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Trashtalk

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Letter from the President >>>



John Jennings, CEO

Starting the New Year Off Right

I want to personally thank you for your efforts to honor our culture by your strong work ethic. Let's also remember to thank our loyal customers for their partnership with Waste Pro. As we head into the new year, let's reflect on the remarkable achievements of 2016 and focus our thoughts to our 2017 goals and objectives

We are now truly in the "big leagues" which, ironically, comes from not a goal to be big, but a goal to be great. In turn our customers want their experience to reflect this. The experience of our consistent and exceptional service

continued back panel

Fort Myers Truck Driver Recognized for Service Excellence by Lee County, Florida Officials



Labbe Etienne proudly holds up his award after being recognized by Lee

We are proud to announce that 13-year industry veteran and 11-year Waste Pro, Labbe Etienne, recently received a certificate of appreciation from Lee County officials for providing excellent service to customers in the North Fort Myers area. Labbe, a 14-year resident of Lehigh Acres, Florida, speaks French, Creole and Spanish, which has allowed him to develop strong relationships within the communities he serves.

"Labbe has been a great help in the multi-family bulk collection system," wrote Chris Marinell, Environmental Specialist at the Lee County Solid Waste Department, in a letter of appreciation to the Fort Myers team. "We believe Labbe to be a very important part of your team, which in turn makes him an important part of our collective team. His ability to be flexible and help out where needed in his area has been a huge help to his supervisors and teammates."

This is the first time that Lee County recognized a Waste Pro truck driver for his performance on the job, which means that Labbe's hard work in North Fort Myers has effectively demonstrated Waste Pro's added value in the community.

"My service area is very diverse," said Labbe. "Many of the customers I serve every day speak limited English and it makes a difference to them when someone goes out of their way to have a conversation with them. This award is more than a public recognition to me, it's a reminder to me and my two daughters, Lunecia and Laurena, that no matter where you come from or what you do for a living, what's important is how much pride you take in the work that you do."

This kind of positive attitude does not happen by chance, this is our business model. At Waste Pro, we are community partners. Labbe is a great example of a team player who embodies what we truly stand for, remaining connected to communities and providing customized service to local residents as we continue to grow.

Safety Spotlight >>>

2 Florida Divisions Fight Against Heat-Related Illnesses on the Job with Ice Cream Distribution Program

Drivers at our Fort Pierce and Daytona Division have been staying cool on Friday afternoons thanks to a new ice cream distribution program that started in the summer of 2016. This initiative is one of the creative ways our Florida teams have managed to protect themselves from the dangers of rising temperatures. For the first time in more than four years, drivers from neither of these two locations have reported heat-related illnesses.

Waste Pro Truly Cares for Communities

As part of Waste Pro's commitment to not just working in the community, but truly being a PART of the community, we are continually seeking opportunities to educate the public on environmental concerns and issues. One of our most recent public engagements included one of Waste Pro's brightest young Division Managers, Sean Jennings, at the Kiwanis meeting in Holmes Beach, FL.



Sylvia Price, Sean Jennings, Nina Jones

Truck Driver Gets Traffic Citation Removed Using Evidence from 3rd Eye Camera



Ray Sessions, Residential Side Load Truck Driver from Waste Pro's Panama City Division

Ray Sessions, a residential side load driver from our Panama City Division and 7-year industry veteran was unfairly accused of being at fault after being hit by a car while on a residential route. Although he tried to get the police officer to understand his side of the story, he was still issued a traffic citation.

Ray contacted his Division's

Route Supervisor, David Redmond, who sent the video footage from the 3rd eye camera system installed in the truck, to the police officer. After the police officer reviewed the evidence, he agreed to remove the traffic violation from Ray's driving record.

"I was always told that the 3rd Eye Camera System was installed in the trucks to protect drivers, but I never imagined it could actually come in handy to me one day," said Ray. "I'm grateful that even though the police officer did not believe me at first, I was able to clear my name and keep my driving record clean."

Waste Pro Gets Social >>>

This 5-Year Old Jacksonville, Florida Resident Shows Us Why Caring Never Goes to Waste



@Waste_Pro_USA Thank you for 5 yrs of happiness this driver has given my son every week! We love this driver. He's SO NICE always saying hi!

Southwest Florida's Municipal Marketing Manager Tracy Meehan Named 40 Under 40 by Waste360

Tracy Meehan, West Coast Regional Marketing Manager, has been named to the Waste360 first annual 40 under 40 awards list, which showcases next generation leaders who are shaping the future of the industry. The announcement was made on June 7th, at Waste Expo, a leading industry event held at Las Vegas' Marquee Nightclub and Dayclub at the Cosmopolitan. A St. Petersburg, Florida resident with more than ten years of experience in marketing and communications, Tracy joined the Waste Pro team in 2014 and has been instrumental in maintaining existing contracts and in developing new business.



Waste Pro Becomes the Official Garbage and Recycling Service Provider of the New Orleans Saints

Waste Pro is now providing solid waste collection as well as recycling services for all Saints home games and other special events held at New Orleans' Mercedes-Benz Superdome and at the Saints training facility in Metairie, Louisiana. As an official team sponsor, we are also permitted to use the Saints logo on our vehicles and in promotion and marketing campaigns.



Fans take advantage of photo-op with Deuce McAllister inside the Mercedes-Benz Superdome.

"We are thrilled to partner with a rapidly growing company in Waste Pro," said Saints President Dennis Lauscha, as the team inked its partnership with Waste Pro in October of 2016.

Fort Myers, Florida's Angel Veloz Wins NWRA's Driver of the Year Award

Angel Veloz, a roll-off truck driver serving at Waste Pro's Fort Myers Division, was recognized on June 7th as the National Waste & Recycling Association Driver of the Year. The announcement was made at Waste Expo 2016. This is not Angel's first award, he won the Waste Pro Safety Award on three occasions throughout this 16-year-long career with the team.



The National Waste and Recycling Association Driver of the Year Awards are presented to waste professionals who operate their vehicle safely and responsibly and also enhance the overall image of the waste and recycling industry.

Football Legend Deuce McAllister Named President of Waste Pro of Louisiana

In August 2016, we announced that former running back for the New Orleans Saints and Ole Miss, Deuce McAllister, was named President of Waste Pro of Louisiana. Originally from Ludlow, Mississippi, Deuce has developed significant relationships in the Region, both through his sports career and his service to the community.



Deuce McAllister speaking at 2015 NAIA Champions of Character Luncheon

Deuce joined the Waste Pro team in 2011, as the Municipal Marketing Manager for the Louisiana and Mississippi markets, a 200,000-customer service footprint.

Ask A Waste Pro >>>

Where Does the Waste Pro Way Lead You?

Chris Malone and Susan Fiske write, in their International Book Award-winning must-read, *The Human Brand*, "People are behind companies, and it's the human moments that are most effective; that and keeping sight of your customers." No matter how high the level of service is within a company, what makes a difference to customers is how much we're willing to learn about them and strive to

meet their unique needs. We have an unspoken philosophy which defines the culture of our company: "People make the difference." We encourage you to extend this mission beyond our walls: at the curb, in the community and in your attitude towards the environment.

Where does the Waste Pro Way lead you to? The first person to read this article and to respond to this question will win a \$50 gift card. For your chance to win email Brandi Hunter at bhunter@wasteprousa.com. We want to hear from you!

Longwood Offices' Sherri Collier Wins First Ask a Waste Pro \$50 Gift Card



We'd like to congratulate Sherri Collier, Corporate Payroll Coordinator, for being the first reader to respond to our last *Ask a Waste Pro* column. We asked you to share with the team what you would bring to Waste Pro in the New Year, and Sherri answered: "This year I want to focus more than ever on doing everything I do with excellence. Taking 'going above and beyond' to the next level!"

Lights, Camera, Garbage Truck: Waste Pro Goes to Hollywood

Denzel Washington drives a 1952 Chevy 4400 rear-load garbage truck from The Waste Pro Historical Garbage Truck Museum, as he brings August Wilson's "Fences" to the big screen in December of 2016. In this drama, directed by Washington, he co-stars alongside Viola Davis as a 53-year old Pittsburgh garbage collector.



Prior to being acquired by Waste Pro in 2012 and joining the eclectic mix of trash collection vehicles at the museum, this showpiece was a truck on a Kansas farm and the vehicle was reconditioned in 2013, with the addition of a Leach Packmaster body. Although this old-time rear-load is now retired, after a series of repairs done to the engine by Waste Pro's fleet maintenance team based in Sanford, Florida, the truck was fully-functional, including its packs, sweeps and dumps.

Employee Benefits >>>

Automated 401(k) Portfolios



Most 401(k) plans today offer either a fund choice or an online interactive tool capable of making investment decisions for you. These types of automated portfolios are great choices. If you've chosen the single fund option, it may have a retirement year in the name of the fund, such as "Target Date 2030." A single fund like this is a complete diversified investment that automatically allocates your money across many asset classes.

If you've chosen the online tool option, the system will walk you through a series of steps to personalize your experience and it should pick the most appropriate portfolio for you. These portfolios are generally labeled "conservative," "moderate" or "moderately aggressive" based on the risk factor of the investment options listed as a result. Using such a tool delivers a complete, professionally designed portfolio.

Automated portfolios, such as a single fund or an online interactive tool, make far better choices than randomly selected investment plans, which may expose you to additional risks.

For more information about Waste Pro's 401 (k) savings plans, please visit www.mykplan.com.

The Waste Pro Way >>>

Brookhaven-Lincoln County Chamber of Commerce Congratulates Natchez, Mississippi Team on a Job Well Done at the 2016 Ole Brook Festival

Dear Mr. Jennings, I wanted to inform you of a job well done by some of your local Brookhaven/Lincoln County Waste Pro guys! Our city/Chamber of Commerce hosts a Festival each year in downtown Brookhaven called Ole Brook Festival.

As I began planning for this year's 42nd Annual Festival all I heard from the mayor, the police, townspeople, festival goers etc. was how bad the garbage was piled up after the festival each year. It apparently had been quite an ordeal.

I knew Doug Atkins at your Natchez office and was aware that Waste Pro had recently taken over our city's solid waste and had done an excellent job keeping up with the city's garbage. Doug gave me Brian Archer's contact to see if he could help during the festival. I called Brian, who immediately jumped on board to provide us with Waste Pro decals for our large drum receptacles we use for the festival each year.

Brian lined up Chris and a crew of guys who arrived right after daylight and picked up every ounce of garbage throughout the day. We had over 10,000 people (a record turnout) this year due to the good weather.

They were cheerful, polite, showed respect for their job and were a delight to work with throughout the day. Our city and chamber commend them on a job well done. I feel as though, these guys don't get the respect they deserve and wanted to pass this along to someone that could give them a pat on the back.

We look forward to having Waste Pro in Brookhaven and Lincoln County for many years to come. Many thanks again for all you do!

Sincerely,
Katie S. Nations



From L to R: Natchez, Mississippi Commercial Truck Drivers Chris Jones, Willies Brooks, Alfred Thomas, Wayne Sykes and Laymond Smith.

Dose of Motivation >>>

“The big secret in life is that there is no big secret. Whatever your goal, you can get there if you’re willing to work.”

– Oprah Winfrey
Media proprietor, Talk show host,
Actress, Producer, and Philanthropist



Waste Pro Recognizes Seven Employees for Sales Excellence

Waste Pro honored a group of seven employees with its Eagle Award for Sales Excellence in May of 2016. Established since the company’s inception in 2001, the award is presented to sales team members who exceed annual performance goals. The top three winners for 2015 are: Steve Giganti, Brittany Hicks and Richard Castle.

Performance awards were also presented to four runner-ups: Jeff Davis, North Carolina Business Development Manager; Mike Davis, Pensacola, Florida Sales Representative; David Perez, Hollywood, Florida Territory Manager; and Ozzie Daubar, Pembroke Pines, Florida Territory Manager.

Waste Pro Stands for Value Added



Since Waste Pro was selected in 2012 to serve as the Town of Indian Trail’s service provider, we have committed more than \$19 million dollars for a new regional operations facility in the City, which represents Waste Pro’s largest investment in the state of North Carolina.

In 2016, Waste Pro continues to provide volunteers for and sponsor several community programs, such as Hop to It, Arbor Day, the Mayor’s Tree Initiative and the Independence Parade.

Throughout our nine-state footprint, Waste Pro is known for spending locally and hiring locally as opposed to huge public companies reporting to stockholders.

Letter from the President >>>

continued from page 1

delivered by people like you. “Big Leagues” also means a bigger than ever commitment from each of our 3,000 employees in 2017.

2017 in many ways will be a pivotal year. We continue to anticipate growth in all of our lines of business and in our expanding footprint. Frankly, I miss the days when I could visit every office (starting from the yard) every year. One of my hopes for 2017 is to formalize the “Waste Pro Way” so as to empower all leaders, young and not so young, to be my personal ambassadors. We must identify talent, we must push ourselves and we must produce results to achieve our goal of a 100 year company.

We are a family and this family wants to prosper and have fun doing it. We need each other to succeed and our team has become our product. How we present ourselves and our equipment, from the street to the office, is critical to the Waste Pro Way. People are always watching and admiring us.

Remember, effort equals results. We will always have challenges and we will always meet those challenges. Thanks again for being a Waste Pro and let’s have a great year.

John J. Jennings

Corporate Headquarters:
2101 W SR 434, Suite 315
Longwood, FL 32779
(407) 869-8800
www.wasteprousa.com

In the Community



Gold Star Family Tribute

On August 7th 2016, Fort Pierce Operations Manager Adolfo Covelli led Waste Pro's partnership with local volunteers to renovate the home of a Port Saint Lucie, Florida Gold Star Family whose home improvement plans were halted after their son was killed in Afghanistan in 2011.



Melia Lesko, Tony Coco and Bob Wolk

Waste Pro's Atlanta Division Manager, Tony Coco, Atlanta Division Operations Manager, Melia Lesko and Georgia Municipal Marketing Manager, Bob Wolk, attended the Atlanta British Car Fayre in Norcross, Georgia, on September 10th, 2016. At this event, which was sponsored by Waste Pro, more than \$3,000 was raised to benefit the Amanda Riley Foundation, a local organization that provides financial support and community-based resources to the families of children battling cancer in the Atlanta Metro area.

A Warm Welcome to our New Waste Pros!



A warm welcome to the Jonesboro, Arkansas; Houma, Louisiana and Polk County, Florida teams who joined our footprint this quarter. We thank you for your hard work and for striving to make the Distinguishable Difference in service to our customers

Waste Pro Welcomes Tim Herman



In February of 2016, Waste Pro welcomed industry veteran, Tim Herman, as Senior Vice President and Chief Development Officer who's primary focus is on business development through acquisition. With more than 30 years of experience in solid waste, Tim has served in virtually every facet of the business, starting from the back of a garbage truck to founding Weiswaste and Delta Management Group – two of the nation's largest waste brokerage firms, which have managed waste programs for Target, Office Depot, Kohl's, Tractor Supply, Brinker International, Radio Shack, Best Buy and many other leading companies.

Congratulations to Our Alabama Team on Executing a Successful Transition



Childersburg, Alabama Staff.

Front row L to R: Operations Manager, Jeremy Jackson and Residential Driver, Matt Harris. Back row L to R: Residential Truck Drivers, Billy Easterwood, Terrence Wallace, Allen Holmes, Stephen Scott and Jimmy Jackson.

When Talladega County commissioners voted in June of 2016 to award Waste Pro a three-year solid waste collection and disposal contract to serve local residents, our Alabaster, Childersburg and Tarrant, Alabama teams joined efforts to implement a community outreach program to encourage residents across seven cities and towns to register for Waste Pro service.

In addition to placing ads in local print and online news sources as well as transition notices on the incumbent

hauler's cans prior to the contract's start date on October 1st, our Alabama teams' main strategy was to meet with community leaders and request assistance from their staff in spreading the word. Their efforts proved successful with the team enrolling more than 9,000 subscribers throughout the County in a 12 week period.

"I cannot express the level of devotion and effort put forth by our staff. These folks are proud of what they do and this glittered brightly throughout this startup," said Alabama Municipal Marketer, V Adams.

Waste Pro Drivers Continue to Set Records with Safe Habits

In the United States, garbage truck drivers are three times more likely to get injured on the job than police officers. In an effort to raise awareness about the dangers of working in the solid waste industry among their employees, Waste Pro makes it a priority to reward truck drivers who keep safety paramount in their work practices.

The winners each received a \$10,000 safety bonus through 2016 for their performance over the last three years

Waste Pro's Safety Program has distributed over \$3 million in Safety Awards, since the program's creation in 2004. Employees earn the Waste Pro Safety Award as a result of: a spotless work record for three years, excellent customer service, no accidents, injuries, or property damage, having a positive attitude and attendance record, along with a well-kept truck.



From L to R: Panama City Division Manager, Loyd Childree; Regional Safety Manager, Michael Cruse; Roll Off Truck Driver and Safety Award Winner, Raphael Alberto and his wife.



Front row from L to R: Roll Off Truck Driver, Thomas Batka; Front Load Truck Driver, Brian Plummer and Residential Automated Side Load Truck Driver, Joe Johnson. Back row from L to R: Panama City Division Manager Loyd Childree and Coastal Regional Vice President, Ralph Mills.



Oge Ceant, 25-year industry veteran from Waste Pro's Pembroke Pines Division wins first \$10,000 Safety Award.

2016 Safety Award recipients:

- | | |
|--|--|
| 101 Pedro Garcia
Rodney Hunter
Llukan Preni**
Robert Adams
Rodney Grant
William Briggs
Marlon Thomas
Robert Maddox Sr. | 121 Jerry Echevarria |
| 102 Todd Davis
Urundi Bruten
Jonathan Carruthers | 122 Harold Weaver |
| 103 Arnulfo Flores** | 201 David Treadway
Stanley Lattimore |
| 105 Joshua Lyndon | 202 Jason Simmons
Leonard Horn
Leroy Ervin
Kelvin McMorris |
| 106 Antonio White
Christopher Caldwell
Morki Coleman | 301 Jermaine Robinson |
| 107 Robert Lazorchak
Roy Brown | 501 John Hutchins
Mickey Minyard, Jr.
Richard Pegg |
| 109 Andres Alvarado
Angel Veloz***
Carlos Sanchez
Pedro Antunez | 502 Christopher Blackmon
Patrick M Duren |
| 110 Joe Andres
Michael Beatty
Harold Gavin
Terrance Williams | 503 Ricky Atkinson
Antwan Page
Levy Mixon III
Crystal T Fant
Joseph V. Shaw
Rickey L. Love |
| 112 Bythinea McCloud***
Brian Spruill
Johnny Edwards
Ronald Pifer
Matthew Dixon
Robert Rosebourgh
Frederick Garmon
Patrick Cure
Harry Hampton | 601 Michael Naylor
Jonathan Shoemaker
Melvin Langlinais
Octavius Marshall |
| 114 Oran Hart
Robert Johnson
Winifred Curry | 602 Elbert Stevens
Leon Gates
Elbert Stevens
Jeffery Ray |
| 115 Chandradat Ramsan | 604 Anthony Anderson |
| 116 Ricky Frazier
Robert Dzuik | 605 Demetrius Chambers
Victoria McDonald |
| 117 Oge Ceant | 606 Eddie Washington
Jonathan Moody
Ken Eckford
Lennard Brown
LW Jefferson Jr. |
| 118 Ray Stephens
Charles Pulsifer
Tomas Putich
Rafael Alberto
Thomas Batka
Brian Plummer
Joe Johnson | 608 Samuel Berry |
| | 809 Joseph S. Parrie
Cory D. Smith |

*Denotes multi-award winner