

Sustainability Data & Metrics

JUNE 2026



About WM

WM ([WM.com](https://www.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. WM, through its subsidiaries, provides collection, recycling and disposal services to millions of residential, commercial, industrial, medical 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. In North America, WM has the largest disposal network and collection fleet, is the largest recycler 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, as well as the largest heavy-duty natural gas truck fleet in the industry. WM, through its subsidiaries, also provides collection and disposal services of regulated medical waste and secure information destruction services in the U.S., Canada and Western Europe. To learn more about WM and the company's sustainability progress and solutions, visit Sustainability.WM.com.

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 the stated year.

The 2025 data and emissions information presented in this report have undergone limited assurance verification by independent third-party auditors. Assurance letters can be found [here](#).

Unless otherwise noted, data is for WM's total consolidated operations for 2025, inclusive of Healthcare Solutions segment. Data for prior years primarily reflects WM's total consolidated operations, exclusive of the Healthcare Solutions operations acquired in late 2024, with specific footnotes providing additional detail where differences in scope, timing or methodology apply.

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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 ¹	Units	2021	2022	2023	2024	2025
Operating Revenue	Million USD	\$17,931	\$19,698	\$20,426	\$22,063	\$25,204
Adjusted Income from Operations ²	Million USD	\$3,033	\$3,474	\$3,828	\$4,296	\$4,719
Adjusted Diluted Earnings per Share ²	USD	\$4.84	\$5.59	\$6.19	\$7.23	\$7.50
Free Cash Flow ²	Million USD	\$2,530	\$1,976	\$1,902	\$2,317	\$2,937
Adjusted Operating EBITDA ²	Million USD	\$5,032	\$5,512	\$5,899	\$6,563	\$7,582
Adjusted Operating EBITDA Margin ²	Percentage	28.1%	28.0%	28.9%	29.7%	30.1%
Net Income	Million USD	\$1,816	\$2,238	\$2,304	\$2,746	\$2,708
Cash Dividends	Million USD	\$970	\$1,077	\$1,136	\$1,210	\$1,334
Share Repurchases ³	Million USD	\$1,350	\$1,500	\$1,302	\$262	\$0
Cash Flow from Operations	Million USD	\$4,338	\$4,536	\$4,719	\$5,390	\$6,043
Capital Expenditures	Million USD	\$1,904	\$2,587	\$2,895	\$3,231	\$3,227

OPERATIONS						
Facilities	Units	2021	2022	2023	2024	2025
Active Hazardous Waste Landfills	Number	5	5	5	5	4
Active Solid Waste Landfills	Number	255	258	258	257	253
Transfer Stations ⁴	Number	340	337	332	506	482
Recycling Facilities	Number	96	97	102	105	113
Organics Recycling Facilities	Number	39	41	49	49	49

¹ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment.

² This is a non-GAAP financial measure. Please see the footnotes and tables that accompany WM's financial earnings releases dated 1/28/2026, 1/29/2025, 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.

³ In 2024, we announced our temporary suspension of share repurchase activity as a result of the acquisition of Stericycle. We resumed share repurchases during the first quarter of 2026.

⁴ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment. The change in data from 2024 to 2025 is primarily driven by the divestiture of the Spain and Portugal operations in early 2025.

Facilities (continued)	Units	2021	2022	2023	2024	2025
Autoclave or Alternative Medical Waste Treatment Facilities ⁵	Number	–	–	–	69	51
Medical Waste Incinerator Facilities ⁵	Number	–	–	–	18	17
Secure Information Destruction Processing Facilities ⁵	Number	–	–	–	107	99
Natural Gas Fueling Stations	Number	177	181	199	213	229
Renewable Energy - Landfill Gas Beneficial Use Projects						
Landfill Gas-to-Electricity Facilities ⁶	Number	70	66	66	65	62
Renewable Natural Gas Facilities ⁶	Number	4	5	6	11	17
Landfill Gas-to-Industrial Processing Facilities ⁶	Number	22	20	20	23	24
Third-Party Landfill Gas Beneficial Use Projects	Number	48	44	44	52	60
Equipment Capacity⁷						
Landfill Gas-to-Electricity	MW/hr	520	510	500	490	490
Landfill Gas-to-Renewable Natural Gas	MMBtu/hr	4,450	4,620	6,310	7,320	8,730
Landfill Gas-to-Industrial Processing	MMBtu/hr	510	510	570	590	620

⁵ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment. The change in data from 2024 to 2025 is primarily driven by the divestiture of the Spain and Portugal operations in early 2025.

⁶ Facility count is inclusive of WM-owned-and-operated facilities on WM landfills.

⁷ Equipment Capacity is inclusive of WM-owned-and-operated and third-party facilities.

Fleet	Units	2021	2022	2023	2024	2025
Total Fleet Vehicles ⁸	Number	18,930	18,550	18,350	23,730	23,670
Core Solid Waste and Recycling Vehicles ⁹	Number	18,930	18,550	18,350	18,860	18,900
Alternative Fuel Vehicles in Core Solid Waste and Recycling Fleet ¹⁰	Number	10,830	11,310	12,120	13,170	13,590
Alternative Fuel Vehicles in Core Solid Waste and Recycling Fleet ¹⁰	Percentage	57%	61%	66%	70%	72%
Alternative Fuel Vehicles Fuel Consumption Allocated to Renewable Natural Gas	Percentage	53%	47%	47%	74%	93%

Materials Managed	Units	2021	2022	2023	2024	2025
Materials Recovered for Recycling						
Paper/Fiber	Tons	7,780,300	7,371,500	7,880,000	8,920,200	9,600,500
Organics	Tons	3,919,200	3,801,600	3,761,400	3,781,400	3,782,000
Fly Ash	Tons	884,300	915,100	757,300	648,300	654,000
Glass	Tons	584,800	546,100	552,100	493,200	488,000
Metal	Tons	417,500	468,800	505,200	465,600	397,700
Plastic	Tons	516,700	464,500	510,300	416,800	473,200
Construction and Demolition/Wood	Tons	1,226,000	1,222,200	1,228,100	1,272,700	1,341,400
E-Waste/Lamps/Batteries	Tons	3,600	7,700	7,100	5,300	5,000
Other ¹¹	Tons	5,100	34,100	36,200	34,100	41,400
Total Recovered Materials ¹²	Tons	15,337,500	14,831,600	15,237,700	16,037,600	16,783,200

⁸ Includes Core Solid Waste and Recycling Vehicles as well as our global fleet of routed trucks, tractors, collection vans and small-duty vehicles utilized within our Healthcare Solutions segment. 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment. 2024 data does not include our Spain and Portugal business segment, which was sold on January 2, 2025.

⁹ Core Solid Waste and Recycling Vehicles indicates the number of active vehicles that register more than 600 on-road hours within the reported year. Excludes Healthcare Solutions segment.

¹⁰ Alternative Fuel Vehicles in Core Solid Waste and Recycling Fleet include all vehicles that run on compressed natural gas (CNG) and liquefied natural gas (LNG) and does not account for on-road hours.

¹¹ Other includes specialty materials such as tires, textiles and used oil, solvents and anti-freeze.

¹² Excludes residue.

Unless otherwise noted, data is for WM's total consolidated operations for 2025, inclusive of Healthcare Solutions segment. Data for prior years primarily reflects WM's total consolidated operations, exclusive of the Healthcare Solutions operations acquired in late 2024, with specific footnotes providing additional detail where differences in scope, timing or methodology apply.

Materials Managed (continued)	Units	2021	2022	2023	2024	2025
Waste Managed¹³						
Waste Incinerated ¹⁴	Tons	–	–	–	–	169,300
Waste Incinerated with Waste-to-Energy	Tons	–	–	–	–	108,100
Waste Incinerated with Waste-to-Energy	Percentage	–	–	–	–	64%
Medical Waste Treated ¹⁵	Tons	–	–	–	556,700	526,800
Pharmaceuticals Waste Treated ¹⁶	Tons	–	–	–	29,800	28,200

Customers	Units	2021	2022	2023	2024	2025
Customer Satisfaction¹⁷						
Enterprise Net Promoter Score ¹⁸	Number	34.7	28.3	30.7	32.1	33.7
Overall Customer Satisfaction ¹⁹	Number	7.96	7.75	7.85	7.93	8.00

¹³ Inclusive of all internal and third-party waste managed through our Healthcare Solutions segment.

¹⁴ Includes waste incinerated with waste-to-energy.

¹⁵ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment. Excludes pharmaceutical waste treated.

¹⁶ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment.

¹⁷ Excludes Healthcare Solutions segment.

¹⁸ The Enterprise Net Promoter Score measures customer loyalty by looking at their likelihood of recommending a given business.

¹⁹ The Overall Customer Satisfaction metric measures customer satisfaction as a mean of all survey responses based on a scale of 1-10.

Customers (continued)	Units	2021	2022	2023	2024	2025
Customers by Category²⁰						
Residential ²¹	Number	N/A	1,484,300	1,416,700	1,404,700	1,354,000
Commercial ²²	Number	N/A	1,125,400	1,139,700	1,125,700	1,109,000
Industrial ²³	Number	N/A	204,300	211,900	172,500	168,500
Municipal ²⁴	Number	N/A	2,750	2,610	2,520	2,500
Other ²⁵	Number	N/A	–	–	634,200	598,400
Customers Receiving Recycling Services by Customer Type						
Residential and Municipal ²⁶	Percentage	75%	73%	74%	75%	77%
Commercial ²²	Percentage	28%	29%	29%	29%	29%
Industrial ²³	Percentage	19%	9%	8%	9%	8%
Customers Receiving Organics Services by Customer Type						
Residential and Municipal ²⁷	Percentage	38%	39%	39%	40%	39%
Commercial ²²	Percentage	2%	<1%	<1%	5%	5%
Industrial ²³	Percentage	<1%	<1%	<1%	<1%	<1%

²⁰ 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. Includes customers in North America only.

²¹ Residential Customers include residences that have direct contracts with WM for curbside collection services.

²² Commercial Customers include those receiving services on a commercial collection route.

²³ Industrial Customers include those that receive roll-off service.

²⁴ 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.

²⁵ Other Customers represent Healthcare Solutions customer accounts for which category designation (residential, commercial, industrial, municipal) is not available. Includes North America customers only.

²⁶ Residential Customers include residences that have direct contracts with WM for curbside collection services. 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.

²⁷ Residential Customers include residences that have direct contracts with WM for curbside collection services. 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. Organics services include yard waste collection.

ENVIRONMENT						
Greenhouse Gas (GHG) Emissions	Units	2021	2022	2023	2024	2025
Scope 1 ²⁸						
Landfill	Metric Tons CO ₂ e	17,169,800	15,386,600	14,966,900	13,370,200	12,440,000
Incinerated Waste	Metric Tons CO ₂ e	111,500	101,300	88,000	89,800	100,800
Fleet	Metric Tons CO ₂ e	1,374,600	1,316,100	1,254,700	973,700	774,100
Other Energy Use	Metric Tons CO ₂ e	530,400	527,600	529,200	535,800	572,100
Total Scope 1	Metric Tons CO ₂ e	19,186,300	17,331,600	16,838,800	14,969,500	13,887,000
Scope 1 Emissions Covered Under Emissions-Limiting Regulations ²⁹	Percentage	77%	74%	75%	75%	75%
Scope 1 Emissions Covered Under Emissions-Reporting Regulations ³⁰	Percentage	80%	78%	77%	76%	76%
Scope 2 ³¹						
Location-Based	Metric Tons CO ₂ e	301,900	327,500	311,400	307,900	414,400
Market-Based	Metric Tons CO ₂ e	232,800	182,600	148,000	132,000	157,300
Scope 3 ³²						
Category 1: Purchased Goods and Services	Metric Tons CO ₂ e	250,700	362,700	382,300	423,300	344,600
Category 2: Capital Goods	Metric Tons CO ₂ e	514,100	256,000	274,400	392,000	562,000
Category 3: Fuel and Energy-Related Activities	Metric Tons CO ₂ e	448,800	424,300	422,900	368,800	374,000
Category 4: Upstream Transport	Metric Tons CO ₂ e	118,700	421,900	534,000	552,400	571,200

²⁸ 2021-2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5.

²⁹ As aligned with Sustainability Accounting Standards Board (SASB) definitions, this includes only emission sources that are regulated under a permit-based mechanism.

³⁰ As aligned with SASB definitions, this includes only emission sources that meet a regulatory threshold for reporting.

³¹ Location-based reflects emissions from total electricity consumption based on regional emission factors. Market-based reflects emissions associated with contractual instruments, including the retirement of renewable energy credits (RECs) and Renewable Energy Guarantees of Origin (REGOs) in accordance with the GHG Protocol Corporate Standard. 2021-2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5.

³² 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. 2021-2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5.

Greenhouse Gas (GHG) Emissions (continued)	Units	2021	2022	2023	2024	2025
Scope 3³³ (continued)						
Category 5: Waste	Metric Tons CO ₂ e	32,500	40,300	39,300	39,200	50,800
Category 6: Business Travel	Metric Tons CO ₂ e	13,100	13,400	23,900	26,500	23,200
Category 7: Employee Commuting	Metric Tons CO ₂ e	181,900	175,100	167,300	168,600	174,500
Category 9: Downstream Transport	Metric Tons CO ₂ e	153,600	155,500	140,800	155,700	165,900
Category 11: Use of Sold Products	Metric Tons CO ₂ e	4,900	4,800	5,300	5,300	5,000
Category 13: Downstream Leased Assets	Metric Tons CO ₂ e	1,400	22,000	22,800	20,400	19,800
Category 15: Investments	Metric Tons CO ₂ e	1,100	2,900	9,900	5,400	5,100
Total Scope 3	Metric Tons CO ₂ e	1,720,800	1,878,900	2,022,900	2,157,600	2,296,100
Biogenic Emissions³⁴						
Biogenic Scope 1	Metric Tons CO ₂ e	12,124,400	12,028,600	11,955,100	12,304,000	12,396,700
Biogenic Scope 2	Metric Tons CO ₂ e	84,300	145,500	134,500	154,300	155,400
Biogenic Scope 3	Metric Tons CO ₂ e	947,900	935,000	1,036,300	1,071,300	1,012,300
Avoided GHG Emissions						
Renewable Energy Generation	Metric Tons CO ₂ e	2,163,800	1,967,700	1,979,600	2,870,000	3,222,900
Reuse and Recycling of Materials	Metric Tons CO ₂ e	28,014,300	26,920,000	28,319,000	31,178,600	33,457,700
Carbon Permanently Sequestered	Metric Tons CO ₂ e	21,855,800	19,428,500	21,699,300	22,107,700	22,841,500
Total Avoided GHG Emissions	Metric Tons CO ₂ e	52,033,900	48,316,200	51,997,900	56,156,400	59,522,100

³³ 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. 2021–2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5.

³⁴ Biogenic Emissions are reported separately from the Corporate GHG Inventory in line with the GHG Protocol Corporate Standard. These emissions are considered carbon neutral as they derive from biological material. Biogenic Scope 2 emissions are associated with retired RECs from landfill gas-to-electricity. 2021–2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5.

Greenhouse Gas (GHG) Emissions (continued)	Units	2021	2022	2023	2024	2025
Carbon Intensity³⁵						
Operating Revenue Carbon Intensity ³⁶	CO ₂ e/\$M Operating Revenue	1,063	871	816	682	557
Waste Disposed Carbon Intensity ³⁶	CO ₂ e/Tons of Waste Disposed	0.15	0.14	0.14	0.12	0.11
Miles Driven Carbon Intensity ³⁷	CO ₂ e/1,000 Miles Driven	2.27	2.23	2.27	1.72	1.30
Avoided GHG Emissions Carbon Intensity ³⁸	Avoided GHG Emissions/CO ₂ e	2.73	2.82	3.12	3.80	4.24

Energy Consumption	Units	2021	2022	2023	2024	2025
Energy³⁹						
Total Non-Renewable Energy	MWh	7,699,600	7,414,800	7,023,900	5,715,000	6,053,100
Total Renewable Energy	MWh	2,027,700	2,576,000	2,713,900	3,939,600	5,307,500
Total Energy	MWh	9,727,300	9,990,800	9,737,800	9,654,600	11,360,600
Percentage Renewable Energy	Percentage	21%	26%	28%	41%	47%
Fuels^{39,40}						
Non-Renewable Fuels	MWh	7,105,900	6,936,900	6,654,100	5,370,600	5,531,900
Renewable Fuels	MWh	1,839,200	2,230,100	2,256,600	3,426,500	4,525,700
Total Fuels	MWh	8,945,100	9,167,000	8,910,700	8,797,100	10,057,600

³⁵ 2021-2024 has been restated to align historical data with the current methodology, reflecting portfolio changes (including the November 2024 acquisition of Stericycle, Inc.) and updated Global Warming Potential factors from the IPCC AR5. 2021-2024 excludes Healthcare Solutions segment.

³⁶ Carbon Intensity metrics reflect Scope 1 and 2 market-based emissions normalized to \$M operating revenue and tons of waste disposed.

³⁷ Miles Driven Carbon Intensity metric reflects Scope 1 Collection Fleet emissions normalized to 1,000 miles driven.

³⁸ 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).

³⁹ 2021-2023 has been restated to align historical data with the current methodology.

⁴⁰ Total Fuels are inclusive of fuels used in collection fleet, off-road fleet, facility heating, direct operations and aviation.

Unless otherwise noted, data is for WM's total consolidated operations for 2025, inclusive of Healthcare Solutions segment. Data for prior years primarily reflects WM's total consolidated operations, exclusive of the Healthcare Solutions operations acquired in late 2024, with specific footnotes providing additional detail where differences in scope, timing or methodology apply.

Energy Consumption (continued)	Units	2021	2022	2023	2024	2025
Electricity⁴¹						
Non-Renewable Electricity	MWh	593,700	477,800	369,800	344,400	521,200
Renewable Electricity ⁴²	MWh	188,500	345,900	457,300	513,100	781,800
Total Electricity	MWh	782,200	823,700	827,100	857,500	1,303,000
Percentage Renewable Electricity	Percentage	24%	42%	55%	60%	60%
Energy Intensity^{43,44}						
Energy per Waste Managed	MWh/1,000 tons	77.5	80.1	79.3	77.2	88.2
Energy per Operating Revenue	MWh/\$10k Operating Revenue	5.4	5.1	4.8	4.5	4.5
Energy per Employee	MWh/employee	200.6	201.8	202.9	196.9	187.8

Landfill Gas	Units	2021	2022	2023	2024	2025
Landfill Gas Captured ⁴⁵	Metric Tons CO ₂ e	53,562,500	53,409,000	53,941,100	57,810,500	64,648,900
Landfill Gas Captured ⁴⁵	Percentage	78%	80%	80%	83%	84%
Fugitive Landfill Emissions	Percentage	22%	20%	20%	17%	16%
Landfill Gas Flared ⁴⁶	Percentage	51%	51%	53%	52%	49%
Landfill Gas Recovered for Beneficial Use ⁴⁶	Percentage	49%	49%	47%	48%	51%
Total Landfill Gas Captured ⁴⁶	MSCF	234,945,500	233,054,400	243,372,900	247,999,000	251,091,000
Landfill Gas Converted to Energy for Sale/Use ^{46,47}	MMBtu	56,170,800	55,108,300	55,864,700	58,131,300	61,574,100

⁴¹ 2021 has been restated to align historical data with the current methodology.

⁴² Represents market-based renewable electricity coverage through Renewable Energy Certificates (RECs) and Renewable Energy Guarantees of Origin (REGOs) purchases, including 60% globally and 100% across UK operations.

⁴³ Energy Intensity is enterprise-wide energy including electricity and fuels normalized to energy per 1,000 tons waste managed, \$10k operating revenue and employee.

⁴⁴ 2021-2023 has been restated to align historical data with the current methodology.

⁴⁵ 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.

⁴⁶ The Landfill Gas Flared, Landfill Gas Recovered for Beneficial Use, Total Landfill Gas Captured and Landfill Gas Converted to Energy for Sale/Use calculation methodology was updated in 2025; values from 2021-2025 reflect this revised approach.

⁴⁷ 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.

Waste & Water	Units	2021	2022	2023	2024	2025
Waste Generated⁴⁸						
Total Waste Generated ⁴⁹	Metric Tons	4,500	4,600	4,400	4,500	5,600
Total Waste Recycled	Metric Tons	1,200	1,200	1,200	1,200	1,600
Percentage Recycled	Percentage	27%	26%	27%	27%	29%
Total Waste to Landfill	Metric Tons	3,300	3,400	3,200	3,300	4,000
Percentage Landfilled	Percentage	73%	74%	73%	73%	71%
Total Waste Generated per Employee	Pounds	200	200	200	200	210
Water Usage⁵⁰						
Total Water Withdrawal	Million Cubic Meters	3.69	3.37	3.99	5.02	6.10
Water Consumption	Million Cubic Meters	0.84	0.86	0.83	0.85	0.94
Operational Water Usage ⁵¹	Million Cubic Meters	2.85	2.51	3.16	4.17	5.16

Environmental	Units	2021	2022	2023	2024	2025
Environmental Compliance Violations ⁵²	Number	5	7	5	7	10
Non-Compliance Associated with Air Emissions	Number	3	3	1	1	9
Significant Spills ⁵³	Number	8	6	3	2	4

⁴⁸ 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.

⁴⁹ Total Waste Generated includes only non-hazardous waste.

⁵⁰ Water withdrawal at sites without meters is estimated based on employee count. Water consumption at all sites is estimated based on employee count.

⁵¹ Primary operational water uses include, but are not limited to, vehicle washing, dust suppression, landscaping, container washing, steam generation and cooling.

⁵² Based on Formal Enforcement Actions as defined by U.S. Environmental Protection Agency (EPA). Includes Non-Compliance Associated with Air Emissions.

⁵³ Any release of a hazardous substance or oil exceeding U.S. EPA National Response Center-established reporting triggers.

Environmental (continued)	Units	2021	2022	2023	2024	2025
Emissions of Air Pollutants⁵⁴						
Emissions of NOx	Metric Tons	4,500	4,800	4,800	4,300	4,200
Emissions of SOx	Metric Tons	720	780	800	720	740
Emissions of VOCs	Metric Tons	100	100	110	230	240
Toxic Release Inventory (TRI) Chemical Containment at WM Hazardous Waste Facilities⁵⁵						
RCRA Subtitle C	Pounds	26,839,000	34,622,600	38,792,400	38,554,400	N/A
Underground Injection	Pounds	5,223,100	5,042,000	5,724,300	4,452,200	N/A
Transfer Off-Site to Treatment/Containment	Pounds	138,000	55,200	184,300	80,500	N/A
TRI Permitted Releases to Water	Percentage	<1%	<1%	<1%	<1%	N/A

WORKFORCE						
Safety	Units	2021	2022	2023	2024	2025
Days Away/Restricted or Transfer – Employees ⁵⁶	DART Injuries Per 200,000 Work Hours	2.4	2.6	2.4	2.7	2.7
Hourly Accident Recordable Rate	Total Driver Hours/ All Vehicle and Property Incidents	11,611	10,791	8,899	8,821	7,910
Total Recordable Incident Rate ⁵⁷	OSHA Recordable Injuries Per 200,000 Work Hours	3.00	3.02	3.08	3.23	3.23

⁵⁴ Prior to 2025, air emissions were reported from landfill sites only. In 2025, air emissions data is reported from landfill and incineration sites in North America only.

⁵⁵ 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).

⁵⁶ Days Away/Restricted or Transfer (DART) is calculated using serious injuries with lost time or restricted work as defined by the Occupational Safety and Health Administration (OSHA). Excludes contractors.

⁵⁷ 2025 value is representative of WM's total consolidated operations, including our Healthcare Solutions segment. TRIR excluding Healthcare Solutions segment was 3.14 in 2025.

Employees	Units	2021	2022	2023	2024	2025
Employees by Region⁵⁸						
Total Full-Time Employees	Number	48,500	49,500	48,000	61,700	60,500
United States	Number	45,400	46,300	44,600	54,300	53,600
Outside of U.S. ⁵⁹	Number	3,100	3,200	3,400	7,400	6,900
Employee Engagement⁶⁰						
Voice-of-the-Employee Engagement Score	Percentage	–	–	71%	78%	80%
Employee Participation in Voice-of-the-Employee Survey	Percentage	–	–	57%	72%	84%
Hires						
New Employee Hires	Number	12,740	13,790	9,900	10,720	16,180
Open Positions Filled by Internal Candidates (Internal Hires)	Percentage	22%	26%	35%	27%	26%
Employee Turnover⁶⁰						
Employee Turnover Rate	Percentage	25%	25%	21%	20%	20%
Voluntary Employee Turnover Rate	Percentage	21%	20%	15%	13%	12%
Employee by Pay Type						
Hourly	Percentage	80%	80%	79%	78%	75%
Salaried	Percentage	20%	20%	21%	22%	25%
Ratio of Basic Salary and Remuneration of Female to Male ⁶¹	Number	0.97	0.93	0.95	0.96	0.98

⁵⁸ 2024 and 2025 data is representative of WM's total consolidated operations, including our Healthcare Solutions segment.

⁵⁹ Prior to 2024, includes Canada and India. In 2024 and 2025, includes Canada, India and Western Europe.

⁶⁰ Excludes Healthcare Solutions segment.

⁶¹ 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. In 2025, this value represents U.S. full-time employees only.

Employees (continued)	Units	2021	2022	2023	2024	2025
Labor Relations						
Workforce Covered Under Collective Bargaining Agreements	Percentage	18%	17%	17%	17%	15%
Training						
Average Training	Hours/Employee	30	30	20	25	20
Average Spend on Training ⁶²	USD/Employee	\$650	\$572	\$795	\$818	\$681
Total Annual Training Among Full-Time Employees	Hours	438,631	520,839	951,413	1,218,937	1,227,302
Workforce Analytics⁶³						
By Age (Global)						
<30 Years Old	Percentage	11.5%	11.7%	11.8%	12.2%	12.5%
30–50 Years Old	Percentage	48.4%	48.2%	48.0%	48.0%	48.7%
>50 Years Old	Percentage	39.7%	40.1%	40.2%	39.8%	38.9%
Senior Leadership Team⁶⁴						
Minority	Percentage	22.0%	22.0%	20.0%	36.0%	27.3%
Female (Global)	Percentage	33.0%	33.0%	30.0%	27.0%	18.2%
WM Leadership⁶⁵						
Minority	Percentage	21.5%	22.9%	26.4%	27.4%	30.2%
Female (Global)	Percentage	22.6%	27.8%	28.3%	28.7%	28.7%

⁶² Excludes Healthcare Solutions segment.

⁶³ Percentage figures are a representation of plus or minus 1.0%.

⁶⁴ The composition of WM's Senior Leadership Team varies, but as of year-end 2025, 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 U.S. team members only.

⁶⁵ 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 U.S. team members only.

Unless otherwise noted, data is for WM's total consolidated operations for 2025, inclusive of Healthcare Solutions segment. Data for prior years primarily reflects WM's total consolidated operations, exclusive of the Healthcare Solutions operations acquired in late 2024, with specific footnotes providing additional detail where differences in scope, timing or methodology apply.

Workforce Analytics ⁶⁶ (continued)	Units	2021	2022	2023	2024	2025
Share as Percentage of Total Workforce⁶⁷						
Asian	Percentage	1.5%	1.5%	1.5%	1.5%	1.6%
Black or African American	Percentage	18.6%	18.2%	18.0%	18.2%	18.7%
Hispanic	Percentage	21.0%	21.1%	21.7%	22.1%	21.6%
White	Percentage	50.3%	48.7%	47.6%	45.9%	42.1%
American Indian or Alaska Native	Percentage	0.6%	0.6%	0.5%	0.6%	0.5%
Native Hawaiian or Other Pacific Islander	Percentage	0.4%	0.4%	0.4%	0.4%	0.4%
Two or More Races	Percentage	0.9%	0.6%	0.7%	0.9%	1.2%
Not Disclosed ⁶⁸	Percentage	6.8%	9.0%	9.5%	10.4%	13.9%
Shared in All Management Positions, as Total Management Workforce⁶⁷						
Asian	Percentage	2.6%	2.6%	2.9%	3.0%	2.8%
Black or African American	Percentage	7.9%	7.8%	8.4%	8.5%	9.3%
Hispanic	Percentage	11.0%	11.7%	12.2%	12.4%	13.0%
White	Percentage	71.3%	69.1%	67.1%	66.1%	61.1%
American Indian or Alaska Native	Percentage	0.3%	0.2%	0.2%	0.3%	0.3%
Native Hawaiian or other Pacific Islander	Percentage	0.2%	0.3%	0.2%	0.2%	0.3%
Two or More Races	Percentage	0.7%	0.8%	0.9%	1.2%	1.4%
Not Disclosed ⁶⁸	Percentage	5.9%	7.4%	8.0%	8.3%	11.8%

⁶⁶ Percentage figures are a representation of plus or minus 1.0%.

⁶⁷ 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. Diverse and minority representation references both racial and ethnic characteristics self-identified by U.S. team members only.

⁶⁸ This includes the following: Employee chose not to report, "not specified" and/or employees outside the U.S.

Unless otherwise noted, data is for WM's total consolidated operations for 2025, inclusive of Healthcare Solutions segment. Data for prior years primarily reflects WM's total consolidated operations, exclusive of the Healthcare Solutions operations acquired in late 2024, with specific footnotes providing additional detail where differences in scope, timing or methodology apply.

Workforce Analytics ⁶⁹ (continued)	Units	2021	2022	2023	2024	2025
Female Representation (Global)						
Executives	Percentage	19.7%	14.1%	17.3%	16.4%	17.8%
Managers	Percentage	21.7%	22.2%	22.9%	23.4%	23.9%
Professionals	Percentage	47.1%	46.7%	48.0%	50.7%	50.1%
Operatives and Craft Workers	Percentage	4.0%	4.3%	3.7%	3.5%	3.3%
Total Workforce	Percentage	19.4%	18.9%	18.8%	19.0%	19.3%
Minority Diversity⁷⁰						
Executives	Percentage	10.5%	10.3%	13.5%	8.9%	11.6%
Managers	Percentage	23.5%	24.5%	27.0%	28.3%	30.3%
Professionals	Percentage	33.0%	32.9%	34.6%	36.6%	38.8%
Operatives and Craft Workers	Percentage	48.2%	48.3%	50.1%	51.4%	53.7%
Total Workforce	Percentage	44.9%	44.8%	46.2%	47.3%	49.7%
Additional Representation						
Veterans (U.S. Only)	Percentage	5.0%	4.0%	5.8%	7.0%	6.6%

⁶⁹ Percentage figures are a representation of plus or minus 1.0%.

⁷⁰ Diverse and minority representation references both racial and ethnic characteristics self-identified by U.S. team members only.

COMMUNITY						
Social Impact	Units	2021	2022	2023	2024	2025
People Positively Impacted ⁷¹	Number	–	303,000	526,500	1,722,300	1,263,300
Total People Positively Impacted (Cumulative)	Number	–	303,000	829,500	2,551,800	3,815,100
Community Programs and Organizations Supported ⁷²	Number	–	–	920	900	1,180
Charitable Contributions						
Contributions (Monetary)	Million USD	\$12.8	\$14.1	\$14.7	\$20.6	\$21.4
In-Kind Services	Million USD	\$1.5	\$1.8	\$2.0	\$1.9	\$1.8
Workforce Development Contributions to Nonprofits ⁷³	Million USD	–	–	\$2.0	\$5.1	\$5.7
Total Charitable Giving	Million USD	\$14.3	\$15.9	\$18.7	\$27.6	\$28.9
Total Charitable Giving as a Percent of Net Income	Percentage	0.8%	0.7%	0.8%	1.0%	1.1%
Environmental Stewardship ⁷⁴						
Wildlife Habitat Council-Certified Programs	Number	73	74	74	68	67
Land Actively Managed for Wildlife Preservation	Acres	13,700	13,400	13,400	13,500	13,500
Habitat, Species and Education Projects	Number	280	290	320	320	320

⁷¹ 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.

⁷² This includes a total count of organizations and programs supported.

⁷³ These contributions support nonprofits that are part of our Innovative Employment Pathways (IEP) program.

⁷⁴ Acres and projects reported here are actively managed through certified wildlife conservation programs.

GOVERNANCE						
Board of Directors	Units	2021	2022	2023	2024	2025
Minority ⁷⁵	Percentage	22%	22%	33%	33%	33%
Female	Percentage	33%	33%	33%	33%	33%
Political & Lobbying Contributions ⁷⁶						
Federal Lobbying, Interest Representation or Similar	USD	\$310,000	\$296,500	\$279,000	\$282,000	\$788,500
Local, Regional or National Political Campaigns/Organizations/Candidates	USD	\$223,800	\$390,500	\$300,200	\$224,500	\$199,700
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	USD	\$916,300	\$975,700	\$1,113,700	\$1,056,300	\$1,242,300
Total Monetary Political and Lobbying Contributions and Other Spending	USD	\$1,450,200	\$1,662,700	\$1,692,900	\$1,562,800	\$2,230,500
Ethics Reporting ⁷⁷						
Number of Reports of Potential Misconduct	Number	3,489	3,575	3,190	2,987	2,773
Reports via Confidential Integrity Helpline	Percentage	62%	49%	38%	39%	41%
Reports via Other Avenues ⁷⁸	Percentage	38%	51%	62%	61%	59%
Total Reports Made Anonymously	Percentage	33%	27%	21%	22%	23%
Reports of Employment Practices Matters ⁷⁹	Percentage	76%	78%	78%	75%	74%
Reports of Business Integrity Matters ⁸⁰	Percentage	9%	9%	11%	10%	13%
Reports of Other Code of Conduct Matters ⁸¹	Percentage	15%	13%	11%	15%	13%

⁷⁵ Diverse representation is voluntarily self-identified. Minority representation references both racial and ethnic characteristics.

⁷⁶ 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](#).

⁷⁷ 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.

⁷⁸ Includes Human Resources, Corporate Investigation, Corporate Security, Internal Audit, Senior Leadership and Compliance and Ethics.

⁷⁹ Includes, but not limited to, alleged violations of policies related to harassment, discrimination, unprofessional behavior, workplace violence, etc.

⁸⁰ Includes, but not limited to, alleged violations of policies related to bribery, business practices, falsification of records, fraud, theft, etc.

⁸¹ Includes, but not limited to, alleged violations of policies related to environmental health and safety, other policy concerns, etc.



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