

**SLOWING ECONOMY AFFECTS HABITAT FOR HUMANITY**

As the economy is in limbo, many charities are feeling the effects. Even Habitat for Humanity, one of Arizona's most well-known volunteer organizations, has been incredibly impacted by the ups and downs of the financial market, particularly the housing crisis.

Jim Denson has seen those effects first-hand. He's WMAZ's Environmental Protection Manager by day, but by night he serves as co-chairman of the East and West Habitat for Humanity affiliates in the Phoenix-Metropolitan area. This newly merged organization has in excess of \$35 million in assets, and has built over 650 homes over the last 25 years. WMAZ donates disposal services when needed, in addition to supporting Jim's activities with the organization.



Over the past four years Jim has seen the price of land increase and the numbers of applicants decrease—a combination that's created a challenge for the organization's local leadership.

"We work with low-income families to help them gain stability through home ownership," Denson said. "Our families are required to meet certain credit and financial criteria." But predatory lenders saturated the market over the past few years, offering equity loans to people with less than ideal terms. For Habitat for Humanity, this was a giant step backwards—the organization works with its applicants to teach them the importance of building positive credit.

The program works like this: a family is asked to fill out an application. The initial criteria for acceptance includes the family's ability to meet income requirements. Ap-

plicants must be US citizens, or have permanent resident status. The applicant's credit must be good, and if it's not, the family is counseled to help clean it up. Once they have been approved by the board the real work begins.



Habitat For Humanity Volunteers

The family picks a location among the many Habitat construction sites in the valley. The family members must perform 400 hours of "sweat equity" in order to get into the home—about half of that time is spent building someone else's house, and the other half is spent building their own. Once the house is complete, it is sold to the family with a zero interest loan. A 1<sup>st</sup>

mortgage effectively covers the cost to build the house, while a 2<sup>nd</sup> mortgage covers the difference between the 1<sup>st</sup> mortgage and the home's appraised value. If all payments are made on time, and the loan is not paid off early, the 2<sup>nd</sup> mortgage is forgiven. Typically, the family saves over \$100,000 dollars in principal and interest payments.

Historically the two valley affiliates have achieved up to 50 homes per year. Now that the housing market has slowed and they have merged, Jim Denson hopes a fresh perspective will lead to the organization's ultimate goal in Arizona—to secure the financial and volunteer resources to build 100 homes per year. But they'll need plenty of help as the holidays approach.

"Anyone can volunteer," Denson said. "We need applicants, we need help building the homes, and we need financial donations. To me, success is based on the difference we make in our community—every little bit brings us one step closer, one family at a time." To learn more about volunteer opportunities, or to apply for a Habitat for Humanity home, go to [www.hfhww.com](http://www.hfhww.com) or [www.habitataz.org](http://www.habitataz.org).

**WMAZ Signs 5 Year FBR Deal**

The FBR in Scottsdale is a huge annual event in Arizona, attracting visitors from across the country. WMAZ is proud to announce it will sponsor the event again in January, 2009. We have successfully renewed a five-year contract with The Thunderbirds for Port-O-Let, trash and recycling services. Last year's festivities marked a recycling milestone—Recycle America reports that 65 tons of cardboard and paper were recycled, along with 5 tons of aluminum and 30 tons of plastic! This exceeded recycling goals by nearly 50%! WMAZ looks forward to another year of goal-shattering recycling during this year's event.

# WMAZ CONNECTION

**I Think GREEN Every Day.**

Waste Management of Arizona • Fall 2008 • Issue 1

Welcome to the Fall edition of WMAZ Connection, Waste Management of Arizona's new employee newsletter. Our goal is to keep you informed of the latest company news, and more importantly, to share your stories of success and inspiration as we all work to Think GREEN.



## WMAZ HOLIDAY PLANS



The holidays will be here in a flash, so here's a breakdown of activities and charitable opportunities for WMAZ employees this year.

### PHOENIX/METRO AREA

#### Central Arizona Shelter Services (CASS) Thanksgiving Day event.

**Needed:** Volunteers on Thanksgiving Day to serve food.

#### Clean Your Kitchen Drive

**Needed:** Used or unused kitchen items (pots, pans, utensils, etc)  
Contact Melissa Fehling at Mfehling@wm.com or Janice Marner at Jmarner@wm.com for more information about Thanksgiving Day events.

#### Holiday Angel Tee Program

**Needed:** Employees to pick out angels from trees and purchase gifts. Angels will be provided at all valley locations.

Contact Janice Marner at Jmarner@wm.com for info about your location.

### TUCSON:

Donate to a family in need! Send gift cards to Walmart, Fry's, Lowe's, or Toys R' Us to:

Dawnelle Conley  
5200 W. Ina Rd.  
Tucson, AZ 85743  
520-572-5500

### FLAGSTAFF:

Employees will be able to participate in the Salvation Army's Christmas

Tree Angel Program. Flagstaff contact is Tina Cox at TCox4@wm.com

### PAYSON:

Employees will be able to participate in the Salvation Army's Christmas Tree Angel Program. Contact Janice Marner at Jmarner@wm.com.

### KINGMAN:

Employees will be able to participate in the Salvation Army's Christmas Tree Angel Program. Contact Dora Groh at DGroh@wm.com for more information.

### YAVAPAI COUNTY

Employees will be able to participate in the Salvation Army's Christmas Tree Angel Program. Contact Chris Wright at CWright4@wm.com for more information.

### SHOW LOW:

Employees will be collecting non-perishable canned food items to donate to the Love Kitchen. Employees can also participate in the Angel Tree program. Contact is Georgia Law at GLaw1@wm.com.

### SIERRA VISTA:

Employees will be able to participate in the Salvation Army's Christmas Tree Angel Program. Contact Mary Melton at 520-456-0366 for more info.

### WINSLOW:

Volunteers will be needed to participate in the Electric Light Parade on December 6th.

## THINK GREEN FROM HOME (For Free)

Not sure what to do with those burnt out Compact Fluorescent Lightbulbs (CFLs)? As traditional incandescent bulbs are phased out over the next several years, the demand for these types of bulbs is likely to increase. But as more make it to the marketplace, the potential for them ending up in landfills is substantial.

Waste Management has launched a brand-new program called Think Green From Home that lets consumers recycle CFLs and batteries right from the comfort of their own home. Simply log onto the website, order either the battery or CFL kit, use it to safely store expired batteries or CFLs, seal the box when it's full and mail back to WM (the postage is paid). The used items will be recycled at our corporate facility in Minnesota. It's an easy, convenient way for consumers to know their household waste is being recycled properly.

All Waste Management employees are allowed one free kit for their personal use. To learn more, or to order your kit, go to [www.thinkgreenfromhome.com](http://www.thinkgreenfromhome.com).



To submit a story idea for an upcoming newsletter, please contact Melissa Quillard at [mquillard@wm.com](mailto:mquillard@wm.com).



Here are some classic examples of WMAZ employees thinking GREEN, from our customers' perspectives.

#### GREAT OPERATIONS

**Rob Sobol**  
Tucson Hauling

Customer was very grateful to Rob. She states he took the time to explain the process to her and made sure she understood everything before he left. She was very grateful for his patience and the time he spent.

#### RESPECTED BRAND

**Duane Law**  
Lakeside Hauling

Customer states he just wants to thank his driver. "He is professional, smiles, is courteous and just a GREAT guy! Keep up the good work."

#### EMPOWERED EMPLOYEES

**Rose Bryan**  
SWCC

Customer just called in to say thanks to Rose. She states Rose was very helpful and was able to resolve the issues she was having with her account.

#### ENGAGED CUSTOMERS

**Snapshot & You Make the Call**  
Employee's at Elwood Sales

WOW! This program really works! I am committed to "stepping up" and it feels great! I have had 5 leads go through in the last 2 months and to tell the truth the customers are a lot happier because our fabulous reps call them to help get the customers what they need. Submitted by Michelle Aragon, Winslow AZ

#### NEIGHBORS

**Michael Solis**  
Sierra Vista Hauling

Customer just wanted to let us know how great his driver is, he keeps the streets so neat and clean and several times he has seen him get out to clean up garbage that spilled. He really appreciates Michael's dedication!

## PHX TELECENTER EMPLOYEES "WHACK" FOR ONE OF THEIR OWN

Inspiring. There's no other way to describe the amazing work that was done by members of our Arizona TeleCenter team to come to the aid of one of their own. They raised more than eleven thousand dollars to help a co-worker and friend during the fight of his life.

WMAZ employee Walt Emert was diagnosed with esophageal cancer over two years ago, and had surgery to remove three quarters of his esophagus. The surgery caused him to lose 150 pounds.

In April, Walt began to feel sick again, and doctors discovered the cancer had returned. It had spread to his abdomen and left a golf-sized tumor on his colon. He began Radical Chemotherapy immediately following the diagnosis, a process that made him extremely ill. Walt had four treatments, and the doctors were not giving him a prognosis.

Some of Walt's co-workers decided to step up once they heard his story and found out how much money it cost for his treatment. His insurance covers 90% of the medical bills, but he was still struggling to pay thousands of dollars out-of-pocket for his medicine.

Walt's co-workers at the TeleCenter



Walt, his daughter Lauren

organized an event to benefit Walt. The "Whack One For Walt" golf tournament kicked off in mid-July.

The TeleCenter team recruited sponsorships from more than two dozen businesses and families.



ISR's Bob Reitor, Keira Knowlton, Sippy Teran & Greg Winget

"Whack One for Walt" was a huge success, bringing out dozens of WMAZ employees who hit the greens. The tournament ended up raising a total of \$11,000.

Walt got a great report from the doctor in mid-August—a PET scan showed that the tumors were shrinking. He's still experiencing a lot of dizziness and nausea, so his doctors have ordered another round of tests.

WMAZ would like to thank We Care Arizona, the Phoenix TeleCenter, and all of the following individuals and companies for their amazing contributions. Their generosity, along with the efforts of Walt's WMAZ co-workers, has helped to improve Walt's quality of life as he struggles through this terrible illness. All of us at WMAZ wish him a speedy and full recovery.

#### EVENT SPONSORS:

Mr. Bill Kolbe & Family	Vanguard
Midwest Mafia	Bartending Academy
Midwest Madhouse	We Care Foundation
Best of the West	Casey Jones Grill
West Coast Closers	Native Roots Landscaping
Eastern Empire	CarvinJones.com
Jessica Donaldson	B Colorful Painting
Flippin' Qualifiers	Stonecreek Golf Club
WM of Phoenix	Capital Grille
Shapshot	Cactus Country Property
Mike and Karen Haas	LampTracker
Southern Comfort	WM Corporate
Retention Rebels	Global Electronic Recycling
	R/S Service & Supply Inc.

# IN THE COMMUNITY...

## BUTTERFIELD SPICE

The 4<sup>th</sup> annual Salsa Festival spiced up the streets of Maricopa earlier this year. Employees from the Butterfield Land-fill and their families were on hand to help out, running the booth, and introducing Cyler the robot to local residents. WMAZ donated trash cans, boxes, PORT-O-Lets, and hand-washers to help keep those salsa taste-testers clean. A special thanks goes out to the employees who volunteered their time and taste-buds to participate.

Staci Wedeward Oestreich and her son Hunter at the booth



## PAYSON JAIL BIRD

Typically, WMAZ frowns upon our employees getting put in the slammer, but there are some instances when 'doing time' is just fine! Payson driver Stan River got locked up by members of the "Oldest Continuous Rodeo Committee", a group of Rimrock residents who participate in Payson's infamous Oldest Continuous Rodeo. The committee waited for Stan after work one day, and put him in a makeshift jail right after he clocked out. He was "forced" to call family and friends to raise "bail" money so he could be released. The money Stan raised will all go to charity.



## KINGMAN CLOTHES

Kingman Hauling employees went golfing for a cause this summer, to benefit children in need over the holidays. Clothe the Kids is a charitable golf tournament, where sponsors play to raise cash to buy much-needed clothes for less fortunate kids. Kingman Hauling had three teams enter the tournament. Team 1 featured WM employees and they placed in the top 20. Team 2 featured some of our valued customers who ended up in 1st place! Team 3 featured some of our important business colleagues (including our UPS driver)—they came in 2nd overall! The event raised **\$22,000**—enough money to clothe around 870 kids this year! An amazing achievement, considering the weakened economy.



## MARANA FOOD DRIVE

It's powerful to see a community come together in full force when called upon to make a positive impact. That's exactly what happened this August when Waste Management of Tucson launched the Pound For Pound challenge in the town of Marana.

Residents were asked to bring in non-perishable food items to our Marana transfer station near Tucson. WMAZ agreed to match the amount donated, pound for pound!

10,000 pounds of food were collected and WMAZ will match that, for a grand total of 20,000 pounds. The food will be donated to the Marana Food Bank.

## DEER VALLEY CELEBRITY

He's a hero—and a local celebrity! Deer Valley driver Mark Williams was featured in the August issue of Impact Magazine, the Phoenix Chamber of Commerce's monthly publication. The story focused on Mark's military service and time in Iraq, as well as the overall employment concerns of reservists who are called to active duty. WMAZ adheres to all USERRA laws, but goes above and beyond for our brave military employees by offering continued insurance benefits and pay differential if they are called to active duty. For an e-copy of the story, email [mquillar@wm.com](mailto:mquillar@wm.com).



Mark in Tikrit, Iraq