



**EMBRACING  
THE ZERO  
WASTE  
CHALLENGE**  
SUSTAINABILITY REPORT  
UPDATE 2013



ZERO WASTE =  
TRANSFORMING  
WASTE INTO  
VALUABLE  
RESOURCES



IN 2012,  
WE MANAGED  
NEARLY  
**14M TONS**  
OF RECYCLED  
COMMODITIES



IN 2012  
WE CREATED  
ENOUGH  
ENERGY  
TO POWER  
**OVER 1M**  
HOMES



WE HAVE  
DEDICATED  
**28K**  
ACRES TO  
WILDLIFE  
HABITATS

## WASTE MANAGEMENT IN SUMMARY

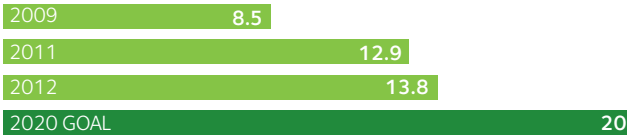
Waste Management is the leading provider of comprehensive waste management and environmental services in North America. We are also a leading developer, operator and owner of waste-to-energy and landfill-gas-to-energy facilities in the United States. Headquartered in Houston, Texas, the company is publicly traded (NYSE:WM) and operates through subsidiaries providing a full range of environmental services. We serve over 21 million customers with environmentally sound management of solid wastes and the transformation of waste into usable resources.



## 2020 SUSTAINABILITY GOALS AND PROGRESS TO DATE, 2012

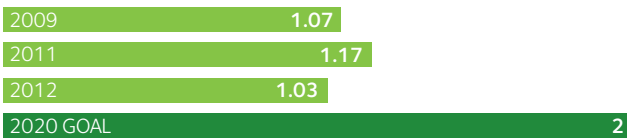
### TONS OF RECYCLABLES MANAGED

(million tons)



### WASTE-BASED ENERGY PRODUCTION

(million households)



### FLEET EMISSIONS<sup>1</sup>

(percent reduction in CO<sub>2</sub> equivalent (CO<sub>2</sub>e) emissions)

2007 emissions: 2.12M tons CO<sub>2</sub>e



### NUMBER OF WILDLIFE HABITAT SITES



### NUMBER OF ACRES PROTECTED



<sup>1</sup> Waste Management has changed its methodology for calculating fleet efficiency to conform to the U.S. Environmental Protection Agency's current SmartWay Truck Tool. We recalculated our 2007 baseline emissions using this tool as well, to allow consistent tracking of emissions.

## SUSTAINABILITY KEY PERFORMANCE INDICATORS, 2010-2012

KEY PERFORMANCE INDICATORS	2010	2011	2012
Greenhouse Gas (GHG) Footprint (Metric Tons CO <sub>2</sub> Equivalents)			
• Process	22,503,371	16,448,441	17,286,709
• Transportation	1,817,830	1,773,307	1,729,547
• Energy use	479,356	488,738	540,601 <sup>2</sup>
Potential avoided GHG emissions from <sup>3</sup>			
• Renewable energy generation	3,502,225	4,005,380	4,739,563
• Reuse and recycling of materials	6,659,259	8,447,023	9,931,391
• Carbon permanently sequestered in landfills <sup>4</sup>	16,268,622	15,593,412	15,490,568
Waste-Based Energy Benefits <sup>5</sup>			
• Tons of coal equivalent	5,350,000	6,089,000	6,220,000
Resource Savings Achieved through Recycling			
• Energy savings – equivalent (number of households/year)	1.5 million	1.8 million	2.1 million
• GHG savings – per passenger car equivalent (number taken off the road/year)	5.0 million	6.3 million	7.0 million
Total Recordable Injury Rate	3.3	3.1	2.9
Vehicle Accident Rate (driver hours without accident)	12,981	13,307	14,200 <sup>6</sup>
Percent of Waste Management's Modern Landfills with Offsite Contaminated Groundwater <sup>7</sup>	0	0	0
Charitable Giving	\$13,331,857	\$13,983,472	\$15,097,964

<sup>2</sup> We have reorganized our energy use reporting function. Since energy use is less than 2 percent of our total direct emissions, we are holding over our 2011 values pending implementation of a new reporting protocol.

<sup>3</sup> We are reporting this data to inform our customers and the public about the potential GHG reduction benefits associated with carbon storage in landfills, our renewable energy production and the recyclable materials we collect and process. We are not presuming to characterize how emerging regulatory programs will allocate credit for these avoided emissions, so we do not claim these greenhouse gas reduction benefits as our own, nor attempt to deduct these reductions from our carbon footprint.

<sup>4</sup> For a discussion of the protocols that govern this calculation of carbon storage or sequestration, see p. 23 of the Appendix to the 2012 Sustainability Report.

<sup>5</sup> Equivalent number of households that could be powered by Waste Management's energy production. Note that standard industry assumptions about household energy use differ for the waste-to-energy and landfill-gas-to-energy sectors. See pp. 7-11 of Book 2 in the 2012 Sustainability Report for details.

<sup>6</sup> 2011 numbers have been updated to reflect incidents resolved after date of publication of the 2012 report.

<sup>7</sup> Modern landfills are post-1993 and permitted under 40 CFR Part 258 Subtitle D. Offsite contamination is regulatory corrective action required to address offsite impacts to groundwater.

## AWARDS

We were honored to receive the following awards and accolades.

2012



Top Waste and Disposal Service Company: World and North America indexes



Top 10 Best Corporate Citizen, *Corporate Responsibility Magazine*, Services Category

CARBON DISCLOSURE PROJECT

Top 10 percent of industrial companies for efforts to reduce emissions and mitigate the risks of climate change



Global Benchmark Index Company

2011



### Waste Management a “Most Ethical Company”

For the sixth consecutive year, Waste Management in 2013 was named one of the world’s most ethical companies by the Ethisphere Institute, a research-based organization advancing recognition of corporate social responsibility, business ethics, anti-corruption and sustainability best practices. One hundred and forty-five companies representing over three dozen industries were listed on their 2013 “WME Index,” with Waste Management the only environmental services or waste industry company to be named. Collectively, Ethisphere reports that these companies performed significantly better than the S&P 500 — even through the worldwide recession.

**MOST  
ETHICAL  
COMPANY  
AWARD  
6 YEARS RUNNING**