



#### CUSTOMER BENEFITS

- Consolidation of services for all franchisee's restaurants
- Single contract and point of contact to drive program optimization
- Training and reporting to address recurrent contamination and overfilled containers
- 70% reduction in contamination and overage events in first year

## Waste Management's Preferred Vendor Program Guides a Franchisee to Control Waste Spend

By consolidating all of his waste and recycling services under Waste Management's Preferred Vendor Program, a restaurant franchisee was able to gain control over un-predictable costs.

### CHALLENGE | Budget Control

A franchisee was operating 27 quick-service restaurants across the northeast, and struggled to manage waste services through multiple providers. In addition to coordinating waste and recycling pickups for his restaurants, he began to see an increase in charges for overfilled containers and contaminated recycling dumpsters. Each month, he spent hours with representatives from his service providers reviewing contracts, trying to understand these charges, and reaching out for support to help his restaurants improve operations. He needed a solution to help him manage these charges and take control of his waste spend.

### SOLUTION | Consolidated Program Team

The franchisee took advantage of the Waste Management Preferred Vendor Program offered through his parent company. This allowed him to consolidate waste and recycling services for all of his restaurants under a single contract, and work with a single account management team to ensure his restaurants have the services they need and are operating most efficiently.

Right away, the Waste Management team rolled out training to key stakeholders at his restaurants about how to prevent contamination and overages, and distributed resources and signage to reinforce behaviors. While his restaurant teams worked on the ground to enforce best practices among employees, the franchisee met regularly with his Waste Management team to track trends in contamination and overage charges, and identify restaurants to target for additional support or accolades.

### RESULTS | 70% Reduction in Contamination & Overage Incidents

Within one year of joining the program, this franchisee measured a 70% reduction in contamination and overage incidents compared to the prior year. Between this steady decline and several months during which there were no incidents at any location, the franchisee has not only gotten time back to focus on his restaurant business but also confidence that he has control over his waste budget.

#### ABOUT THE WASTE MANAGEMENT PREFERRED VENDOR PROGRAM

The Waste Management Preferred Vendor Program (PVP) offers franchisees an all-in-one solution that saves time and money. By consolidating services for all of your restaurants into the program, PVP provides a single point of contact through which to manage services and improve your budget. This consolidation lets you leverage your size—as well as the scale of your parent brand—to realize cost savings and efficiencies. In addition, you benefit from the proven reliability and service delivery capabilities of Waste Management when your services are transferred from other providers.

**TO LEARN HOW WASTE MANAGEMENT NATIONAL ACCOUNTS CAN HELP YOUR BUSINESS, CONTACT YOUR ACCOUNT MANAGER.**

