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DID YOU KNOW

- *Clean diesel technology will eliminate air pollution from 90 percent – or about 13 million – of today's trucks and buses*
- *Clean diesel engines and fuels will prevent nearly 8,300 premature deaths, along with tens of thousands of cases of bronchitis, asthma and other respiratory ailments*
- *Throughout the U.S., particulate matter will be reduced by 250,000 tons, and NOx by 4 million tons every year*
- *In California alone, particulate matter will be reduced by 110,000 tons, and NOx by 2.6 million tons every year*



Happy New Year!

Two months into 2007 and I am hoping that we will be able to look back at this year as the year of environmental outreach and community service. Certainly, we made great strides on both of these fronts in 2006. Our Recycling Sales Coordinator Leslie Hall has taken on the task of coordinating our own internal recycling initiative, Project

Sustainability at our WM facilities in Moreno Valley, Chino and Corona. Sustainability (defined by Worldwatch as “meeting present needs without compromising the ability of future generations to meet their own needs”) is important to Waste Management both on a corporate level and here in the Inland Empire. For years, WM has been dedicated to sustainable practices and services such as recycling and waste diversion, resource conservation, and the reduction of harmful emissions. Recently, we have amped up our internal sustainability efforts in a pilot program that has been implemented at all of our Inland Empire facilities.

We have always taken pride in the responsiveness and dedication of our customer service representatives, and are happy to see that they have recently been getting the national recognition that we always knew they deserved.

And while our drivers have always been well-respected by the residents of the Inland Empire, we recently met a young resident who really, really likes us. More about three-and-a-half year old Seth and how we responded to his trash truck obsession is below.

Lastly, did you see us this past holiday season in the Chino Youth Holiday Parade & Fair? Our employees and their families certainly had a great time leading the way behind our miniature WM truck in the annual parade.

May 2007 be a healthy year for all of us!

Alex Braicovich
Director of Government Affairs

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Our Customer Service Representatives are Top 10 Nationwide

As many of our customers already know, our customer service representatives are some of the best in the business. In 2006, their abilities

were recognized in Waste Management's national monthly customer service competition in 11 out of 12 months! In fact, one representative, Sarah De Grande, placed in the Top Five on five separate occasions!

Our customer service representatives handle anywhere from 90 to 160 calls every day. Each month, supervisors select calls to submit to the monthly contest, which recognizes the outstanding work of 10 customer service representatives in the United States and Canada. Sarah, who works in our Inland Empire division, took home a first-place prize, three second-place prizes and a fourth-place prize.

She joined Waste Management only two years ago, and soon gained confidence and expertise, adapting to the demanding pace and new phone techniques. All the while, she showed enthusiasm, energy and empathy toward our customers. In addition to receiving a plaque commending her "Dedication to Excellent and Outstanding Quality Customer Service," Sarah has been awarded cash prizes totaling nearly \$1500. Each month, winners are also featured in CS Connections, a company newsletter on customer service.

"The awards show how hard Sarah and all of our customer service representatives have worked and how seriously they take their jobs," said Zulema Cobian, Customer Service Trainer and Supervisor. "It's no coincidence that so many of our team members have been recognized. They support each other in creating a culture of high customer service standards. Everyone strives to go above and beyond expectations each and every day."

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Leslie Hall Shows the Art of Sustainability

Leslie Hall is our dynamic Recycling Sales Coordinator at Waste Management, who's constantly on the go and out in the field. She is responsible for

establishing effective relationships with new and prospective customers, assessing business and school sites for recycling, and managing the service start-up process from start to finish. Always ready with her stash of recyclables (to be transformed into works of art), Leslie enjoys heading out to youth fairs and schools to build excitement for Earth Day campaigns and school recycling efforts.

Leslie is also spearheading Project Sustainability in our facilities at Moreno Valley, Chino and Corona. This Waste Management pilot program is charged

with increasing our internal energy efficiency and recycling, and with increasing our purchases of green power and recycled content materials. In a few short months, Leslie has made major strides in our efforts. She has brought in specially designed on-site recycling containers tailored for individual desk stations as well as recycling bins for high traffic areas. She is building a core committee to implement recommendations from a voluntary energy audit conducted by Southern California Edison. In addition, she has eliminated non-biodegradable disposable cups from our offices and drivers' areas, brought in recycled coasters made from used blue denim, replaced plastic cutlery with washable silverware and implemented recycling for toner cartridges, cell phones and batteries. To encourage battery recycling, Leslie painted and placed battery collection buckets around our facilities. Feel free to contact Leslie for recommendations to help you implement similar recycling programs at your place of work!

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A Visit to a Fan

We recently made an extra stop at the home of one of our youngest (and biggest) fans, three-and-a-half year old Seth, thanks to a special request from his mom, Shelby, in

the City of Murrieta. According to Shelby, little Seth has been fascinated by our WM collection trucks almost since birth.

When Seth was just barely learning to walk, the sound of our trucks on service day brought him running to the window to watch the mechanical lift in action. It wasn't long before he managed to venture out to the curb for a closer look, though still from a safe distance.

On our pre-arranged special visit day, Seth and his family were waiting for us when we drove up in our WM collection truck bearing gifts. Seth (with parental supervision) got to clamber into the cab of our truck and sit behind the wheel. We also left him with a toy WM truck to add to his already impressive fleet of 14 model trash trucks and recycling bins.

In response, Shelby sent us a note: "There are still good people on this earth who understand that the little things are what make life so special. Have a great day and know that you were very instrumental in making a fantastic lifetime memory for our family." Our response: This is just part of our normal recruiting efforts, Shelby. We are always looking for great employees who are passionate about what we do. We'll be in touch in 20 years...

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Waste Management Joins Hit Parade

Once again, we rolled out our miniature kid-sized WM truck to lead the 2006 Chino Youth Holiday Parade & Fair, an annual event that we've been sponsoring for more than five years running. In celebrating Chino's commitment to kids, we had the honor of following the color guard at the start of the parade, leading the way for almost 100 parade entrants, City Council members, their families and other city officials.

WM employees participated in the parade along with their kids, waving and walking alongside our miniature truck. Some folks hopped inside the truck

to wave to the crowd from behind the wheel. Others came with pets in costumes – always a crowd-pleaser among kids of any age. Hundreds of proud family, neighbors and friends came out to watch and cheer.

We kicked off the day at the pancake breakfast fundraiser for the Senior Center before heading out to join the equestrian groups and colorful themed floats showcasing youth sports and the campaign for a Healthy Chino. The parade wound its way to City Hall, where the Fair began: WM folks joined parade-goers in celebrating the City of Chino and its kids with food, games, carnival rides, crafts, petting zoo, along with dance performances and karate demonstrations by students.