

WM CONNECTION

I Think GREEN Every Day.

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ACHIEVING THE SUMMIT - AGAIN!

They say the third time's the charm, but what about the fourth time? That's how many Summit Award trophies the AZ/NM Area has after receiving the prestigious award during a ceremony in mid-June. The team won for Best Performing Market Area in 2008.

"We are thrilled to receive this award," said Area Vice President Dan Vermeer. "It is a true testament to the talented employees and their dedication to success."

A ceremony was held at Rincon Transfer Station in south Tucson on June 24th. More than a hundred employees joined the festivities. WM President Larry O'Donnell was on-hand for the trophy presentation. This year's ceremony also featured a



Janice Marner & Robert Vaughan pose with Former Miss AZ.

special guest. Former Miss Arizona Erin Nurss spoke to employees about the importance of good health, and how it factors into WM's safety initiatives.

"Good health is as simple as ABC", Miss Nurss said during her remarks. "If you aim to exercise, build a healthy diet, and choose sensibly, you will be on the road to a healthy lifestyle."

The Summit Awards are given out annually to the top-performing market areas. Results are determined based on several factors, including customer satisfaction surveys, productivity, and efficiency milestones. The AZ/NM area also won the award in 2003, 2005, and 2006.



WM President Larry O'Donnell mingles with employees.

NEW ARIZONA WEBSITE IS LIVE

It's finally here! The new and improved Arizona website is now up and running. Most of our AZ locations have their own page with up-to-date information. You'll also find localized descriptions of all the services we offer, from trash to recycling to Port-O-Lets. Check out the "Local News" page to find out what's going on around AZ, to see what your co-workers are up to, and to keep up with the latest WM news. The URL is www.wmofarizona.com. Please send any questions or comments to mquillar@wm.com.

AZ/NM Is Most Improved Area for Q2

55 in 5—that's our J.D. Powers goal and we are well on our way! In fact, the AZ/NM Area has been named the "Most Improved Area" for 2009 Q2. That means we are one of four Areas that will receive a \$50K reward. Plans are in the works to distribute the money accordingly on a site by site basis. Employees at each site can determine the best way to spend the cash, whether it's throwing a party, purchasing WM gear, etc. Be sure to let your manager know your ideas.

One lucky Area employee will also win a new car. The winning name will be picked randomly in a drawing.

What is 55 in 5?

WM uses J.D. Powers surveys to track our customer engagement. Our corporate-wide goal is to improve to 55% in 5 years—that means we're expected to increase the percentage of customers who say they will "definitely recommend us" to 55% within 5 years. We moved up from 36.9% in Q1 to 38.06% in Q2, an increase of 1.16%. The percentages are calculated based on surveys sent to our customers asking them to rate their WM experiences.



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

IN THE NEWS...

OPERATIONS IMPROVEMENT - A CLOSER LOOK

They are, in essence, the “big picture” takers, tasked with improving operational efficiencies throughout Arizona and New Mexico. But that broad term hardly encompasses the daily duties of the Operations Improvement Department—the OI team has its hands in just about every aspect of our day-to-day operations.

The team is headed up by WM veteran and former Port-O-Let District Manager Mark Storz.

“Our job is to assist the Area in meeting its performance objectives,” Mark said. “This is done by analyzing systems and procedures, and developing innovative ways to continually improve them.”

One of those methods is routing. Tom Hodges, the OI Routing & Logistics Analyst, looks at all commercial and residential truck routes to spot efficiency opportunities. He is responsible for adding, removing, or consolidating routes that need improvement. He is also responsible for integrating new customers into existing routes.

Other methods used by the OI team are site visits and ride-alongs. Site visits can reveal safety and standardization efficiency issues. For example, truck placement can have an impact on a site’s overall efficiency. The OI team works to spot those types of opportunities.

Greg Scott, Operations Management Trainee (OMT), goes on regular ride-alongs with drivers to spot other areas that need improvement. He checks for safety and routing issues to identify efficiency holes. Something as simple as a traffic pattern can have a huge impact on the efficiency (or

inefficiency) of a route—Greg’s job is to spot those types of issues and report back to the team.

“The challenge is to work smarter, not faster,” Greg said of his duties. .

The OI team is responsible for daily reviews of EMAP, a tool that gives a snapshot of the day’s productivity based on site data. They also utilize a predictability tool to track truck weights. They work with fleet management to make sure all vehicles are operating at the highest level possible. They crunch numbers to make sure budgets and hours are on track for all of the sites.

“Our main goal is to support the District Managers, and to help them create an environment for productivity,” Mark said. “We are constantly creating new benchmarks for achievement.”

Operations Improvement acts as a liaison between all the different department, so there is more interaction between them. This results in more innovation and ultimately, more efficiency.



The OI team, hard at work (left to right: Mark Storz, Greg Scott, Tom Hodges)

NEW HIRES

New faces around the AZ/NM Area office!



**Jerry Rollins,
Senior HR Manager**

Jerry comes to WM from DLT & V Systems Engineering, where he was Director of Human Resources. He has a wealth of experience and has worked as an engineer, a business owner, and a therapist. He holds Masters Degrees in Management Information Systems and Counseling, and a B.S. in Civil Engineering.



Clay Carroll, Engineer

Clay joins WM from Tioga Electric, Inc., where he worked in the estimating department. He will work on the development and strategy of our landfill operations.



Maria Lara, Customer Service/J.D. Powers Liaison

Maria was recently promoted from the Call Center where she answered calls for WM in San Diego. In her new position, she will work with department heads to increase our J.D. Powers score.



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

GREAT OPERATIONS

Mundo Perez, Rio Rancho Driver

I live in Valencia county, and. I am writing to you to let you know that I am very impressed with the man who dumped my trash. During a recent stop, there was an item that didn't come out of the can, and as he was backing up noticed that something was still in the can and pulled forward again and tried emptying the can again with some force to get the item out. He succeeded. I am very impressed with his level of service and appreciate the effort put forth on his part.

RESPECTED BRAND

Fernando Rodriguez, San Tan Driver

Customer states driver is great. She was amazed how good he was and nice and wanted to let us know. She is very happy with her driver and said he takes his time and does everything perfect.

EMPOWERED EMPLOYEES

Tami Barnes, CSR

Mrs. Maines called in to say what a wonderful job Tami did with her inquiry. She is a Saddlebrooke customer who said Tami did such a great job explaining what is happening to her services.

ENGAGED CUSTOMERS

Ginny Gatlin, CSR

Customer wanted to let us know what a pleasure it was to speak to Ginny. She said that Ginny was very nice, sweet and a real pleasure to talk to. Ginny made her feel very good and she really appreciated the excellent customer service.

NEIGHBORS OF OUR ENVIRONMENT

Eric, Tucson

Customer called to thank Eric for doing the "Going Green" presentation at our support staff in-service event. He did a wonderful job and we really appreciated him spending his morning with us.

How to Lose 600 Pounds in 6 Weeks!

Good health plays a huge part in the safety of all our operations. That's why Safety Manager Susan Cole decided to implement a new health and wellness challenge for employees. Six weeks into the competition and WM employees have already lost more than 600 pounds all together.

Here's how it works. The program is based on three simple concepts—average weekly exercise minutes, total weight loss, and "Nutrisum Points", which mandate the diet requirements. Each of the following is worth one Nutrisum point:

- 1.) Eat breakfast within two hours of waking up.
- 2.) Eat at least 3 servings of whole grains.
- 2.) Eat a minimum of 5 produce servings (at least 3 should be veggies)
- 4.) Drink 5 glasses of water a day.
- 5.) Avoid eating after dinner for 2 hours before bed.

Teams were formed at several WM sites. Each participant keeps track of his or her daily weight, exercise minutes, and Nutrisum points, and turns it into a Team Captain every week.



Fruits and veggies are vital to any good diet

"Good health isn't about fad diets or starvation," said Safety Manager Susan Cole. "It's about forming good habits, breaking the bad ones, and finding the willpower to stick to those healthy decisions."

The team and individual that lose the most weight in 13 weeks will receive the grand prize. There are also random weekly prize drawings for all participants. For more info, email SCole2@wm.com.

Stephen Morales, Operator of the Year

Sky Harbor veteran Stephen Morales competed in a company-wide operations contest and took home the coveted "Operator Finalist of the Year" award for the Western Group. He competed against five other operators. All participants were



Stephen is congratulated by WM President Larry O'Donnell

nominated by their managers and peers based on their day-to-day job performances. The competitors traveled to Houston for the event. The winner was determined based on safety records, attendance, employment longevity, and goal-setting, among other factors. Stephen says his top priority is safety. "My number one goal is to leave work the same way I came to work," he said. "Safety is key—we are always paying attention to our surroundings to make sure mistakes are not made."

Stephen won a WM watch, an engraved bulldozer plaque, and plenty of accolades.

IN THE COMMUNITY...

Take Your Kid To Work Day

The families were out in full force during this year's Take Your Kid To Work Day at Elwood. Kids of all ages enjoyed arts and crafts, Cycler the Robot, cotton candy, and a pizza party.



Sahuarita Speed

Tucson is on "track" as one of the premier sponsors of the inaugural season of Sahuarita Speed University. This is a track and field club that provides top-notch instruction for kids in the Sahuarita area.

The club help kids stay active, particularly during the summer. Waste Management provided funds to help pay for uniforms, equipment, transportation, and training aids for the kids.

Track meet winners Jazzlyn Beam & Tylor Tang sport the WM logo.



Yavapai Ugly Bath Contest

You've probably seen stories about the Ugly Dog Contests, but Yavapai employees took part in a contest that's much more functional. The Ugly Bath Contest was a competition for people in the Prescott area who were struggling with challenging bathroom décor. Several local businesses came together to offer a great prize package and there were more than fifty entries. The winning *worst* bathroom belonged to a Prescott Valley couple that fosters kids. Their



The Winner!

bathroom got a complete make-over—new paint, new floors, new equipment, and roll-off services to get rid of the "ugly" debris (courtesy of Waste Management). The contest got tons of great local press and is a fantastic example of how WM employees are helping out in the community.

Who's The Boss?

It pays big to give great customer service! Seven WM employees learned that first-hand when they found out they'd won tickets for them and a guest to see Bruce Springsteen live in concert. The winners rocked out to classic tunes by The Boss, and even got to go backstage, where they spent some time with E Street Band drummer (and Late Night with Conan O'Brien veteran) Max Weinberg.

WINNERS:

Norm Marley
Mindi Gottman
Dale Earl
Robert Sobol
Mike Pierce
Brandon Grieser
Ken Kaladas

The gang poses before the show starts.



Durango Bear-Proof

Bears get hungry too, and WM containers in Durango, CO are often on the dinner menu! That's why WM was asked to devise "bear-proof" containers to try to keep the giant animals from stealing any more scraps. Students at Sunnyside Elementary put on their sock-paws to test out the new gear.



The kids do their best "bear" impressions.