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Insight into Waste Pro USA

trashtalk

top of the heap >>>

Forging Ahead-Grounded in Our Values



John Jennings, CEO
Waste Pro USA

2011 marks the 10th anniversary of Waste Pro USA. What a ride it has been! Our success is directly attributed to your dedication and performance. As we forge ahead, I am committed to maintaining the Core Values that have been the foundation of the past ten years and which will guide us together into the next decade and beyond.

In 2010 we invested in finding out if our Core Values really are what we think they are. I am pleased to report that they are and, to insure they remain, we have instituted a Leadership Program that will ultimately involve each of you. You should have received a flyer outlining in detail our Core Values. We are in the process of producing Core Values posters in English, Spanish and Creole. For now, here are Our Core Values:

- ◇ Passionate Customer and Community Service
- ◇ Integrity and Sincerity
- ◇ The Success of Our People
- ◇ Respect
- ◇ Teamwork
- ◇ Pride
- ◇ Safety

We are committed to these values; they are more than words, they guide our decisions and actions. It is my privilege to lead each and every one of you into the next exciting Waste Pro decade.



Winterizing Your Vehicle



Driving in the winter means snow, sleet and ice that can lead to slower traffic, hazardous road conditions, hot tempers and unforeseen dangers. To help you make it safely through winter, here are some suggestions from the National Safety Council to make sure that you and your vehicle are prepared.

Weather. At any temperature -- 20° Fahrenheit below zero or 90° Fahrenheit above -- weather effects road and driving conditions and can pose serious problems. It

important to monitor forecasts on the web, radio, TV, cable weather channel, or in the daily newspapers.

Your Car. Prepare your car for winter. Start with a checkup that includes:

- Checking the ignition, brakes, wiring, hoses and fan belts.
- Changing and adjusting the spark plugs.
- Checking the air, fuel and emission filters, and the PCV valve.
- Inspecting the distributor.
- Checking the battery.
- Checking the tires for air, sidewall wear, and tread depth.
- Checking antifreeze levels

Your car should have a tune-up (check the owner's manual for the recommended interval) to ensure better gas mileage, quicker starts and faster

response on pick-up and passing power.

Necessary Equipment. An emergency situation on the road can arise at any time and you must be prepared. In addition to making sure you have the tune-up, a full tank of

gas, and fresh anti-freeze, you should carry the following items in your trunk:

- Properly inflated spare tire, wheel wrench and tripod-type jack.
- Shovel.
- Jumper cables.
- Tow and tire chains.
- Bag of salt or cat litter

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At any temperature weather effects road and driving conditions and can pose serious problems.



Type 2 Diabetes: Are You at Risk?

Diabetes is a disease in which blood glucose levels are above normal. People with diabetes have problems converting food to energy. After a meal, food is broken down into a sugar called glucose, which is carried by the blood to cells throughout the body. Cells use the hormone insulin, made in the pancreas, to help them process blood glucose into energy.

People develop type 2 diabetes because the cells in the muscles, liver, and fat do not use insulin properly. Eventually, the pancreas cannot make enough insulin for the body's needs. As a result, the amount of glucose in the blood increases while the cells are starved of energy. Over the years, high blood glucose

damages nerves and blood vessels, leading to complications such as heart disease, stroke, blindness, kidney disease, nerve problems, gum infections, and amputation.

What are the Symptoms?

More than 6 million people in the United States have type 2 diabetes and do not know it. Many have no signs or symptoms. Symptoms can also be so mild that you might not even notice them. Some people have symptoms but do not suspect diabetes.

Symptoms include

- increased thirst
- increased hunger
- fatigue
- increased urination, especially at night

- weight loss
- blurred vision
- sores that do not heal

Many people do not find out they have the disease until they have diabetes complications, such as blurry vision or heart trouble. If you find out early that you have diabetes, then you can get treatment to prevent damage to the body.

You can do a lot to lower your chances of getting diabetes. Exercising regularly, reducing fat and calorie intake, and losing a little weight can help you reduce your risk of developing type 2 diabetes. Lowering blood pressure and cholesterol levels also helps you stay healthy.



Waste Pro Goes Pink!

Waste Pro team members in the Corporate office and the Orlando division sported their pink attire in support of Breast Awareness Month.

PINKtober Day, held on October 15th, was sponsored by XL 106.7 FM to turn Central Florida "pink" and raise money for cancer research.

Local residents and businesses were encouraged to submit photos of their PINK Spirit!

In the news >>>

Bradenton Honored for Recycling "Beyond the Norm"

Keep Manatee Beautiful honored Waste Pro USA of Bradenton with the Large Business Recycling Award at its annual Awards Luncheon. Division Manager Andy Toller accepted the award recognizing "those going beyond the norm to recycle goods used in the workplace or at home that otherwise would be discarded."

Waste Pro, the area's leading waste collection and recycling provider, boasts two of Florida's only Hybrid powered waste collection vehicles and has received nationwide recognition for powering the local facility through solar energy.

The City of Bradenton's Solid Waste Division was also recognized by Keep



Manatee Beautiful for their expansion. The City announced a major expansion to its recycling division this summer that significantly increased recycling at no additional cost to City taxpayers, further exemplifying the productive and successful partnership between Waste Pro and the City.

Waste Pro USA Grows by Leaps and Bounds

The last quarter of 2010 was a very busy one and in 2011, we show no signs of slowing. From North Carolina to Louisiana to South Florida, Waste Pro continues to make strides and gain more ground on its competitors. Thank you to the entire Waste Pro team that has assisted in gaining these new contracts and launching new



New Divisions:

- Concord, NC
- Hattiesburg, MS
- Jackson, MS
- Miami, FL
- New Orleans, LA
- Milton, FL

New Hauling Contracts:

- City of Cape Coral, FL — Collection and Recycling; 168,000 residential and 2,600 commercial customers.
- City of Meridian, MS — Collection and Recycling; 13,000 residential customers

- Hinds County, Jackson, MS— Collection; 18,000 residential customers
- City of Jemison, AL— Collection; 1,000 homes
- City of West Park, FL— Collection and Recycling; 5,000 residential customers
- Northrop Grumman, New Orleans, LA—governmental contract
- City of Concord, NC— Collection; 28,000 residential customers
- City of Miramar, FL— Collection; 30,000 residential customers

In addition to the new Divisions and contracts, Waste Pro has made several new acquisitions in Florida and Mississippi, and currently has acquisitions pending in Alabama and Louisiana.

See *New Arrivals to the Waste Pro Family* for more information.



Deuce McAllister & Waste Pro — A Winning Combination



Waste Pro teamed up with former NFL running back, Deuce McAllister and his foundation Catch 22 on December 21st, to host their first Annual Shopping Adventure in the Hattiesburg, MS area. With the help of Waste Pro of Hattiesburg's major sponsorship, Catch 22 was able to treat 100 underprivileged children to a shopping spree, holiday arts & crafts, dinner, and a holiday movie.

Deuce started his foundation in 2002 and is dedicated to enriching the lives of Gulf Coast youth. As part of Catch 22's mission, children are encouraged to give back and help others, which is apparent in the Shopping Adventure. As a participant of this outing, children are required to spend three-quarters of the gift card they receive, on someone other than themselves. Waste Pro Division Manager, Reggie Collier said, "the partnership with Catch 22 was great. To see the look and excitement on the kids faces as they are shopping is hard to explain."

"America Recycles" in Gwinnett County

Gwinnett county celebrated "America Recycles Day" on Saturday, November 20th, at Coolray Field in Lawrenceville, GA. Residents brought more than 15 tons of paper to shred and 22,000 lbs. of electronics, which saved 255 trees, 5,700 gallons of oil, 45 cu.ft. of landfill space, 60,000 kilowatts of energy, 105,000 gallons of water, and prevented 900 lbs. of air pollution.

Attendees enjoyed games, mascots, and educational exhibits, along with a recycling bin decorating contest. Each of the five haulers involved in the Municipal Contract participated, including Waste Pro, who had a Recycling Bin Bottle Toss game.



final thoughts...

Dose of Motivation

“Life is not about waiting for the storm to pass. It’s about learning to dance in the rain.”

- Author Unknown



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- Tool kit.

Essential Supplies. Be prepared with a “survival kit” that should always remain in the car. Replenish after each use. Essential supplies include:

- Working flashlight and extra batteries.
- Reflective triangles and brightly-colored cloth.
- Compass.
- First aid kit.
- Exterior windshield cleaner.
- Ice scraper and snow brush.
- Wooden stick matches in a waterproof container.
- Scissors and string/cord.
- Non-perishable, high-energy foods like unsalted canned nuts, dried fruits, and hard candy.

In addition, if you are driving long distances under cold, snowy, and icy conditions, you should also carry supplies to keep you warm such as heavy woolen mittens, socks, a cap and blankets.

If you become stranded...

- Do not leave your car unless you know exactly where you are, how far it is to possible help, and are certain you will improve your situation.
- To attract attention, light two flares and place one at each end of the car a safe distance away. Hang a brightly colored cloth from your antenna.
- If you are sure the car’s exhaust pipe is not blocked, run the engine and heater for about 10 minutes every hour or so depending upon the amount of gas in the tank.
- To protect yourself from frostbite and hypothermia, use the woolen items and blankets to keep warm.
- Keep at least one window open slightly. Heavy snow and ice can seal a car shut.
- Eat a hard candy to keep your mouth moist.

By following these tips, you can ensure Old Man Winter doesn’t wreak havoc on your vehicle.

Information courtesy of the National Safety Council.

coming soon >>>

In The Next Issue

Health Care Reform Made Simple

In the News

Regional Spotlight: Deep South

Excellence in Leadership

Customers Say Thanks!

Eat local. Eat healthy.

Spring Safety

SUBMISSIONS: If you would like to submit articles, special interest pieces, or acknowledgements let us know!

Submissions for Trash Talk should be made to Brandi Hunter at bhunter@wasteprousa.com. If you would like to have your company event covered and published in Trash Talk, contact Brandi at (423) 774-0566.

The Waste Pro Way>>>

Letter received by Division 106: Palm Coast

Dear Sir,

On Wed., Jan. 12, 2011, I had the misfortune of sliding off my driveway into the grass area. Trying many ways of rectifying the situation, a Waste Pro vehicle pulled up and asked if he could help us. Of course, we were grateful for his assistance and it is to this incident I am writing too.

This gentleman, Tom Foley, tried various measures and was able to get my car back up on the driveway. My wife and I were so happy, we offered Tom reimbursement for his help. He refused and said, he was grateful for our blessings.

We had to write and tell you about this splendid employee who does your company a great credit. He was a very courteous and happy individual and deserves all the success in your employ. You should be proud he wears a Waste Pro uniform.

Thankfully,
William Demaria, Palm Coast, FL



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Southeast Florida at a Glance

The Southeast Florida Region may be small in terms of quantity of offices, but it is by no means indicative of its ability to produce.



Miami Aquarium

Regional success is “having the right people in the right place and empowering them all to do their jobs, and then they choose to not stop until the task is done right.” Of the ten municipal contracts currently held in this region, the City of Port St. Lucie is the

largest. Most recently the region had a big victory, with the winning bid for the City of Miramar. The Southeast Florida region is also home to Waste Pro’s first female Division Manager, Shelly Nobles. Shelly is a perfect example of having the right people in the right place, as well as being someone who rose through the ranks to achieve her current position. After

only a few minutes of speaking with Shelly and many others in the Southeast Florida region, it becomes very evident the “go-getter” mentality is alive and very well in this area.

Although there is significant competition in this area, the “Waste Pro Way” seems to be keeping them on their toes. By focusing on the details and ensuring the deliver what they promise, the Southeast Florida region is taking it one city and contract at a time. Rest assured though, this region believes in working hard and playing hard.



Docks in West Palm Beach

Safety Pays — \$10,000!

Waste Pro had a record setting year in Safety Awareness, resulting in it’s largest number of Safety Bonus recipients in one year in the Company’s history.



2010 was an outstanding year for Safety Awareness and exemplary performance by several Waste Pro employees. We are very proud to congratulate the following thirteen employees, and their divisions, who were awarded the Safety Bonus in 2010.

- **Llukan Preni**—Div. 101, Orlando on 6/18/2010
- **Shawn Lane**—Div.201, Athens on 8/13/2010
- **Frederick Wiggins**—Div. 101, Orland on 9/24/2010
- **Steve Hood**—Div. 202, Atlanta on 9/30/2010
- **Buenvinido Cuevas**—Div. 101, Orlando on 10/28/2010
- **Boris Confino Valdes**—Div. 112, Daytona on 12/1/2010
- **Dennis Zeledon**—Div. 112, Daytona on 12/2/2010
- **Richard Grice**—Div. 112, Daytona on 12/5/2010
- **Harry Hampton**—Div. 112, Daytona on 12/15/2010
- **Bruce Card**—Div. 112, Daytona on 12/23/2010

Congratulations to all of the Safety Bonus Recipients!

Let’s all have a Safe 2011 and remember that Safety is one of our Core Values. Safety begins with YOU!!



New Waste Pro Logo

2011 Is starting out with a bang, as Waste Pro unveils its new logo. As the company has grown and evolved since its inception in 2000, it seemed only fitting that the logo should do the same. Holding true to Waste Pro’s core values and continued commitment to being the “distinguishable difference”, the new logo and its variations, place those values and commitment in the spotlight bearing the new tag line of “Caring for our Communities”. Additional logo variations include a recycling specific version that reads, “Recycling for our Future”. For proper usage of the new logos and other approved variations, contact Ron Pecora or your Division Manager.

New Arrivals to the Waste Pro Family

Waste Pro USA is rolling into 2011 with the acquisition of seven waste services companies in Florida, Alabama and Louisiana. In North Central Florida, Waste Pro acquired the residential, recycling and commercial solid waste operations of *Alternative Waste Services (AWS) of Ocala*. The purchase included roll-off and front and rear load trucks, containers as well as administrative offices and maintenance facilities. All employees joined Waste Pro. In Northeast Florida, *Waste Pro acquired Container Services, LLC of Jacksonville*. Container Services is a commercial roll-off company and the purchase included roll-off and grapple trucks as well as containers. The purchase of *Green Key Environmental Solutions of Miami* represents Waste Pro’s first acquisition in the organic waste industry. Green Key manufactures Bio-Waste Disposal products with large scale applications in the U.S. to the food processing, restaurant, and disposal industries as well as the home and construction market. Also in Miami, Waste Pro acquired the Dade County commercial roll-off operations and equipment of *Eastern Waste Services* serving Dade County. Waste Pro also experienced landfill growth in 2010 and early 2011 with acquisition of the Kemper County municipal solid waste landfill in DeKalb, MS. Waste Pro now has 57 operating locations in seven states.

RVP Spotlight >>>



Russell Mackie — RVP, SE Florida



In the RVP Spotlight this month is Russell Mackie, aka “Moose”. Originally from Ft. Lauderdale, Russell has served in all capacities from sales and operations to maintenance and management. In the industry for 18 years, his first job was working for a garbage company in junior high, as a truck washer. He attended school at Ft. Lauderdale H.S. and then Florida Southern College, with a brief stop over at the University of Alabama. Originally planning to be a baseball player, Russell worked for Delta Recycling and Southeast Reclamation prior to joining the Waste Pro team. He says he’s always “amazed by how things played out” in his life. He accepted a position in the then start-up office of Ft. Pierce, which was a decision that would ultimately change his life. It was there that he met his wife Laura and they now reside in Ft. Lauderdale with daughter Lola, age 4, Jax, age 2, and are expecting their third child soon.

Moose has been with Waste Pro for eight and a half years and became an RVP at the ripe age of 30. It doesn’t take a lengthy conversation with Russell to ascertain why he has been so successful at such a young age. He attributes his success to being given the freedom and flexibility to make independent decisions for the good of the business and having John Jennings’s support and confidence. Moose aims to continue to be a “visible RVP” by attending departmental and staff meetings regularly and says he has “a great core group of people who have made the growth possible.”

When he isn’t working he enjoys watching sports...any sports...even a badminton tournament if it’s on, and is a self-professed “sports junkie”. He loves spending time with his kids and hanging out at the beach and aims to become fluent in Spanish and Portuguese. Something that may or may not surprise people about Moose (but funny, nonetheless) he was crowned the Broward County Competitive Eating Champ in 1995. The winning stats: 114 chicken wings in 10 minutes. It’s important to note here, Moose won in both speed and quantity of this esteemed competition. Tums anyone? Also interesting, he is terrified of heights. Ask him about his skydiving experience. Be prepared to laugh hysterically.



Downtown Ft. Pierce and City Marina

Just the Facts >>>

Regional Office Location: Ft. Pierce

Regional Office Opened: 2004

Region Size: Spans over 300 miles

Number of Offices: 4

Number of Employees: 275

Largest Office (Staff): Ft. Pierce

safety spotlight >>>

How do I earn the Safety Bonus of \$10,000??

> To earn the Safety Bonus you must a permanent employee and meet the following criteria for 3 consecutive years:

- Diligently completed pre and post trip reports (daily)
- No vehicle accidents or injuries of any kind
- No property damage or injuries of any kind
- No customer complaints (legitimate)
- No missed scheduled days of work
- No driver caused breakdowns
- A truck kept clean, inside and out, at all times

For more information, see your Safety Manager.