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John Jennings, CEO

The Positive Waste Pro Attitude!

In 2013, Waste Pro added 250,000 new customers. This brings our residential and commercial customer count to well over 2,000,000. Also, many of our customers take the time to send letters of recognition and recommendation. Our drivers and helpers are constantly praised for their positive attitude and for simply caring about a job well done. Our office teams, responding to questions or concerns, are also frequently...

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Waste Pro Serves First Retail Customer at Palm Coast CNG Fueling Facility

Waste Pro has officially opened the pumps to the public at their brand new Compressed Natural Gas (CNG) fueling station in Palm Coast, FL. TECO Peoples Gas Program Manager, Kenneth Hernandez, was the station's first customer. Hernandez expressed his excitement at having the availability of another CNG fueling station in the area.

With the capability to fast fill large commercial services vehicles in addition to smaller personal vehicles, the station is the first of its kind in the area. It is estimated that there are only approximately 12 to 15 public CNG stations in the state of Florida that are open for fueling use in private and commercial vehicles. Waste Pro is converting its garbage truck fleet to the environmentally friendly CNG powered trucks.

Scenes From WASTE EXPO

The 2014 Waste Expo proved to be another successful showing for Waste Pro, with 4 trucks on display on the exhibit floor, and two of our own Team Members making presentations. Harland Chadbourne, Purchasing Director, and Larry Stone, Safety Director, were among the presenters at this year's event held in Atlanta at the Georgia World Congress Center.



Ralph Velocci and John Jennings speak with suppliers at Waste Expo.



New Way Automated Side Load Compressed Natural Gas Powered Truck.

Safety Videos at Your Fingertips

Waste Pro continues to enhance the focus on safety by providing a number of resources for use by our employees. One of our newest resources is a library of Safety Videos, customized for Waste Pro. Once these videos are completed they will be available for viewing via the Waste Pro Intranet site (inside.wasteprousa.com/). Please note that this site is only available when on-site at one of our Divisions. Topics to be included are:

- Waste Pro Welcome
- Basic Maintenance Procedures
- Pre & Post Trip Inspections
- Proper Use of PPE, along with many other topics.

Eventually these videos will be a part of the expanding Waste Pro University program.



STROKE: Know the Warning Signs

If you are thinking, "this will never happen to me", then think again. A member of our own Waste Pro Family recently experienced a stroke. It does not discriminate, so it's important to know what the warning signs are. It may save your life or the life of a co-worker.

What is Stroke?

Stroke is a type of cardiovascular disease. It affects the arteries leading to and within the brain. A stroke occurs when a blood vessel that carries oxygen and nutrients to the brain is either blocked by a clot or bursts. When that happens, part of the brain cannot get the blood (and oxygen) it needs, so it starts to die.

Warning Signs

Stroke is a medical emergency. Know these warning signs of stroke and teach them to others. Every second counts:

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden, severe headache with no known cause

What Are the Effects of Stroke?

The brain is an extremely complex organ that controls various body functions. If a stroke occurs and blood flow can't reach the region that controls a particular body function, that part of the body won't work as it should.

If the stroke occurs toward the back of the brain, for instance, it's likely that some disability involving vision will result. The effects of a stroke depend primarily on the location of the obstruction and the extent of brain tissue affected.



Right Brain

The effects of a stroke depend on several factors including the location of the obstruction and how much brain tissue is affected. However, because one side of the brain controls the opposite side of the body, a stroke affecting one side will result in neurological complications on the side of the body it affects. For example, if the stroke occurs in the brain's right side, the left side of the body (and the right side of the face) will be affected, which could produce any or all of the following:

- Paralysis on the left side of the body
- Vision problems
- Quick, inquisitive behavioral style
- Memory loss

Left Brain

If the stroke occurs in the left side of the brain, the right side of the body (and the left side of the face) will be affected, producing some or all of the following:

- Paralysis on the right side of the body
- Speech/language problems
- Slow, cautious behavioral style
- Memory loss

Call 9-1-1 immediately if you experience symptoms! Time lost is brain lost!



Coming Soon to Waste Pro University

Coming in late June, Waste Pro University will introduce a new Learning Management Center. A Learning Management Center is a software program used for the administration, documentation, tracking, and reporting of training. The Learning Management Center will enable all employees to register for training, complete online courses, browse training history, and much more.

This new system will offer a wide array of online training tools and resources and will be available 24 hours a day, 7 days a week. Some of the topics that will be available are:

- Customer Service
- Safety
- Human Resources
- Communications
- FMLA
- Microsoft Office courses
- Leadership

Waste Pro University is excited to introduce this new initiative. Think of the Learning Management Center as the "one-stop-shop" for the registration and completion of classes.

We look forward to utilizing the system as a tool to increase knowledge and continuity throughout our Waste Pro family.



Cult Cargo Project

This spring, the Athens-Clarke County Waste Pro Division teamed up with local art collective, Cult Cargo, to bring a temporary and unique art venue to downtown Athens, Georgia

Cult Cargo invited Waste Pro to be a partner in converting three forty-yard roll-off dumpsters into temporary performance and art venues for the Slingshot Music and Arts Festival. With Waste Pro's support and sponsorship, Cult Cargo was able to host a two-week residency for local and national artists to showcase their work in the converted gallery spaces. Located in the parking lot of a new local brewery, Creature Comforts, the temporary art venues enabled a unique presentation of diverse range of art and music in a central hub within the community.

The members of Cult Cargo came together as a collective when they realized their shared interest in repurposing recycled materials and by-products of industrial waste. The initiative began in 2010, when one of Cult Cargo's founding members, Hank Hambright, began converting a secondhand school bus into a fully functional apartment. Since that time, they have been working to create repurposed spaces that offer a sense of community and allow others to engage with their projects.



OPEN ENROLLMENT FOR EMPLOYEE BENEFITS COMING SOON!

Open enrollment for Waste Pro USA Benefits is June 16th-July 11th. This Annual Enrollment period gives you the opportunity to purchase core benefit insurance coverage (e.g. Medical, Dental, Vision, etc.) for yourself and eligible family members. Payments for your elected coverage are handled through payroll deduction(s).

We continually review our benefit programs to improve employee health and to curb the rapidly growing cost of health care for both employees and Waste Pro.

- To help cover the additional health care costs associated with tobacco use, a tobacco surcharge has been implemented for the upcoming benefit plan year. This surcharge, effective August 1, 2014, adds \$115 per month to the health insurance premium of a subscriber with single coverage who continues to use tobacco or \$230 per month to the health insurance premium of a subscriber who covers his spouse or children if he or anyone he covers continues to use tobacco products.
- Spouses who are eligible for coverage elsewhere (such as with their own employer, VA benefits or Medicare) will be excluded from Waste Pro health insurance plan. Employees whose spouses have no option to receive health care coverage through another employer will not be impacted by this change.

This year's enrollment process is what's called an ACTIVE enrollment. YOU MUST ENROLL by July 11, 2014 to keep or make your changes for benefits that become effective August 1, 2014; otherwise you will no longer have insurance coverage as of August 1, 2014.

We will be conducting benefits meetings by departments starting on June 17th with benefit representatives, to explain the benefit plans and answer any questions that you may have. Signs will be posted to advise you of when your Division will hold meetings.

Please be sure to attend these meetings to learn how your plan and rates will change.

Waste Pro Recognizes Safety Award Recipients

Waste Pro is continuing to show its commitment to safety and the communities we serve. So far in 2014, we have distributed 17 Safety Awards, putting the Award total over the \$700,000 mark!

In addition to the Safety Awards given to our Drivers, we wanted to further publicize their accomplishments to the communities they work in by displaying a decal on each of the recipients' trucks. Drivers will receive the decal along with their Safety Awards and can have multiple decals, signifying when they have received the honor more than once.



Thanks for all of the hard work and dedication each of you have put into earning this prestigious award! Who will be next to add their name to the list?

2014 Safety Award recipients:

- | | |
|-----------------------------|----------------------------|
| Div. 101: Damion Parker | Div. 202: Al Perry |
| Div. 102: Bienvenido Cuevas | Terry Preston |
| Div. 103: Randy Pangborne | Peyton Padmore |
| Div. 108: Michael Byers | Michael Lester |
| Div. 113: Denis Zeledon | Eddie Anderson |
| Div. 120: James Brown | Div. 401: Theo Sankey |
| Cody Riker | Div. 501: Anthony McKinney |
| Div. 122: James Potts | Div. 602: David McCoy |
| | Jeffery Walker |



Damion Parker with Orlando, FL Staff



L to R - Al Perry, Terry Preston, Operations Manager Thomas Watkins, Division Manager Bob Wolk, Eddie Anderson, and Peyton Padmore, stand in front of new compressed natural gas powered roll-off truck - Atlanta, GA



Tommy Bell - Asheville, NC



Anthony McKinney - Asheville, NC



Matt Ramey - Asheville, NC

“Success is best when it’s shared.”

– Howard Schultz
Chairman/CEO of Starbucks



Letter from the President >>>

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...praised for their ability to respond, not to simply pass it on.

An attitude like Waste Pro’s does not happen by chance. Our culture is important and we spend time and money to empower our employees. Someone once said, “An organization will never be what employees are not”. This is so true. I believe that Waste Pro’s dedication to being the best service-based company in the industry has been the foundation for creating value, exhibited by our unusually high retention rate of employees and customers.

I am very proud of each and every one of our 2,600 employees and their commitment to deliver the high level of service our customers deserve.

John J. Jennings



Shuck and Share Oyster Recycling Project Protects Lagoon

The folks at the Marine Discovery Center in New Smyrna Beach, FL partnered with local businesses for a unique project involving recycling discarded oyster shells and Waste Pro was asked to be a part of this inventive project.

Oysters are a vital component of the local estuary. These mollusks provide food and habitat for dozens of fish and invertebrate species. Oyster reefs help stabilize the sediment in the lagoon, protecting shorelines from erosion. Healthy oyster beds improve water clarity and cleanliness, as a single oyster can filter 40 – 60 gallons of water a day.

The ‘Shuck and Share’ Oyster Recycling Project through the Marine Discovery Center involves restaurants and consumers in the effort to maintain and restore thriving oyster beds in the region.

Local seafood restaurants and bars contribute their shucked shells, which are converted into new reef-building materials through volunteer efforts.



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