<b>\$5.1</b>
Total Charitable Giving	Million USD	\$14.3	\$15.9	\$18.7	<b>\$27.6</b>
<b>Environmental Stewardship <sup>54</sup></b>					
Wildlife Habitat Council Certified Programs	Number	73	74	74	<b>68</b>
Land Actively Managed for Wildlife Preservation	Acres	13,700	13,400	13,400	<b>13,500</b>
Habitat, Species and Education Projects 'On-the-Ground'	Number	280	290	320	<b>320</b>
<b>Social Impact</b>					
People Positively Impacted <sup>55</sup>	Number (Annual)	N/A	303,000	526,500	<b>1,722,300</b>
Total People Positively Impacted	Number (Cumulative)	N/A	303,000	829,500	<b>2,551,800</b>

<sup>53</sup> These contributions support nonprofits that are part of our Innovative Employment Pathways (IEP) program.

<sup>54</sup> Environmental acres and projects reported here are actively managed through Wildlife Habitat Council certified programs.

<sup>55</sup> Not applicable in 2021 because, in 2022, we updated our reporting methodology to align with the 2030 Social Impact goal to positively impact people through targeted social impact programs.

## Governance

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Board of Directors</b>					
Minority <sup>56</sup>	Percentage	22%	22%	33%	<b>33%</b>
Female	Percentage	33%	33%	33%	<b>33%</b>
<b>Annual Total Monetary Political and Lobby Contributions<sup>57</sup></b>					
Federal Lobbying, Interest Representation or Similar	USD	\$310,000	\$296,500	\$279,000	<b>\$282,000</b>
Local, Regional or National Political Campaigns/Organizations/Candidates	USD	\$223,800	\$390,500	\$300,200	<b>\$224,500</b>
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	USD	\$916,300	\$975,700	\$1,113,700	<b>\$1,056,300</b>
Total Monetary Political and Lobbying Contributions and Other Spending	USD	\$1,450,200	\$1,662,700	\$1,692,900	<b>\$1,562,800</b>

<sup>56</sup> Diverse representation is voluntarily self-identified. Minority representation references both racial and ethnic characteristics self-identified by US directors only.

<sup>57</sup> 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 Employees Better Government Fund Political Action Committee (WMPAC) 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

	Unit	2021	2022	2023	2024
<b>WM Legacy Business</b>					
<b>Reports of Potential Misconduct <sup>58</sup></b>					
Number of Reports of Potential Misconduct	Number	3,489	3,575	3,190	<b>2,987</b>
Reports via Confidential Integrity Helpline	Percentage	62%	49%	38%	<b>39%</b>
Reports via Other Avenues <sup>59</sup>	Percentage	38%	51%	62%	<b>61%</b>
Total Reports Made Anonymously	Percentage	33%	27%	21%	<b>22%</b>
Reports of Employment Practices Matters <sup>60</sup>	Percentage	83%	77%	72%	<b>71%</b>
Reports of Fraud-Related Matters <sup>61</sup>	Percentage	6%	6%	7%	<b>6%</b>
Reports of Security-Related Matters <sup>62</sup>	Percentage	6%	8%	11%	<b>11%</b>
Reports of Other Code of Conduct Matters <sup>63</sup>	Percentage	5%	9%	10%	<b>12%</b>

<sup>58</sup> WM's SPEAK UP culture encourages employees to report issues and concerns through several channels, including directly to their manager, Human Resources, or Compliance and Ethics, or directly to the third-party-administered Integrity Helpline.

<sup>59</sup> Includes Human Resources (HR), Corporate HR Investigation Team, Corporate Security, Internal Audit, Senior Leadership, and Compliance and Ethics.

<sup>60</sup> Includes, but not limited to, harassment, discrimination, unprofessional behavior, employee relations, etc.

<sup>61</sup> Includes, but not limited to, bribery, business practices, fraud, payroll fraud, etc.

<sup>62</sup> Includes, but not limited to, burglary, identity theft, privacy concerns, property damage, workplace violence, etc.

<sup>63</sup> Includes, but not limited to, conflicts of interest, gifts and entertainment, etc.