

# Blue Sky, Green Earth

A newsletter connecting Waste Pro and the municipal sector we serve



## President's Corner

2014 was a year of great accomplishment for Waste Pro. We have built and expanded our foundation to allow successful growth for the next decade.

Thanks to the confidence from cities and counties in eight southeastern states, we have added 55,000 new residential customers to a base of more than 2 million customers. Our customers are not taken for granted. They are the fuel for Waste Pro's economic engine that supports our 2,700 employees and their families.

In 2015, we will be implementing a company-wide customer service program following a comprehensive "mystery shopper" type analysis conducted late last year. The results are in and there are clear opportunities to improve our already outstanding service.

To be the best for our customers, we continuously test ourselves through independent third party reviews. For example, in 2011, we brought in a firm to determine if there was internal consensus that our perceived Core Values were accurate. That study was enlightening and resulted in openly publishing our Core Values in all locations and communicating them to all employees. We want to walk the talk.

Those values include: Passionate Customer & Community Service; Integrity & Sincerity; the Success of Our People; Respect; Teamwork; Pride; and Safety.

Thank you for the opportunity to serve your communities in 2015.

*John*

John Jennings  
President & CEO, Waste Pro USA

## Waste Pro Poised for Long Term Growth

Wells Fargo Bank's confidence in Waste Pro has resulted in the \$579 million recapitalization of the environmental services firm. "This transaction is unusual in that it is all debt, which means a high level of confidence in the future growth of our exciting company. Our dedication to a high level of service to cities and counties is part of our distinctive difference," said John Jennings, President and CEO of Waste Pro.

Waste Pro, valued at more than one billion dollars, had 2013 revenues of \$510 million in

its eight-state Southeastern United States footprint. This transaction also completes and fulfills the terms of Waste Pro's five-year \$100 million investment by Atlanta-based Roark Capital Partners.

Private ownership is a competitive advantage and makes Waste Pro particularly unique in its ability to expand operations and sustain consistent financial growth in a strategic manner. The overall growth of Waste Pro has been systematic and strategic resulting in constantly gaining market share.

## Waste Pro Opens Doors to New MRF and Completes More CNG Stations

Waste Pro opened a new state-of-the-art Material Recycling Recovery Facility (MRF) in Ocala, FL on January 7th, making it the ninth facility of its kind in Waste Pro's footprint. The new 65,000 square foot Recycling Facility, on nine acres, processes plastic, paper, glass, cardboard, metals and other recyclable materials at a rate of approximately 24,000 tons per year.

The \$6.5 million investment by Waste Pro resulted in creating 21 new jobs, many of which are in the sorting department, and is located just east of Interstate 75.

Waste Pro opened the pumps to its fifth Compressed Natural Gas (CNG) fueling station this past June in Jacksonville, FL.



This facility expands the network of stations already operating in Ft. Pierce, Daytona, Pompano, and Palm Coast, Florida.

With a slightly larger system than its counterparts, the Jacksonville location is able to time-fill 50 trucks, with the capability to expand to handle upwards of 80 trucks and currently time fuels an average of 35 to 40 trucks every evening.

Waste Pro's first compressed natural gas fueling facility officially opened its doors in 2012 in Ft. Pierce, FL, as the first phase of Waste Pro's \$100 million total investment towards the transition to the environmentally friendly and domestically available CNG fuel, which was announced in late 2012.

Municipal contracts are our speciality, representing over 70% of our business

# News Briefs

## Waste Pro Adds 55,000 New Customers

As we close out the year, we would like to thank all of our loyal customers for their partnership and welcome some new ones to the Waste Pro Family.

It is our pleasure to continue to provide exceptional service to residents of the Southeastern United States.

### MISSISSIPPI

Humphreys County  
Montgomery County\*  
Philadelphia\*  
Wilkinson County  
Coffeeville\*  
Newton  
Claiborne County  
Lumberton  
Meridian\*  
Lincoln County\*  
Gautier\*  
Duck Hill\*

### SOUTH CAROLINA

Beaufort\*  
Town of Ridgeland\*

### NORTH CAROLINA

Village of Lake Park  
Landis

### ALABAMA

Jemison  
Chelsea  
Talladega County

### GEORGIA

Commerce

### FLORIDA

Ft. White  
Sanford\*  
Village of Biscayne Park  
Gulf County  
Ormond Beach  
Floral  
Lee County\*  
South Santa Rosa County\*  
Port St. Joe  
Lake Mary  
Manatee County\*  
Winter Springs\*  
Jasper\*  
Crestview\*

\*Denotes contract renewal

## Upcoming Events

### LA Police Jury Association

Jan. 29th – 30th • New Orleans, LA

### Carolina Recycling Association

March 23rd – 26th • Myrtle Beach, SC

### AL League of Municipalities

May 16th – 19th • Tuscaloosa, AL

## Waste Pro Signs Multi-Year Sponsorship with Orlando City Soccer

Waste Pro and Orlando City Soccer Club announced a multi-year partnership in October whereby the South's premier waste removal and recycling services company becomes the new MLS team's Official Waste Service and Recycling Partner.

Under the terms of the agreement, Waste Pro will receive branding and on-site activation beginning with the 2015 Major League Soccer season.



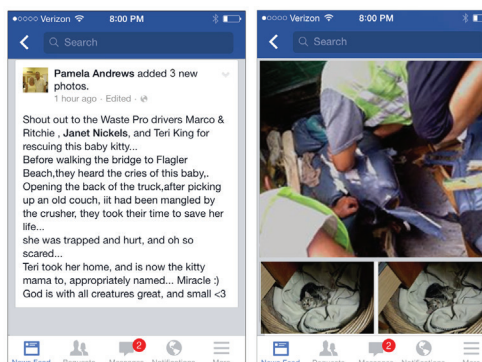
During the groundbreaking ceremony held for the new Orlando City Stadium site, Waste Pro provided custom made construction debris containers in addition to sponsoring services for the post ground breaking celebration.

## VA Donation of Laptops

Waste Pro shows appreciation to Veterans Veteran Steve Butler enjoys spending time on a new computer, one of nine donated to the Gulf Coast Veterans' Health Care Services. Thanks to the generosity of the employees of Waste Pro USA Inc., six laptops and three desktop computers have been donated for inpatient use. Employees of Waste Pro USA Inc. are very appreciative of our Veterans and wanted to give back to the Veterans that have selflessly given of themselves to make our country free.

## Waste Pro Saves Four Legged Resident

Waste Pro Crew to the Rescue! Thanks to the quick action of a caring bystander and our incredible drivers this adorable kitten was rescued from the back of their garbage truck. Waste Pro cares for the four legged members of the community too!



## Coral Springs Thank You Letter

A Coral Springs resident proudly thanked the Ft. Lauderdale division of Waste Pro for their quick response to her collection concern.

Hi Troy,

*The truck you sent just left and I have to say that the two gentlemen handling it went above and beyond the call of duty! They helped not only me, but also my neighbor who asked them if they could pick up their yard waste while they were here. They were so patient and friendly, they made our day.*

*Thank you so much for going out of your way to accommodate us. My experience with Waste Pro has truly been a pleasure!*

*Most Grateful,  
Rebecca Crea*

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