

Blue Sky, Green Earth



A newsletter connecting Waste Pro and the municipal sector we serve

President's Corner

Waste Pro's new and renewed Municipal Services are off to a strong start in 2013. Residential and commercial collection, recycling and disposal is our core business, with our success based on best service, best equipment and best people. In Florida alone, we operate 152 exclusive franchises in 62 of the 67 counties

In North Florida, the City of Jacksonville renewed our service to 70,000 households for ten years. Waste Pro will be adding automated services and the City's first CNG fueling facility. We are very proud to, according to the City, have the lowest price and best service of the three companies serving them. Waste Pro has renewed its contract with the City of Tallahassee and added the surrounding unincorporated area of Leon County to our customer list. In recent years we have developed service throughout Mississippi and began a key contract in Harrison county on the Gulf coast.

Waste Pro is not all about large contracts. We are very proud of our service to smaller communities in Georgia, Alabama, as well as North and South Carolina, including Bloomingdale, GA, the Town of Allgood, AL and Salisbury, NC. Whether the community served is large or small, the service and equipment are the same high level, delivered, or more correctly "collected", by a motivated group of 2,600 employees.

I am personally very honored to lead a team of individuals who care about our communities and are dedicated to the outstanding cities and counties that have put their trust in Waste Pro.

John

John Jennings
President & CEO, Waste Pro USA

Building Solid Municipal Relationships Benefits Communities

Building partnerships with the communities we serve is part of what we call "the Waste Pro Way" and what sets us apart from the other solid waste service providers. It is important to us that we understand and become part of the communities we serve. That's why we take the time to get to know people by attending public meetings, participating in Chambers of Commerce gatherings, and sponsoring community events. And, we prefer to hire locally so that our employees live in the communities they serve.

Pembroke Pines in Broward County, Florida is the site of one of Waste Pro's Regional Operations facilities. Recently, the City unanimously chose Waste Pro to be its new solid waste and recycling service provider. "As a business resident of the City of Pembroke Pines, we are excited to be able to provide service to a community that we currently live and work in. We are very proud of our partnership with the City," said Waste Pro Regional Vice President, Russell Mackie.

Waste Pro is willing to invest the time needed to build a trusting relationship with our community partners. In Pembroke Pines, the relationship began over four years ago when Waste Pro made it a priority to attend the city's Commission Meetings to meet city leaders face to face and learn firsthand what issues are important to their

residents and businesses. As a corporate citizen, we were happy to help sponsor the local Charter School and events, such as the annual walk for the American Cancer Society. When disaster strikes, as when an elderly resident's home burned, we assisted in the best way we could, by donating dumpsters for the cleanup and rebuilding.

An important part of cultivating these relationships is remaining in constant contact with municipal officials and ensuring we are always accessible. It's through this accessibility we believe a true partnership forms, proving to be the most effective and efficient way of ensuring quality service for the cities and counties we serve.

When we manage the transition from another service provider to Waste Pro, we assume 100% responsibility for its success, but we rely on our government partners to help us communicate effectively with residents. Local government leaders understand the unique dynamics of their community and help us to understand their residents' concerns, and how best to communicate with them for a seamless transition.

We value highly our relationships with our government partners, and we work every day to earn their trust. In our next issue, we'll share some insight into how we manage a transition to ensure success.

CNG Fueling Sites Expanding in Florida

In 2012, Waste Pro proudly announced our commitment toward the conversion to the use of a Compressed Natural Gas (CNG) fueled fleet, along with announcing the grand opening of our first onsite CNG fueling station. In August of last year, we began "time fueling" 35 CNG trucks with CNG fuel at our Ft. Pierce location. Since that time, significant progress has been made and our commitment enhanced, by the placement of additional CNG trucks

throughout our various operating divisions in the Southeast.

In April 2013, Waste Pro will complete its second CNG fueling station at our Daytona, Florida location, with an additional fueling station set to open at our Palm Coast, Florida division in June. Both of these locations are equipped to handle 28 CNG trucks, with the capacity to expand as usage requires. The Palm Coast fueling station will be unique in that it will be our first "fast fill" station,

meaning it will be able to fuel vehicles in a shorter amount of time, including passenger vehicles.

CNG fuel is readily available domestically and burns cleaner than diesel fuel, meaning less air pollution. Waste Pro has additional facilities planned for our locations in Jacksonville and Tallahassee, FL. We are proud of these environmentally friendly fueling advancements and the cost savings it will provide to the municipalities we serve.

Waste Pro Testing Biodegradable Hydraulic Fluid

Waste Pro is researching biodegradable hydraulic fluid in partnership with RSC Bio Solutions. Waste Pro began testing their biodegradable EnviroLogic® 3000 series

hydraulic fluid in two trucks in 2012 at Waste Pro's Concord, NC operations complex.

The biodegradable hydraulic fluid has shown a gain in equipment efficiency uptime, while

lowering related service labor and disposal costs in the test trucks. This product may also significantly reduce environmental issues and remediation costs as a result of a spill.

NEWS BRIEFS

Waste Pro Receives Mayor's Golden Hammer Award

Waste Pro Ft. Pierce, FL Compressed Natural Gas fueling facility was recently presented with the Mayor's Golden Hammer award. This award is presented annually in recognition of residents and business owners in the Fort Pierce area who have made significant construction or rehabilitation improvements to their locations.

The \$12 million facility was officially opened in August of last year, with more than 20,000 square feet of administrative and operational space, on seven acres.

Further adding to the accolades of Waste Pro, Southeast Florida Regional Vice President, Russell Mackie, was recently honored with the 2012 Community Service Award, presented



by the Hollywood (FL) Chamber of Commerce, for his time and efforts within the City. The award presentation took place on March 1st, at the annual luncheon.

Waste Pro Expands Service Footprint in GA/AL

The start of 2013 saw an increased presence for Waste Pro in Alabama and Georgia. New residential contracts with Bibb County and the Town of Allgood were awarded, resulting in an additional 23,000 customers added to the Waste Pro family. Both contracts are being serviced by our Birmingham location. In Georgia, the city of Bloomingdale selected Waste Pro as its new service provider, further extending our service area in the northeastern part of the state. This contract is being serviced by our Hilton Head, SC office. We are excited about the opportunity to expand in these new areas and look forward to increased growth in Georgia and Alabama.

Waste Pro Executives Present at Annual Industry Meeting - Waste Expo

Featured presenters at the 2013 Waste Expo in New Orleans will include three of Waste Pro's Executives. Chief Marketing Officer, Ron Pecora and Louisiana Municipal Marketing Representative, and former Saints running back, Deuce McAllister, will be facilitating a presentation titled *Building a Winning Team*, which will focus on the importance of utilizing all available resources when interacting with the municipal sector and placing the right people in the right roles. This presentation will take place on Monday, May 20th, at 3:15 PM. In addition, Waste Pro's Vice President of Human Resources, Larry Argiro, will be presenting on the topic of the use of electronic systems in managing the human resources function and how to select the best system for your organization. This presentation will take place on Tuesday, May 21st, at 1:45 PM.

Upcoming Events

- AL League of Municipalities, May 18th – 21st, Montgomery, AL
- WASTE EXPO, May 20th – 23rd, New Orleans, LA
- FL City/County Manager's Assoc., May 22nd – 25th, Orlando, FL
- NC City/County Management Assoc., June 20th – 22nd, Greensboro, NC
- GA Municipal Association, June 22nd - 25th, Savannah, GA

Municipal Marketing Team:

Florida

Tim Bowers
Southeast FL
tbowers@wasteprousa.com
C: 305-970-1010

Susie Dolan
North Central FL
sdolan@wasteprousa.com
C: 407-924-3405

Guerlin Escar-Mangos
Dade County FL
gescarmangos@wasteprousa.com
C: 786-486-7554

Stephanie Glysson
Southwest FL
sglysson@wasteprousa.com
C: 813-846-9691

Platt Loftis
Central FL
ploftis@wasteprousa.com
C: 407-383-0003

Dayna Miller
N. Central FL
dmiller@wasteprousa.com
C: 386-206-6061

Kristi Worley
East Central FL
kworley@wasteprousa.com
C: 321-279-4461

Alabama
Richard Chatham
AL/FL Panhandle
rchatham@wasteprousa.com
C: 850-305-7037

Mississippi
Jimmie Moore
Mississippi
jmoore@wasteprousa.com
C: 601-479-3777

Louisiana

Deuce McAllister
Louisiana
dmcallister@wasteprousa.com
C: 504-444-6485

Georgia

Joyce Bone
Central Georgia
jbone@wasteprousa.com
C: 770-310-6455

North Carolina

Terri Masten
Central/ Western NC
tmasten@wasteprousa.com
C: 336-782-1760

South Carolina/ Coastal Georgia

Fran Plyler
South Carolina
fplyler@wasteprousa.com
C: 843-412-5970

