

NEWS BRIEF



By Corporate Communications • Oct 18, 2023

Smart Brevity® count: 5 mins., 1298 words

Start your day with stories from across WM. Here's what's inside:

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Stay Caught Up

Key Dates & Events

Don't lose sight of these WM happenings:

- **Breast Cancer Awareness Month**—[Breast cancer](#) affects one out of eight women. WM's medical plans cover routine mammograms at 100% in-network. Complete a mammogram between Sept. 1, 2023 and Aug. 31, 2024 and earn \$50 in Be Well Bucks.
- **Culture Connector: Thriving Together** (Oct. 18, 1 - 2 p.m. CT)—Hear from team members as they share their experiences with disabilities and how WM created an inclusive environment—[learn more](#).
- **Tech Talk** (Oct. 24, 11 - 12 p.m. CT)—Join Digital's Cybersecurity team for a Tech Talk to meet the team, explore current tech trends, and learn about cyber safety and data security—[add to calendar](#).
- **WM Couch-2-5K** (Oct. 20 - 29)—Race week is approaching fast. [Log your finish](#) and send pictures to wellness@wm.com. WM Team members who finish a 5k and log their finish will receive details to claim their \$50 in Be Well Bucks for 2024.
- **Benefits Annual Enrollment** (Nov. 1 - 14)—It's almost time to review your 2024 WM Total Rewards selections and ensure you're doing the most for your health and wellness—stay tuned!
- **This is Climate: How We Live** (Nov. 8)—Tune in live to [This is Climate](#), bringing together leading scientists, policymakers, environmentalists, and innovators to examine the environmental choices we face in our daily lives—including WM's Chief Sustainability Officer, Tara Hammer.

Submit Your Questions: Q4 Town Hall



Join us at the 2023 Q4 Town Hall on Thursday, Nov. 2, 11 a.m. CT, for a customer-focused panel hosted by WM leaders:



Mike Watson
Senior Vice President & Chief Customer Officer



Valerie Egen
Vice President
Customer Experience



Paul Foody
Vice President
Strategic Business Solutions



Andy Friedl
Senior Director
Corporate Sales

Submit Your Questions

Submit your questions by Friday, Oct. 20, to help shape the discussion. Whether you're curious about national accounts, advancements in customer experience, or another topic, we want to hear from you. Live questions will also be accepted during the Q&A.

Take the CyberSmart Quiz: Win a Meta Quest 2



Our world of constant connectivity has a lot of perks, however, the internet is full of 👻 ghosts and 🛡️ goblins looking to cause mischief and steal valuable information. Check out [Tips to Avoid Cyber Scams](#) on WM News.

🔥 **Test Your Cyber Knowledge:** Put your cyber smarts to the test by taking the CyberSmart Quiz by Friday, Nov. 3 for a chance to win a Meta Quest 2 virtual reality headset. All participants who complete the quiz will be entered into a random drawing to win!

Take the Quiz

Thanks for Being CyberSmart: This year, WM team members have collectively detected over 9,300 malicious phishing emails using the PhishAlarm in Outlook. Thanks to over 5,000 team members who reported these threats, WM remains secure. *Special recognition goes to our [top six reporters](#) for their exceptional efforts!* 🎉

From Driver to District Manager

A Career Journey



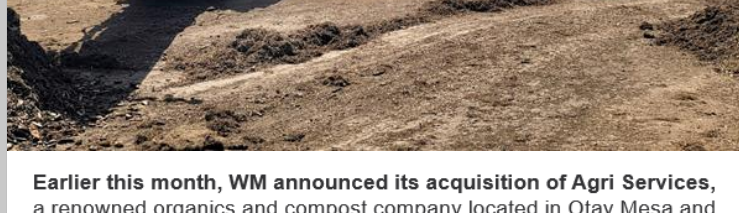
Trent Parker
District Manager
Mid-South

Trent Parker, district manager in Mid-South, has grown an impressive career at WM, starting off as a commercial roll-off driver. For anyone interested in a long career at WM, Trent's advice is simple: Learn all you can and develop a good reputation.

"Don't stop learning and challenging what's in front of you — the new programs, new systems, and all that. You're not trying to prove it wrong but challenge it to make sure that you're making it the best that it can be," he says.

👉 [Visit WM News](#) to learn about his journey, what he's learned and loved most, and what career advice he'd give others.

WM Acquires Agri Services: Expanding Organics Recycling Operations in Southern California



Earlier this month, WM announced its acquisition of Agri Services, a renowned organics and compost company located in Otay Mesa and Oceanside, Calif. Agri Service brings over four decades of expertise in soil science and plant nutrition, along with green waste recycling—processing over 300 tons of compost every day.

"The EPA estimates that 30% of our nation's waste comprises organic materials including food and yard waste. At WM, we recognize the need to create renewable products and fuels from these resources," said Mike Hammer, area vice president of Southern California. "The addition of Agri Service's exceptional business will significantly grow our sustainability network and strengthen our efforts in Southern California."

👉 [Head over to WM News](#) to learn more about WM's composting operations, including methods like windrow, forced aeration, and in-vessel.

Communities Are Thriving: WM Plants Microforest in New York City



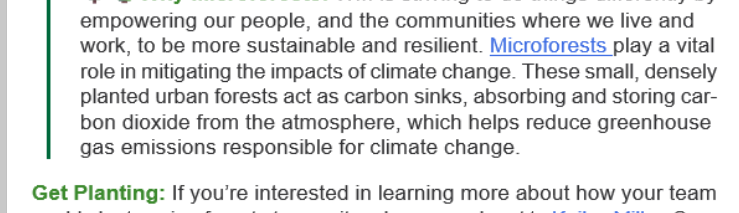
In early October, the WM team in the Greater-Mid Atlantic teamed up with local students and government representatives to plant over 500 native trees and vegetation at our Harlem River Yard facility in New York City. This microforest is one of two proof-of-concept forests WM has planted in collaboration with [Wildlife Habitat Council](#) (WHC) this year.

View Photos

🌱 **Why Microforests:** WM is striving to do things differently by empowering our people, and the communities where we live and work, to be more sustainable and resilient. [Microforests](#) play a vital role in mitigating the impacts of climate change. These small, densely planted urban forests act as carbon sinks, absorbing and storing carbon dioxide from the atmosphere, which helps reduce greenhouse gas emissions responsible for climate change.

Get Planting: If you're interested in learning more about how your team could plant a microforest at your site, please reach out to [Kailey Miller](#), Senior Manager, Social Impact.

Creating a Sustainable Future for Everyone: WM Attends Annual Congressional Conferences for Hispanic and Black Caucuses



From left to right, Ibn Akbar Salaam, director, federal legislative affairs; John Skoutelas, vice president, government affairs and legal; Esi Langston, senior manager, sustainability; and Ron Ward, area vice president, Capitol.

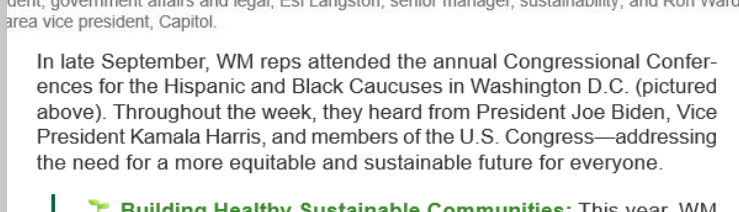
In late September, WM reps attended the annual Congressional Conferences for the Hispanic and Black Caucuses in Washington D.C. (pictured above). Throughout the week, they heard from President Joe Biden, Vice President Kamala Harris, and members of the U.S. Congress—addressing the need for a more equitable and sustainable future for everyone.

👉 **Building Healthy Sustainable Communities:** This year, WM sponsored the [Environmental Justice Braintrust](#), a group focused on addressing environmental justice concerns, particularly those related to the disproportionate impact of environmental problems on marginalized and low-income communities.

In addition to the sponsorship, WM also helps fund internships and scholarships for minority students pursuing a career related to environmental science—populations often underrepresented in environmental organizations ([Ruf, 2020](#)).

Why it matters: "The Annual Congressional Conferences for the Hispanic and Black Caucuses feature discussions on environmental justice, alternative energy, and recycling—key areas aligned with WM's sustainability leadership," commented John Skoutelas, vice president, government affairs & legal. "Attending these conferences grants us valuable insights into the perspectives of our Hispanic and African American elected officials and fosters productive interactions with federal elected officials in whose districts WM operates."

Building Our SPEAK Up Culture



Living our commitments and values is the responsibility of each of us, which is why WM expects you to SPEAK UP and share ideas, ask questions, and report concerns without fear of retaliation. **When you SPEAK UP, we will LISTEN UP, and FOLLOW UP with the appropriate action.**

Empowering people to SPEAK UP supports our overall culture of integrity and fosters a respectful and inclusive people-first work environment. Indications of our strong SPEAK UP culture include:

- High reporting volumes allow us to proactively address concerns before they become problems.
- Fewer people remain anonymous, indicating team members are comfortable speaking up.
- More people speaking up to managers, HR, and other WM departments demonstrates trust in the WM SPEAK UP process.

Thanks to those who have had the courage to SPEAK UP. Find [more information](#) on our SPEAK UP culture. Managers, [review which matters](#) must be escalated to Human Resources if reported.

Have a story for News Brief? [Share your news](#) with us.

Feedback

Anonymously tell us what you thought of this newsletter. Your responses will help us create better content for you!

Was this edition useful?

