

Waste Management Policy

Safety

November 2017



POLICY

At Waste Management, safety is a core value and a cornerstone of operational excellence. This philosophy is embedded in the way we work, the decisions we make and the actions we take.

With more than 50,000 employees and over 25,000 trucks on the road every day, we fully recognize our responsibility to protect our employees, our communities and our customers. Our goal is to attain world-class safety and, more importantly, to be among the safest companies in our industry. Our plan of action is called Mission to Zero (M2Z), which means zero tolerance for unsafe actions, unsafe decisions, unsafe conditions, unsafe equipment and unsafe attitudes.

- The cornerstone of M2Z is training, which provides classroom and on-the-job site instruction in safety fundamentals for supervisors, drivers and helpers. Operations Rule Book, Driving Science Series videos and Electronic Observation Behavior Assessments are just a few of the tools available to our frontline managers to help them to develop our employees.
- M2Z seeks to enhance understanding, change behaviors and develop company leaders who can make a difference and train and lead others.
- M2Z does not seek to find fault or punish people. M2Z is about being hard on facts and easy on people.

Waste Management sites continuously monitor and measure safety performance. The resulting measurements reflect the reduced frequency and severity of safety incidents, improved employee and customer satisfaction.

Through established safety processes and procedures, our goal of zero accidents and injuries is transformed into measurable results that have a positive impact on thousands of people.

