



# ESG Data Center

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In January 2020, a novel strain of coronavirus (COVID-19) was declared a Public Health Emergency of International Concern and was subsequently declared a global pandemic in March 2020. COVID-19 began to impact our business in March 2020, affecting most geographies and across a variety of our customer types throughout the rest of the year. The results of these impacts may be reflected in the 2020 data below. Further details on year-over-year changes may be found in the applicable sections of [WM's ESG Resource Hub](#).

On October 30, 2020, we completed our acquisition of Advanced Disposal Services (ADS), which impacted our number of employees, facilities and assets. Results of these impacts may be reflected in the 2020 data below.

Totals may vary from the summation due to rounding.

<b>Economic Impact</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Total Revenue (\$ in billions)	14.48	14.91	15.46	15.22
Adjusted Income From Operations (\$ in billions)	2.63	2.74	2.81	2.65
Adjusted Operating Margin	18.2%	18.4%	18.2%	17.4%
Adjusted Earnings Per Share (in \$)	3.22	4.20	4.40	4.03
Free Cash Flow (\$ in billions)	1.77	2.08	2.11	2.66
Adjusted Operating EBITDA (\$ in billions)	4.00	4.20	4.40	4.32
Adjusted Operating EBITDA Margin	27.7%	28.3%	28.4%	28.4%
Cash Dividends (\$ in millions)	750	802	876	927
Share Repurchases (\$ in millions)	750	1,008	248	402
Returned to Shareholders (\$ in billions)	1.5	1.8	1.1	1.3
Cash From Operations (\$ in billions)	3.2	3.6	3.9	3.4
Capital Expenditures (\$ in billions)	1.5	1.7	1.8	1.6
<b>Taxes</b>				
<b>Income Taxes Paid (\$ in millions)</b>				
U.S.	524.3	307.5	251.2	399.3
Canada	38.1	41.3	41.0	22.6
<b>Real Estate Taxes Paid (\$ in millions)</b>				
U.S.	58.0	63.7	61.3	62.2
Canada	5.6	5.8	5.8	5.7
<b>Personal Property Taxes Paid (\$ in millions)</b>				
U.S. Only	22.1	23.3	25.2	27.7

Operations	2017	2018	2019	2020
<b>Customer Service &amp; Satisfaction</b>				
Enterprise Net Promoter Score	—	—	—	50.2
Overall Customer Satisfaction	54.9%	55.3%	58.7%	68.3%
Post-Contact Survey Customer Satisfaction	—	—	4.19%	4.25%
<b>Fleet</b>				
Collection Vehicles	17,200	17,269	17,000	19,690
Alternative Energy Vehicles	6,536	7,944	8,924	10,388
Percentage of Alternative Energy Vehicles	38%	46%	50%	53%
Percentage of Alternative Energy Vehicles Using Renewable Natural Gas	30%	30%	40%	55%
<b>Facilities</b>				
<b>Renewable Energy—Landfill Gas Beneficial Use Projects</b>				
Landfill Gas-to-Electricity Facilities	102	101	97	104
Landfill Gas-to-Natural Gas Facilities	13	15	15	16
Landfill Gas to Industrial Customers as a Direct Substitute for Fossil Fuels	18	14	12	26
<b>Natural Gas Fueling Stations</b>	107	132	145	171
<b>Landfills</b>				
Active Hazardous Waste Landfills	5	5	5	5
Active Solid Waste Landfills	244	247	244	263
<b>Transfer Stations</b>	305	314	302	348
<b>Materials Recovery Facilities (MRFs)</b>	85	88	103	103
<b>Organics Facilities</b>	4	4	44	42
<b>Recycling</b>				
<b>Materials Recycled (in tons)</b>				
Paper	9,025,439	8,635,161	8,079,346	7,744,197
Mixed Organics	3,376,683	3,591,346	3,577,122	3,358,832
Fly Ash	972,894	1,168,061	1,149,000	996,799
Glass	771,043	720,594	666,838	615,853
Metal	487,770	475,278	476,645	384,404
Plastic	433,040	349,499	403,484	502,459
C&D/Wood	115,036	202,329	1,120,832	1,381,865
E-waste/Lamps	31,295	19,404	9,110	32,122
Other <sup>1</sup>	121,608	0	0	14,123
Total Recyclables Managed	15,334,808	15,161,672	15,510,697	15,030,654
<sup>1</sup> The "Other" material in 2017 is recycled concrete and other inert aggregate material and in 2020 was used oil.				
<b>Inbound Recycling Contamination</b>				
Total Inbound Recycling Contamination	15%	18%	17%	16%
<b>Supply Chain</b>				
Diverse Supplier Spend (\$ in millions)	191.0	234.2	264.1	244.2
Sustainable Supplier Spend (\$ in millions)	—	—	263	253
<b>Energy Intensity</b>				
MWh/Tons Waste	0.074335971	0.069711956	0.070207754	0.073994314
MWh/\$ Net Operating	0.0005791	0.0005421	0.0005477	0.0005481
MWh/Employee	198.32	185.00	188.51	172.88
Fleet MWh/Tons Waste	0.051743932	0.051556652	0.051704055	0.05942588
Other Energy MWh/Employee	60.27	48.18	49.68	47.31

Environment	2017	2018	2019	2020
<b>Greenhouse Gas Emissions (MMT CO2e)</b>				
<b>Scope 1—Direct Emissions</b>				
Landfill	13,633,140	14,536,271	13,965,549	14,602,131
Collection Fleet	1,345,898	1,321,914	1,209,237	1,019,617
Other Energy Use	710,955	413,959	449,846	461,473
Total Scope 1	15,689,993	16,272,144	15,624,632	16,083,220
<b>Scope 2—Purchased Electricity</b>	244,828	246,091	238,341	236,151
<b>Total Scope 1 + Scope 2</b>	15,934,821	16,518,235	15,862,973	16,319,371
The methodology used to calculate landfill emissions relies on multiple variables to estimate annual emissions, such as the amount of methane collected, and the tons and categories of waste received. The methodology relies on tons of waste that is in place as of January 1st of each year to estimate emissions for the rest of the reporting year, and therefore is not synchronized with other operational information or data in the reporting year. For example, in the reporting year January 1, 2020–December 31, 2020 the impact of COVID-19 resulted in fewer customer tons received compared to previous years, as well as a different mix of types of tons received. However, because landfill emissions calculation methodology relies on waste in place on January 1, 2020, the 2020 estimated emissions do not reflect the actual tons received throughout the reporting year.				
<b>Scope 3—Supply Chain Emissions</b>	2,343,764	2,158,203	3,211,665	3,502,996
Between 2018 and 2019 we reevaluated our approach to Scope 3 accounting to improve accuracy which caused significant shifts in several categories, including elimination of some due to accounting roll up. We continue to improve our Scope 3 accounting and transparency year-over-year by working closely with the Supply Chain team and our suppliers.				
Purchased Good & Services	470,255	428,823	1,610,356	1,515,191
Capital Goods	7,962,954	8,348,931	1,338,238	1,372,479
Fuel & Energy-Related Activities	—	—	—	423,504
Business Travel	20,545	19,693	20,672	9,037
Employee Commuting	208,391	215,288	221,200	177,563
Upstream Leased Assets	—	—	285	2,813
Downstream Leased Assets	1,934	2,409	1,716	1,250
Investments	—	30,228	19,198	1,157
Upstream Transport	1,190	1,498	—	—
Downstream Transport	317	363	—	—
Total Scope 3	8,665,586	9,047,233	3,211,665	3,502,994
<b>Biogenic Emissions</b>				
Methodology for Scope 3 biogenic emissions updated in 2020, and 2019–2017 have been updated to align with changes in methodology.				
Biogenic Scope 1	11,760,390	11,957,838	12,432,517	12,689,901
Biogenic Scope 3	2,964,528	3,024,651	2,944,529	2,797,824
<b>Carbon Intensity</b>				
CO2/\$ Net Revenue	0.001100091	0.001107566	0.001026397	0.001072373
CO2 per Tons of Waste Disposed (metric tons)	0.141	0.142	0.136	0.143
Emissions per 1,000 Miles Driven	2.87	2.74	2.40	2.02
<b>Potential GHG Emissions Avoided (MMT CO2e)</b>				
Renewable Energy Generation	2.40	2.19	2.10	2.18
Material Reuse & Recycling	32.59	31.32	30.06	28.55
Carbon Permanently Sequestered	19.48	20.04	20.74	21.99
Total Emissions Avoided	54.47	53.55	52.90	52.72
<b>Landfill Gas Collected (MMBTU)</b>				
Landfill Gas Flared	45%	48%	47%	49%
Landfill Gas Recovered	54%	52%	53%	51%

<b>Environment (continued)</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Landfill Gas Beneficial Use Projects—Energy Generation</b>				
Landfill Gas-to-Electricity (MW)	410	416	402	380
Landfill Gas-to-Fuel (MW)	25	29	33	51
Total MW	443	444	435	431
Total Landfill Gas Collected (MMBTU)	56,960,000	58,630,000	58,060,000	56,130,000
Indirect CO <sub>2</sub> e Offset (tons/year)	2,400,000	2,190,000	2,100,000	2,180,000
<b>Energy Consumption (MWh)</b>				
Non-Renewable Fuels	6,852,233	7,033,506	6,651,407	6,348,664
Non-Renewable Electricity	530,903	583,680	602,321	639,516
<b>Total Non-Renewable Energy</b>	<b>7,383,136</b>	<b>7,617,185</b>	<b>7,253,728</b>	<b>6,988,180</b>
Renewable Fuels	283,136	467,328	1,208,877	1,992,642
Renewable Electricity	0	122	1,362	958
<b>Total Renewable Energy</b>	<b>283,136</b>	<b>467,449</b>	<b>1,210,238</b>	<b>1,993,600</b>
Total Fuels	7,135,369	7,500,833	7,860,284	8,341,305
Total Electricity	530,903	583,802	603,682	640,474
<b>Total Energy</b>	<b>7,666,272</b>	<b>8,084,635</b>	<b>8,463,966</b>	<b>8,981,779</b>
Percent Renewable Energy	3.69%	5.78%	14.30%	22.20%
Percent Renewable Electricity	—	—	0.23%	0.15%
<b>Non-Compliance Associated With Environmental Impacts</b>				
Number of Violations	1	7	1	7
Significant Spills	4	6	4	4
<b>TRI Chemical Containment at Hazardous Waste Facilities</b>				
TRI data is reported a year behind.				
RCRA Subtitle C	30,177,412	255,687	30,885,281	25,209,739
Underground Injection	10,134,130	76,596	7,940,553	6,466,667
Transfer Off-Site to Treatment/Containment	183,050	194,160	64,585	193,810
<b>Waste Generated</b>				
Total Waste Generated (metric tons)	3,964	4,032	4,138	3,588
Total Waste Recycled (metric tons)	1,075	1,068	1,099	904
Percentage Recycled	27%	26%	27%	25%
Total Waste Landfilled (metric tons)	2,889	2,964	3,039	2,684
Percentage Landfilled	73%	74%	73%	75%
Total Waste Incinerated (metric tons)	0	0	0	0
Percentage Incinerated	0	0	0	0
Total Waste Per Employee (pounds)	210	209	208	192
<b>Water Consumption (million cubic meters)</b>				
Total Municipal Water Supplies (or from other water utilities)	2.3	2.9	3.5	2.8
Fresh Surface Water (lakes, rivers, etc.)	0	0	0	0
Fresh Ground Water	0.08	0.06	0.07	0.06
Water Returned to the Source of Extraction at Similar or Higher Quality as Raw Water Extracted	1.9	2.5	3.0	2.3
Total Net Fresh Water Consumption	0.52	0.54	0.58	0.54

<b>Workforce</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Employees</b>				
Total Employees	42,300	43,700	44,900	48,250
<b>Employees by Region</b>				
U.S.	39,753	41,153	41,961	45,200
Canada	2,057	2,057	2,199	2,155
India	490	490	740	895
<b>Employees by Payment Type</b>				
Hourly	—	81	81	80
Salaried	—	19	19	20
<b>Employee Turnover</b>				
Voluntary Employee Turnover Rate	15.1	15.0	15.2	12.4
Employee Turnover Rate	22.2	22.0	21.0	16.6
<b>Diversity</b>				
Ethnic Diversity and Female Representation categories below are designated by the Department of Labor and data are reported to the Equal Employment Opportunity department. Our 2020 Sustainability Report disclosed data for U.S. employees only. These tables have been updated to reflect company-wide data for all employees.				
<b>By Age</b>				
<30 Years Old	—	—	13%	11%
30–50 Years Old	—	—	51%	49%
>50 Years	—	—	36%	40%
<b>Senior Leadership Team</b>				
Percentage Ethnic Minority	—	—	22%	22%
Percentage Women	—	—	33%	33%
<b>Company Officials and Managers</b>				
Percentage Ethnic Minority	—	—	22%	22%
Percentage Women	—	—	20%	21%
<b>Total Workforce</b>				
Percentage Ethnic Minority	—	—	45%	44%
Percentage Women	—	—	18%	18%
Percentage Women in All Management Positions	—	—	20%	21%
Percentage Women in Top Management Positions	—	—	20%	24%
Percentage Women in Junior Management Positions	—	—	20%	21%
Percentage Women in Management Positions in Revenue-Generating Functions	—	—	—	47%
Ratio of Basic Salary and Remuneration of Women to Men	—	—	1	1
<b>Ethnic Diversity</b>				
Executive	13%	11%	12%	11%
Managers	20%	20%	21%	21%
Professionals	22%	21%	21%	19%
Operatives & Craft Workers	44%	45%	46%	46%
All Workforce	40%	41%	42%	41%
<b>Female Representation</b>				
Executive	20%	21%	20%	19%
Managers	19%	19%	20%	21%
Professionals	39%	39%	39%	38%
Operatives & Craft Workers	2%	2%	3%	3%
All Workforce	17%	18%	18%	18%

**Workforce (continued)**

	2017	2018	2019	2020
<b>Diversity (continued)</b>				
Self-Identified as Disabled	—	—	—	20%
Veteran Status	—	—	—	6%
<b>Share as Percentage of Total Workforce</b>				
Asian	—	—	—	1.6%
Black or African American	—	—	—	19.2%
Hispanic	—	—	—	22.2%
White	—	—	—	54.9%
Indigenous or Native	—	—	—	1.0%
Employee chose not to report	—	—	—	1.2%
<b>Share in ALL Management Positions, as Percentage of Total Management Workforce</b>				
Asian	—	—	—	1.9%
Black or African American	—	—	—	7.8%
Hispanic	—	—	—	11.9%
White	—	—	—	77.3%
Indigenous or Native	—	—	—	0.4%
Employee chose not to report	—	—	—	0.8%
<b>Safety</b>				
Days Away/Restricted or Transfer (DART)—Employees	2.7	2.9	2.2	2.3
Days Away/Restricted or Transfer (DART)—Contractors and Contingent Labor	0.13	0.15	0.11	0.11
Vehicle Accident Recordable Rate (VARR)	19,376	19,729	19,371	22,059
Hourly Accident Recordable Rate (HARR)	9,090	10,776	11,684	12,272
Total Recordable Injury Rate (incidents per 100 full-time employees per year)	2.8	2.9	2.8	2.8
<b>Hires</b>				
Total number of new employee hires	9,250	10,616	11,645	8,369
Percentage of open positions filled by internal candidates (internal hires)	33	16	9	29

**EEO-1 Data, 2019**

Job Group	Total		Males		Females		Males							Females							Non-Minorities		Minorities	
	#	%	#	%	#	%	W	B	H	A	I	P	2+	W	B	H	A	I	P	2+	#	%	#	%
Executives	73	100%	58	79%	15	20.55%	52	1	3	2	0	0	0	11	3	1	0	0	0	0	63	86%	10	13.70%
Managers	4,509	100%	3,627	80%	882	19.56%	2,880	252	394	63	12	9	17	612	97	134	25	3	1	10	3,492	77%	1,017	22.55%
Professionals	1,484	100%	778	52%	706	47.57%	538	62	63	100	0	3	12	459	75	85	77	1	3	6	997	67%	487	32.82%
Technicians	15	100%	11	73%	4	26.67%	5	5	1	0	0	0	0	4	0	0	0	0	0	0	9	60%	6	40.00%
Sales	2,476	100%	1,181	48%	1,295	52.30%	886	98	159	23	3	1	11	823	199	224	12	11	5	21	1,709	69%	767	30.98%
Administrative Support	4,720	100%	1,222	26%	3,498	74.11%	617	218	328	19	9	6	25	1,894	724	735	48	27	8	62	2,511	53%	2,209	46.80%
Craft Workers	3,456	100%	3,407	99%	49	1.42%	2,233	259	793	48	28	13	33	31	8	8	1	1	0	0	2,264	66%	1,192	34.49%
Operatives	22,179	100%	21,597	97%	582	2.62%	10,635	4,622	5,775	159	154	92	160	228	214	110	7	10	4	9	10,863	49%	11,316	51.02%
Laborers	2,762	100%	2,344	85%	418	15.13%	741	820	633	78	19	22	31	77	108	200	22	5	2	4	818	30%	1,944	70.38%
Service Workers	34	100%	29	85%	5	14.71%	12	7	6	0	1	0	3	3	0	2	0	0	0	0	15	44%	19	55.88%
<b>Total</b>	<b>41,708</b>		<b>34,254</b>		<b>7,454</b>		<b>18,599</b>	<b>6,344</b>	<b>8,155</b>	<b>492</b>	<b>226</b>	<b>146</b>	<b>292</b>	<b>4,142</b>	<b>1,428</b>	<b>1,499</b>	<b>192</b>	<b>58</b>	<b>23</b>	<b>112</b>	<b>22,741</b>		<b>18,967</b>	
Percent of Total Population		100%		82%		18%	44.59%	15.21%	19.55%	1.18%	0.54%	0.35%	0.70%	9.93%	3.42%	3.59%	0.46%	0.14%	0.06%	0.27%		55%		45%

## Workforce (continued)

	2017	2018	2019	2020
<b>Training</b>				
Average Hours of Training Per Employee	—	—	30	30
Average Spend Per Full-Time Employee (using blended learning techniques) (in \$)	—	—	600	600
Average Spend per New Hire Drivers and Fleet Technicians (in \$)	—	—	5,000	During 2020, all 2 week training was cancelled due to COVID-19
Total Annual Training Hours Among Full-Time Employees	—	—	492,770	332,578
New and Current Employees Trained on Code of Conduct	—	—	100%	100%
Code of Conduct Training	—	—	100%	100%
Employees Offered Training	—	—	100%	100%
Operational Divisions Receiving Annual Training	—	—	100%	100%
Environmental Professionals Receiving Annual Safety Training	—	—	100%	100%
Drivers Receiving Annual Safety Training	—	—	100%	100%
Employees Trained Annually	—	—	37,342	46,000

Average hours of training per employee includes training completions tracked in Waste Management's Talent Central 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.

Total annual training hours among full-time employees includes learning and development team salaries/contract labor, development costs, learning management system, travel, external products and services, materials.

Code of Conduct training includes trainers' salaries, facilities, trucks and equipment, materials, travel/lodging/meals.

Employees trained annually includes training completions tracked in WM's Talent Central 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

	2017	2018	2019	2020
<b>Community Vitality</b>				
Charitable Donations (\$ in millions)	17.2	13.0	14.8	14.2
In-Kind Services (\$ in millions)	1.9	1.9	1.6	1.2
Total Charitable Contributions Cash and In-Kind Donations (\$ in millions)	17.2	14.9	16.4	15.4
Community Events Hosted and/or Participated In by WM	—	>4,000	3,496	860
<b>Environmental Conservation</b>				
Wildlife Habitat Council Certified Programs	90	83	79	75
Gold- and Silver-Certified Programs	—	—	38	32
Acres Actively Managed for Wildlife Preservation	20,000	19,823	17,917	14,709
Pollinator Gardens and Wildflower Meadows Projects	38	63	63	63
Habitat, Species and Education Certified Projects 'On-the-Ground'	—	255	217	190
<b>Environmental Education</b>				
Participants in WM supported/hosted education events and programs number is significantly lower in 2020 due to constraints related to the pandemic.				
Participants in WM Supported/Hosted Education Events and Programs	—	300,000	393,000	57,565
Hours Volunteered by Employees on Conservation Education	—	—	2,600	3,600



Governance	2017	2018	2019	2020
<b>Board Diversity</b>				
Percentage Ethnic Minority	20%	20%	33%	22%
Percentage Women	20%	20%	22%	33%
<b>Annual Total Monetary Contributions to and Spending for Political Campaigns, Political Organizations, Lobbyists or Lobbying Organizations, Trade Associations and Other Tax-Exempt Groups</b>				
Lobbying, Interest Representation or Similar	\$ 411,000	\$ 264,344	\$ 250,000	\$ 260,000
Local, Regional or National Political Campaigns/Organizations /Candidates	\$ 400,724	\$ 572,558	\$ 392,814	\$ 210,350
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	\$ 686,345	\$ 550,241	\$ 989,392	\$ 860,605
Other (e.g., spending related to ballot measures or referendums)	\$ 18,500	\$ 18,500	\$ 18,500	\$ 10,500
Total Contributions and Other Spending	\$ 1,516,569	\$ 1,405,643	\$ 1,650,706	\$ 1,341,455

<b>Contributions to or Expenditures to Trade Associations to Influence Political Campaigns or Public Policy and Legislation</b>			
Name of Organization	Type of Organization	Description	Total Spend in FY 2020
National Association of Manufacturers (NAM)	Trade association	WM partners 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
Environmental Technology Council (ETC)	Trade association	WM partners 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.	\$ 9,899
National Waste & Recycling Association (NWRA)	Trade association	WM partners 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.	\$ 41,897
The Coalition for Renewable Natural Gas		WM advocates EPA's Renewable Fuel Standard Program as well as federal and state incentives to produce and use renewable transportation fuel and renewable electricity.	\$ 10,075
American Biogas Council		WM advocates before Congress and federal agencies for policy and regulations that encourage development of landfill gas to energy and fuels projects and anaerobic digesters.	\$ 9,425
Institute for Scrap Recycling Industries			\$ 6,158

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](#).

## Governance (continued)

Issue or Topic	Corporate Position	Description of Position / Engagement	Total Spend in FY 2020
Renewable energy: WM has invested in infrastructure to collect landfill gas for a variety of applications to create renewable energy. First, WM has installed 124 landfill gas-to-energy facilities where we use the processed methane to generate electricity that is sold to utilities. EPA endorses landfill gas as a renewable energy resource, putting it in the same category as wind, solar and geothermal resources. Second, WM has installed four facilities that generate renewable natural gas (RNG) from landfill gas. RNG, which is recognized as a renewable fuel by EPA, is used as transportation fuel in over 45% of our natural gas trucks. Third, WM collects, processes and cleans landfill gas to natural gas quality for delivery of the RNG to transmission pipelines to be used in the normal applications for natural gas. In each of these renewable energy applications, WM has reduced its reliance on fossil fuels.	Support	WM supports federal and state energy policies that facilitate the widespread development and use of renewable energy sources, including electricity and transportation fuel derived from landfill gas. With a third of our trucks running on RNG produced from landfill biogas, federal and state policies play an important role in our efforts to make significant investments to reduce GHG emissions associated with fossil fuel consumption. Waste Management thus supports policies—including the Federal Renewable Fuel Standard, the California Low Carbon Fuel Standard, the Oregon Clean Fuels Program and state renewable portfolio standards—that encourage production of electricity and fuel from renewable sources such as municipal solid waste and provide attractive and stable returns to generators of renewable electricity and producers of RNG.	\$23,770.70
Recycling: Governments continue to seek ways to divert waste from landfills, while product manufacturers have established lofty recycling goals in order to find circular solutions for their packaging through increased recycling and recovery. Increased pressure by producers has led to efforts along the supply chain to recycle a broad range of materials. WM supports such programs when they make economic sense and strongly supports the development of education programs and market development to increase demand for recycling.	Support	WM has taken a national leadership role in support of policies to improve recycling education to ensure that a clean feedstock is delivered to our materials recovery facilities (MRFs), and to support the development of domestic markets for recyclables. Materials processed through our MRFs are only recycled after they have been manufactured into new product, reducing the use of virgin materials. In 2019, WM made a commitment to purchase curbside carts with 10% post-consumer curbside plastic. We also continue to support education efforts through our Recycle Right program. WM advocates for support of the focus on both education and market development for post-consumer content legislation.	\$84,235.95

## Reports of Potential Misconduct

Discipline for substantiated allegations included: counseling, warnings, suspensions and terminations.

Number of Reports of Potential Misconduct	2,558	2,938
Percent of Reports Made Through Confidential Integrity Helpline	N/A	62%
Percent of Reports Through Other Avenues, Including People Organization (which includes independent investigation team), Corporate Security, Internal Audit, Senior Leadership, and Compliance and Ethics)	N/A	38%
Percent of Total Reports Made Anonymously	N/A	39%
Percent Employment Practices Matters (harassment, discrimination, unprofessional behavior, employee relations, etc.)	75%	76%
Percent Fraud-Related Matters (bribery, business practices, fraud, payroll fraud, etc.)	9%	8%
Percent Security-Related Matters (burglary, identity theft, privacy concerns, property damage, workplace violence, etc.)	9%	6%
Percent Other Code of Conduct Matters (conflicts of interest, gifts and entertainment, etc.)	7%	10%