

WMAZ CONNECTION

I Think GREEN Every Day.

Waste Management of Arizona • Winter 2009 • Issue 2

A SPECIAL THANKS...

The holidays create an atmosphere of giving, and WMAZ employees are no exception. From holiday parades, to food drives, to feeding the homeless, our employees showed their philanthropic dedication this year. A special thanks goes out to each of you who took the time to volunteer or donate.

HABITAT FOR HUMANITY GREEN BUILD

Waste Management teamed up with Habitat for Humanity this fall to tackle a tremendous environmental challenge. WMAZ was an in-kind sponsor of Habitat's first Green Build in Glendale, providing Port-O-Lets, trash and recycle bins for the event.

The goal was to build a LEED Platinum certified house. LEED certification requires rigorous environmentally-friendly building practices. WMAZ's efforts allowed Habitat to recycle 93% of its construction waste, giving the organization valuable points towards the prestigious certification.

The home was built over a two-week period in late September. Volunteers from all over the community made in-kind and monetary donations to help make the build possible. Hundreds of people volunteered their time, ensuring the deadline was met. As a result, Habitat dedicated its first affordable LEED-certified house in the nation to the Acosta family of Glendale, Arizona.

The Acosta's were approved for Habitat's home ownership program after going through a comprehensive application process. The family will be given an interest-free loan for the

house, saving them thousands of dollars in fees. The LEED certification also ensures they'll save more money each month from lower utility bills. For more info, go to www.glendaleaz.com/greenhouse.



Before



After

How Much Does a LEED Home Cost?

Comparison Criteria	Code Home	LEED Home	Difference	
			(\$/Month)	(\$/Day)
Sticker Price	\$300,000	\$308,500		
Mortgage Payment	\$1,890	\$1,945	+\$55	+\$1.80
Energy Bill	\$150	\$105	-\$45	-\$1.50
Water Bill	\$30	\$20	-\$10	-\$0.30
Net Cost of Ownership	\$2,070	\$2,070	-\$0	-\$0

WHAT IS LEED CERTIFICATION?

The Leadership in Energy and Environmental Design (LEED) ratings system uses a carefully selected set of criteria to grant certifications to new and existing buildings that meet its requirements. The program is designed so a third party can give validation to "green" building.

LEED gives out certifications based on a points system. There are three different levels—silver, gold and platinum (platinum being the highest level of certification). Points are given for things like energy efficiency, design innovation, heat-island effect, water use reduction, and the storage and collection of recyclables during the building process.

So far, nearly 1,000 homes have become LEED certified nationwide. The number is on the rise, despite the higher costs associated with designing and building environmentally-friendly structures. However, those costs aren't likely to trickle down to consumers. The higher prices of LEED certified buildings are often offset by reduced water, electricity, and other energy costs.

LEED was developed by the U.S. Green Building Council. For more info, go to www.usgbc.org.

How Does LEED Define a Green Home?



To submit a story idea for an upcoming newsletter, please contact Melissa Quillard at mquillard@wm.com.

IN THE NEWS...

FIGHTING THE GOOD FIREFIGHT

Gary Hunt is a busy man. He runs the Painted Desert landfill just outside of Joseph City, which keeps him busy during the day. Each night, he goes home to a wife and five children. Yet somehow he finds the time to serve his community—by fighting fires.

After witnessing debris fires at the landfill, and watching a neighbor's house burn down, Gary became interested in firefighting and decided to get involved. He joined the McClaw's Fire District as a board member, and the local fire chiefs agreed to let him join the force as a volunteer.

Gary had to go through a year's worth of difficult training



before he could respond to any calls. The training tests a student's physical abilities, as well as his or her overall fire knowledge. Gary has Firefighter I and II certifications. A Firefighter I certification is generally used for people who plan to volunteer only. A Firefighter II certification is necessary for career firefighters, and requires several more

practical hours during training. Gary also has a Hazmat First Responder certification, which allows him to respond to Hazmat calls. Plus, he is CPR certified and can assist EMT's with life-saving techniques.

Though Gary could be a full-fledged firefighter in practically any city in Arizona, instead he chooses to volunteer his time to the Joseph City and Holbrook Fire Departments because they are so short-handed. He is on call 24/7 and responds to as many calls as he can, whether it's a medical assist or an actual fire. He's been on more than eighty calls this year alone, and six of those were active fires.

Recently, Gary talked about one of his scariest calls. A double-wide trailer was on fire, and the woman who lived there had so much stuff piled up in the hallways, it was impossible to crawl through. Gary was the first to enter.

"I could only make it in about ten feet before I had to turn around and go back out," he said. "I had to keep going in and out—it was so physically draining because of all the junk everywhere."

Gary and the other firefighters had to be given oxygen because

they were so overworked from fighting the fire. He says that in addition to the fire itself, physical exertion is a constant threat to a firefighter's health.

"The equipment alone weighs a hundred pounds—and that's not even counting the hose".

After more than two years of volunteering, Gary shows no signs of slowing down—he's



Gary during Fire Prevention Week

planning to continue his training until he is EMT certified. He says he loves the satisfaction of helping other people. He also enjoys participating in fire prevention programs at schools and other community events. Recently, he represented WMAZ during Fire Prevention Week, when he traveled to several schools to talk about fire dangers.

As for Gary's family, they all approve of his dangerous side gig. In fact, his 16-year-old son is currently going through a firefighting certification process in school, hoping to follow in his father's footsteps.

NEW C & D FACILITY OPENS

After a long, hard road, WMAZ is proud to announce the opening of a brand-new C & D facility at the Ironwood landfill located between Florence and Coolidge. The new pit opened in late November. Customers can now drop off construction and demolition debris, including wood, concrete, bricks, and other waste associated with the demolition of a house or other structure.



WILDFIRE AIDE

The Rodeo-Chediski fire wreaked havoc in the White Mountains, destroying hundreds of homes in the area. As firefighters battled the blaze, WMAZ provided 200 Port-O-Lets, and used employees to move and service them as the fire line moved.





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

Great Operations

All Employees
Northwest Regional

A landscaper called to rave about the honest & great drivers at the Landfill. He left his brand new blower on the ground after dumping his load. A WM employee noticed it and safely stored it. The customer could not stop talking about how GREAT it is to have HONEST folks in this day and age.

Respected Brand

Brandon Gonzales
North Yard Driver

Brandon went to service a customer's bin and there was a van in the way. He called the answering service and they got in contact with the director there. Brandon waited for the van to be moved and then serviced the bin! That is going above and beyond as he could of just left and came back.

Empowered Employees

Sally Gonzales
IBC Representative

"Sally is the best person I talk to at my job. You need to hire more people like her. She is never negative, she is always very helpful for all our needs."

Engaged Customers

Steve Markhart
San Tan Driver

Our WM Collector is such a great man and has gone out of his way many times to offer a smile and a wave to our son. What makes it special is that our 'garbage man' is so friendly! He always waves back and gives my son a smile!

Neighbors of Our Environment

Rudy Aragon
Winslow Driver

A customer was very happy that Rudy would come to his residence and carry his trash to the truck for him. His claim was that he was an elderly man that couldn't do it himself even though he would have liked to.

WMAZ EMPLOYEES HELP THE HOMELESS

The true spirit of the holidays shone bright this Thanksgiving, when more than a hundred WMAZ employees and their families volunteered to help those in need.

Waste Management of Arizona was the sole sponsor of the first annual Thanksgiving Day Extravaganza at the Vista Colina Emergency Family Shelter. The shelter houses more than thirty single-parent homeless families in a renovated apartment complex in Sunnyslope. WMAZ



Tahesha Collins & Nyalsha Ayers, RMC

provided turkey dinner with all the fixings from Boston Market. The WMAZ charity team also came up with some great ideas for



entertainment. The YMCA donated a moon bounce for the kids.

Volunteers staffed a coloring station and a temporary tattoo station, along with a

frame-making table complete with Polaroid pictures. The event was a huge success!

Vista Colina is operated by Central Arizona Shelter Services (CASS), and has been in operation since 1992. Since then, the shelter



Drivers Mark Williams & Richard Sharpe

has provided support services and shelter to more than 230 families. The families live in apartments equipped with food, appliances and furniture, providing a stabilizing environment for these families. The children are able to go to school and function normally while the parents

look for work. There is even an on-site, accredited daycare for preschoolers and infants.

In addition to the Thanksgiving Day festivities, WMAZ also collected dozens of new and used kitchen items in the Clean Your Kitchen Drive. These items will be used to equip the apartments at Vista Colina. For more information, or to find out how to help, go to www.cass-az.org.



Ginger Barker, North Yard

SIERRA VISTA FOOD DRIVE

The folks at Sierra Vista Hauling went above and beyond this holiday season, finding several ways to help their community during this trying holiday season. In addition to participating in the Salvation Army's holiday angel program, they also coordinated a successful food drive with the help of a local junior high school. They collected more than 2,000 items of food and donated it all to the Children's Crisis Center and the local senior center.

HOLIDAY ANGELS

WMAZ employees throughout the state took part in a Salvation Army tradition this year, participating in the charity group's holiday angel program. Hundreds of gifts were collected—the Phoenix area alone collected more than 700 pounds of toys. Each angel listed the wishes of an underprivileged child in Arizona. A special thanks goes out to every employee who took home an angel this year, helping those in need.

IN THE COMMUNITY...

HEAVY LOADER WINNER

Congratulations to Steve Morales for his outstanding showing in this year's SWANA heavy loader contest. He placed 2nd in the nation in the landfill loader competition. The contest, held by the Solid Waste Association of North America, tests a driver's ability to maneuver in very close quarters around barrels and other obstacles. The contestants are judged on their accuracy, safety and time. Participants come from all over the waste industry. Steve is no stranger to this event—he has won the state championship for the past five years.

Congratulations to WMAZ drivers Nathaniel Yazzie, Ron Lilly, and Ruben Riveria for their wins too!



TUCSON DRIVERS FIND LOST MAN

A "day at the office" turned into so much more for Tucson drivers Hector Lopez and Raul Diaz. They were servicing a very rural part of their route near the base of the Santa Catalina mountains when Raul heard a faint voice calling for help. He looked towards the base of the mountain and saw a man there. Raul motioned for Hector, who was still in the truck, to join him outside.

The man was slumped over a fence, in very bad shape. He was hot, thirsty, dirty, and extremely disoriented. Hector and Raul immediately grabbed some water from their truck and ran to the man's aid. The man drank while Hector ran back to the truck to call for help.

The man told Hector and Raul he had spent three days and nights lost in the mountains after getting disoriented during a hike. The sheriff's office confirmed the story, noting that the man was considered a missing person. Had it not been for Hector and Raul's awareness and quick response, the man may not have made it off the mountain.



SIERRA VISTA HOLIDAY PARADE

Sierra Vista employees and their families got into the holiday spirit this year by participating in the 50th annual Sierra Vista Holiday Parade. The team decorated three different vehicles for the event—a flatbed, a roll-off, and a residential truck. All three were decked out with hundreds of lights, and the roll-off had a giant snowman attached. Operations manager Cliff Dowling manned the barbecue while his crew did the decorating.

When the parade began, the WM team walked the entire length, handing out candy canes, glow sticks and recycling key chains.



KEEP PHOENIX BEAUTIFUL DONATION

The Waste Management Foundation awarded a \$10,000 grant to Keep Phoenix Beautiful after the organization won a national "Think Green" competition. The contest called on affiliates of Keep America Beautiful to come up with innovative ideas on how to increase environmental awareness in their communities. The Phoenix branch will use the grant money to create a new information website about local environmental issues. Funds will also be used to support Earth Day 2009, which is currently in the planning stages. WMAZ General Manager Dan Vermeer and board member Mark Snedecor were on hand for the check presentation.



NORTHERN LIGHTS PARADE

Flagstaff employees have seen some crazy weather so far this year, but that didn't stop them from taking part in the 10th annual Holiday Lights Parade this December in downtown Flagstaff. Waste Management contributed trash cans and a truck to help with clean-up for the event, despite cold temperatures, high winds, and snow. The event was a huge success thanks to their efforts. The parade has become a tradition in the Flagstaff area, drawing thousands of residents and visitors to the streets each year. We were thrilled to be a part of this year's festivities, and we look forward to participating next year as well.

