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Our Best Year Ever

Waste Pros, we are off to a strong start for what will be our best year ever!

Our foundation is our brand, and our dedication to the Waste Pro Way, our most valuable asset. We have demonstrated for years that we are different: those "always clean" trucks, "beautiful new" containers and great looking facilities have translated into our customers selecting Waste Pro even when we were not the low bid. That means that our customers recognize us for the added value in the communities we serve.

I recently watched a NFL special; "BEFORE THEY WERE PRO's". It was about NFL players who made it to the pinnacle of their profession: The Superbowl! Each was awarded a Gold football and a plaque to be presented to their high school.

It was amazing to see what shaped these high achievers and helped them distinguish themselves as leaders among their peers. Each one of them had more passion, more belief that they could do it, more willingness to work harder and longer than the player beside them. How many of us do that? How many of us are willing to do that if we haven't already started?

Thank you all for your dedication and commitment to the Waste Pro Way.

John J. Jennings



Andy Perez pictured (L to R) with Bradley and his grandmother, Samanthe Archange, and Miramar Chief of Police, Dexter Williams.

Waste Pro's Andy Perez Saves Drowning Baby in Miramar

In the morning of December 28, while he was completing his routes, Andy Perez, a truck driver from Waste Pro's Ft. Lauderdale Division heard children screaming for help at a Miramar home. According to Miramar police a 1-year old boy was found without a pulse inside a pool.

"A boy came to me and asked if I knew CPR," Perez told CBS4's Gary Nelson.

Perez said he immediately raced into the home, breathing into the child's lungs, giving him chest compressions and pumping lots of water from the child, while being careful to keep his head to the side to prevent him from choking.

He continued to give the child CPR until rescue crews arrived and took over. On their way to Joe DiMaggio Children's Hospital in Hollywood, paramedics were able to restore

the child's pulse.

Perez was delighted to hear he was alive at the hospital. "I'm very happy, because I have three kids, a granddaughter too, and I love them," Perez said. The boy might not have been alive today all but for Perez' commitment to helping someone in need.

Andy Perez has been part of the Waste Pro team since 2012 and he has been in the garbage collection industry for more than 10 years. Andy coaches baseball in his free time and he also plays in an organized league.

At Waste Pro, we don't just pick up trash, we are community partners, and we encourage our employees to extend the mission of "caring for our communities," beyond our walls. We believe that sustainability is about more than working to reduce our impact on the environment; it is also about building long-lasting relationships based on trust by protecting the residents of the communities that we serve.

Waste Pro Acquires New Customized Equipment to Service Asheville Residents in the Mountains

In 2015, Waste Pro of Asheville received five new Chevy 3500 all-wheel drive pick-up trucks specially modified with mechanical tippers.



Valued at \$65,000 each, the new service vehicles allow Waste Pro drivers to navigate the narrow and steep roads located in rural residential service areas more easily.

The new vehicles, along with enhanced on-board navigation and video equipment recently installed in all service vehicles, are part of Waste Pro's service enhancement plan presented to the Buncombe County Commission.

Municipal Marketer Deuce McAllister Delivers Inspiring Speech to Boys and Girls Club of Grenada, MS.

On December 15, Deuce McAllister, the former NFL Pro Bowl running back for the New Orleans Saints, who currently serves as Waste Pro's Municipal Marketer for Louisiana and Mississippi delivered inspiring words to a group of more than 200 people at the Third Annual Boys and Girls Club Christmas Gala Benefit and Auction held at the Lewis Johnson Senior Citizen Complex in Grenada, MS.

He spoke about the importance of creating opportunities for young people to take advantage of their education and learn how to be positive role models in their community.

"We make a difference in young people's lives," said Deuce. "We need to stress the importance of making the right decisions."

Since 1936, the Boys & Girls Clubs of Central Mississippi has been the leading youth development organization in the region. At the event, community partners donated more than \$55,000 for club improvements.

Waste Pro Gets Social



Happy National Garbage Man Day from Port Saint Lucie's Youngest Residents!

Waste Pro Trucks Get a Makeover

This year, Waste Pro proudly announced that its Ft. Myers Division completed the first of its kind of refurb. They restored a 2007 Mack Granite CTP713B front-end loader with 387,543 miles under its belt, to "Like New" condition by removing the original decals, power polishing the cab and installing a new shiny decal kit, all for under \$1,450. After nine years, this truck still runs smoothly thanks to proper maintenance by its driver.

"It just goes to show that the right drivers are out there and exist," says West Coast RVP Keith Banasiak.

Also, Corporate Fleet Maintenance Manager, Scott Collier and his Sanford Refurb team have given makeovers to more than 42 trucks this year.

"The energy and the 'whatever it takes' attitude to get these trucks done epitomizes everything Waste Pro is meant to be," says CEO and Founder, John J. Jennings.



Coming Soon: New Waste Pro Website

Our corporate office has recently undergone a series of renovations to align our physical look with Waste Pro's overall mission statement and goals of being leaders in sustainability. We asked you, The Waste Pro Team, to share your thoughts about how you'd like to see our brand's digital presence improve and now we are getting ready to launch a new and freshly redesigned website.

At Waste Pro, we are very people-focused and we want to make sure that our website reflects our company's culture. Our new website will be bright and clean, with a specific focus on user-friendly design and development so customers can experience a seamless journey on every page they visit.

New Smyrna Beach and Port Orange Team Pull 40,000-pound Waste Pro Truck for Special Olympics

Six teams competed Sept. 12 for bragging rights on who could pull a 40,000-pound Waste Pro truck 100 feet the fastest in a Home Depot parking lot. The fundraiser, organized by the Fraternal Order of Police (FOP) benefited Volusia County's Special Olympics athletes.



Front from left: Drs. Dan Barnes and Sean McDonnell; standing from left: Steve Van Nortwick, Volusia Special Olympics Director Sarah Harper, Lori Sharlow, Jennifer Hartmann, Karen Caldwell, Michelle Radish, Stacey Sisson holding baby Anna and event organizer David O'Bryan of the FOP.

"We had successful FedEx plane-pull events in Memphis and I wanted to do something similar here," said David O'Bryan on behalf of the Fraternal Order of Police. "We were thrilled when Waste Pro stepped up and provided a truck and a driver." As part of our mission of "caring for our communities" is an unspoken philosophy, which is inscribed into the hearts and minds of everyone who works for Waste Pro.

Waste Pro's Sharon Tolopka Celebrates the Ribbon Cutting of Leadership Seminole's Legacy Project

In a ceremony held on September 21st, Waste Pro's Director of Corporate Accounting, Sharon Tolopka and her Leadership Seminole class celebrated the ribbon cutting of their legacy project which was the renovation of the West Side Community Center in Sanford, FL, home to the Boys and Girls Club of Central Florida. Her group raised \$100,000 to make improvements to the facility!

Leadership Seminole is a ten-month program beginning each August with a two-day orientation followed by monthly one-day sessions focusing on timely issues within the following areas: government, arts, culture, infrastructure, public safety, human services, healthcare, education, economic development, environmental preservation, simulated society (SIMSOC), and concluding in May with law and justice and a sold out graduation ceremony with 400 people in attendance.



Waste Pro's Director of Corporate Accounting Sharon Tolopka with Leadership Seminole Class 24 at the ribbon cutting ceremony for the renovation of the West Side Community Center

"It was a great way to network with other community leaders and develop some great friendships," says Sharon.

Kudos Sharon!

Waste Pro Recognizes Flagler County High School Student-Athletes for Their Achievements

For the past 6 years, Waste Pro has partnered with Beach 92.7 to present Academic and Athletic Excellence Awards to student-athletes at Matanzas High School as well as Flagler Palm Coast High School on their Senior Night.



Waste Pro Office Supervisor Tom Wiley with student-athletes and their coaches at Flagler/Palm Coast School's Senior Night

The award recipients are nominated by their coaches for their achievements on the field and in the classroom. With this initiative Waste Pro seeks to encourage youth to pursue excellence in their education as well as in athletic activities which tie them to their communities and foster a culture of local pride. Throughout the years, what has set Waste Pro apart from the competition is its focus on sustainability. As the company grows, it recognizes that sustainability is about more than working to reduce its impact on the environment; it is also about building long-lasting relationships with local communities.



Waste Pro Office Supervisor Tom Wiley with student-athletes at Matanzas High School's Senior Night

Starting January 2016 Helpers Can Get a \$5,000 Performance Bonus!

A positive attitude and a job well done never go to waste. Starting January 1st 2016, full-time helpers who have been on route positions for more than three years and have successfully completed a 90-day probation period can win \$5,000 for their performance on their routes.

In order to receive this bonus they must have: no missed scheduled days of work, a positive attitude in accomplishing their tasks and in their interactions with vendors, customers and other employees, no legitimate customer complaints, no property damage or vehicle damage of any kind, no rule violations, no driver-caused breakdown on their truck, and they must have a clean truck.

The first eligible payout for this performance bonus will be January 2019.

At Waste Pro, we believe that there is no better way to celebrate the new year than by rewarding our team members for being champions in the industry and defining our value in the communities that we serve.

Details about the new Helper Bonus are also available in Spanish and Creole. For more information and for materials pertaining to the Helper Bonus, please contact HR.



Helper washing a rear-loader at Waste Pro's Daytona Beach Division

Waste Pro Drives Leadership Initiative



As part of our desire to maintain our culture during this era of growth, we are launching the Waste Pro Leadership Initiative: a program designed to identify, develop and nurture Waste Pro leadership talent and create a vibrant second generation of young leaders.

Members of the Waste Pro Leadership Initiative inaugural class are individuals who were nominated by their RVPs. They are:

- Adolfo Covelli, Operations Manager, Southeast FL Region
- Shea Drury, Manager in Training, Central FL Region
- Jennifer Herring, Division Manager, Georgia-Carolina Region
- Will Howard, MRF Production Manager, Central FL Region
- Justin Hunt, Division Manager, Coastal Region
- Sean Jennings, Division Manager, West Coast Region
- Chris Lockwood, Division Manager, Southern Region
- Joey Lourenco, Operations Manager, Central FL Region
- Tracy Meehan, Municipal Marketing Manager, West Coast Region
- John Nail, Site Manager, Georgia/Carolina Region
- Josh Vickery, Operations Manager, Southern Region
- Jacoby Washington, Manager in Training, Southeast FL Region

Hurry, Get Your Annual Physical for Your Chance to Win a \$50 Gift Card!

Waste Pro encourages all employees to get regular physicals to stay healthy. Contact your doctor to schedule your annual physical. 50 lucky employees who complete their physical by April 30th will be entered into a drawing to win a \$50 gift card. Employees who take advantage of the preventative health services offered under the Waste Pro Health Plan also qualify for a cheaper medical premium rate on their bi-weekly payroll deduction beginning August 2016.

Waste Pro Truck Looks New/Runs Great after 875,000 Miles

After 12 years of service, Waste Pro's 2004 Mack CV713 is still an active member of the Palm Coast, Florida fleet. Since joining the fleet, the roll-off truck has accumulated 31,000 hours of service and has spent 875,000 miles on commercial routes, an equivalent to 35 times around the Earth.



"31,000 hours is outstanding," says Bob Nicholas, Waste Pro Fleet Director. "That equals about 50 operating hours per week for its 12-year life." With just a few repairs done to the engine, Waste Pro's fleet maintenance team predicts that the truck should run smoothly for five to six more years.

Waste Pro Truck Drivers Win \$480,000 in Safety Awards in 2015

Angel Veloz from Fort-Myers win \$10,000 and a \$240,000 Truck

Angel Veloz, a garbage truck driver, serving at Waste Pro's Fort Myers Division was recognized, in early September, for his flawless performance for the last three years with a \$10,000 Safety Award bonus, as well as a brand new truck, worth \$240,000, to drive on his routes. This is the third time since he joined Waste Pro in 2000 that he has won a Safety Award.



L to R: Waste Pro Regional Vice President Keith Banasiak; Lee County Board of County Commissioner Chairman, Brian Hamman; Angel Veloz; and, Sheriff Mike Scott. All pictured in front of Veloz's new truck.

"Angel is a meticulous individual who keeps his truck immaculate," says Regional Vice President Keith Banasiak. "Angel is kind, selfless, easy going, but most of all, a professional."

Our truck drivers 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.

Sam Berry from Natchez and Joe Andrews from Tallahassee Win First \$10,000 Bonus

Sam Berry, who serves at Waste Pro's Natchez Division, was recognized in August for his flawless performance over the last three years, with a \$10,000 Safety Award. Originally from Clairborne County, he joined the Waste Pro team in 2011 and drives commercial routes. Sam is the first employee from the Natchez site to receive a Safety Award.



L to R: Regional Vice President, Roland Joyner; Division Manager, Doug Atkins; Commercial Driver, Sam Berry.

"Sam is a self-sufficient driver," says Division Manager, Doug Atkins. "He is a hard worker and takes pride in his work and his truck. He is a great example of a Waste Pro employee and what Waste Pro stands for."

Also, in December, Joe Andrews, a recycling truck driver who has been part of the Waste Pro team since 2008 and, who currently serves at Waste Pro's Tallahassee Division was honored for his performance on the job.

"Joe exemplifies the Waste Pro way," says Division Manager Lloyd Childree. "He set a goal for himself to win this award and he did it."

Since its inception in 2004, Waste Pro's Safety Program has distributed more than \$2 million in Safety Awards. We are dedicated to rewarding those who represent the faces of Waste Pro in the community for a job well done.



From L to R: Regional Vice President, Ralph Mills; Recycling Truck Driver, Joe Andrews and his wife Tarisicia; Office Supervisor, Bobby Sweet; Division Manager, Lloyd Childree.

2014 Safety Award Winners:

101	Garcia, Pedro	301	Jermaine Robinson
101	Llukan Preni**	501	Jon Hutchins
101	Robert Allen	501	Mickey Minyard Jr.
101	Rodney Grant	501	Richard Pegg
102	Todd Davis	503	Antwan Page
103	Arnulfo Flores**	503	Ricky Atkinson
106	Antonio White	503	Joseph Shaw
107	Robert Lazorchak	601	Jonathan Shoemaker
109	Andres Alvarado	601	Melvin Langlinais
109	Angel Veloz***	601	Octavius Marshall
109	Pedro Antunez	602	Elbert Stevens
110	Joe Andrews	602	Leon Gates
112	Bythynea McCloud**	605	Demetrius Chambers
112	Brian Spruill	605	Victoria McDonald
112	Johnny Edwards	606	Eddie Washington
112	Robert Adams	606	Johnathan Moody
201	David Treadway	606	Ken Eckford
		606	Lennard Brown
		606	LW Jefferson Jr.
		608	Samuel Berry

Dose of Motivation >>>

"The goal you set must be challenging. At the same time, it should be realistic and attainable, not impossible to reach. It should be challenging enough to make you stretch, but not so far that you break."

— Rick Hansen, Paralympian, Philanthropist and Disability Rights Activist



The Waste Pro Way >>>

Moss Point Resident Proudly Thanks Gautier Division For Saving Elderly Woman

Mr. Cox,

I am writing regarding an incident that occurred last week in the Riverwood subdivision of Moss Point. An elderly lady who lives in the neighborhood, Mrs. Ramsey, has a full-time caretaker. This particular day, in the middle of the night, she left her home alone and walked the neighborhood. She fell and hit her head. It was freezing temperatures that night. Two of your employees, Terrance Burton and Juanita Walley, discovered her laying on the ground around 4:30 a.m. They stayed with her until help could arrive. In addition, Mr. Burton, wrapped his arms around her to give her warmth as she was freezing. These two employees also visited her at the hospital to check on her.

I wanted to acknowledge and thank these two employees who went above and beyond their job. Their character is invaluable to any company and I hope you appreciate them as much as our neighborhood does. Her family is also very appreciative of their efforts, as it could have been several hours before anyone found her.

Thanks again to Terrance Burton and Juanita Walley.

Sincerely,
Blakeny Firmin, Secretary
Riverwood Homeowner's Association

Asheville Division Achieves The Waste Pro Way through Team Work

We'd like to give a special thanks to Chip Gingles and his team at the Asheville Division for their hard work and dedication these past few months. As we faced service issues in Asheville, the team remained positive and focused.

"I am so proud of this team," says Carolinas Regional Vice President, Bob Ten Haaf. "Waste Pro is a different company; this team went through thick and thin, and every morning they would still be there to give me a quick hand shake with a smile as they headed out the door to face another day."

When we were short on staff and that additional work needed to be done, with the support of employees from our other regions, the team worked together to get trucks repaired, garbage picked up, and customer issues addressed. There is no other way like the Waste Pro Way!

Ask A Waste Pro >>>

What's Your ONE Thing?

Gary Keller, author of the number one Wall Street Journal bestseller has identified that behind every successful person is their "ONE thing." He says that no matter how you choose to measure your success, at home or on the job, your ability to dismiss distractions and concentrate on your "ONE thing" is the only thing standing between you and your goals.

What will you bring to the Waste Pro team in 2016? The first person to read this article and respond to this question will win a \$50 gift card. For your chance to win, email Coralie Bertrand at cbertrand@wasteprousa.com. At Waste Pro we want our employees to feel empowered to set goals and challenge themselves every day.

By the Numbers

Fast Facts about New Year's Resolutions:

- 45% of Americans make new year's resolutions
- 47% of new year's resolutions concern self improvement or education
- 38% of new year's resolutions concern weight loss
- 34% of new year's resolutions concern money
- 8% of Americans are successful in achieving their resolutions

Source: University of Scranton, Journal of Clinical Psychology

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.



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