

RIVIERA BEACH, FLORIDA

Solid Waste Services

RFP 1011-21-1

May 14, 2021 at 3:00 p.m. EST

SUBMITTED BY

Waste Management Inc. of Florida

A Partner to Your Community

CONTACT

Ellen Smith, Government Affairs

(561) 312-0000

esmith13@wm.com

ORIGINAL



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Waste Management is your partner for environmental service and solutions whose people **go above and beyond** to **serve and solve** every challenge **the right way**.

Data contained in this proposal represents the most recently published information for Waste Management's wholly owned operations, unless otherwise indicated.



TAB 1 | COVER/TRANSMITTAL LETTER

Waste Management Inc. of Florida
1800 N. Military Trail
Boca Raton, FL 33431

May 14, 2021

City of Riviera Beach
600 West Blue Heron Boulevard,
Suite #140,
Riviera Beach, FL 33404

Attention: Althea Pemsel, MS, CPSM, Director of Procurement
Re: RFP 1011-21-1: Solid Waste and Recycling Collection Service

Dear Ms. Pemsel:

Waste Management Inc. of Florida (Waste Management) is pleased to response to the City of Riviera Beach's RFP 1011-21-1 for Solid Waste Collection Services.

As your tested, trusted and proven solid waste hauling partner for nearly 10 years, our team has developed a strong working relationship with your staff.

Waste Management has proven to be your reliable partner. We propose to continue to provide Riviera Beach with safe, efficient and dependable service. After reviewing our response, we hope the City finds:

- We are the right partner to continue to serve Riviera Beach.
- We have the experience, capability and familiarity to exceed every requirement in the RFP scope of work.
- We have the correct amount of resources dedicated to serving the City.
- This response increases your current level of service.
- We are committed to local participation, diversity and community collaboration.
- We lead the local waste collection industry in safety, technology, environmental stewardship and clean fuel.

During this Global pandemic, our workers, essential workers, showed up every day in Riviera Beach. We kept our wheels turning, working on your streets collecting waste.

We hope you will agree to continue our partnership. We want to assist to keep Riviera Beach "The Best Waterfront City in Which to Live, Work and Play."

Sincerely,

David Myhan | President | Waste Management Inc. of Florida



TAB 2 | COMPANY OVERVIEW

Qualifications and Experience of Firm

Identify size of firm including management and key personnel who will be involved in decision making and the representative duly authorized to sign on behalf of the Proposer.

About Waste Management

Waste Management, based in Houston, Texas, is the leading provider of comprehensive waste management environmental services in North America. Through its subsidiaries, the company provides collection, transfer, disposal services, and recycling and resource recovery. It is also a leading developer, operator, and owner of landfill gas-to-energy facilities in the United States. The company's customers include residential, commercial, industrial, and municipal customers throughout North America. To learn more information about Waste Management, visit www.wm.com or www.thinkgreen.com.

Waste Management Philosophy

Our mission is to maximize resource value while minimizing impact to further both economic and environmental sustainability for all our stakeholders.

At the core of everything we do is our firm commitment to adhering to ethical business standards and practices - doing what is right in everything we do, every day. We have been recognized for our ethical business practices by many organizations, including Fortune Magazine, the Wildlife Habitat Council, and the Dow Jones Sustainability Indexes. These honors reflect our commitment to our employees who strive to take care of our customers, communities, shareholders, environment, and each other. We believe our employees are our greatest assets. If we take care of them, they'll take care of our customers, our communities, our shareholders, our environment and each other.




Size of Firm: For 50 years, Waste Management's Vast Network of operations allows the company to offer a full range of environmental services to approximately 25 million residential and 3 million commercial customers.

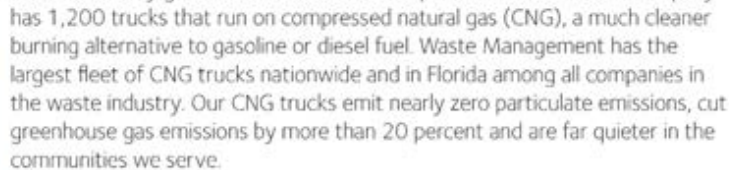
Statewide, Waste Management is leading the way in:

Compressed Natural Gas (CNG) Fleet and Fueling Stations

Waste Management not only works to pick up today's trash and recycling, but is helping to build a more environmentally sound and sustainable future as well. To help meet a company's wide sustainability goals as well as to reduce air pollution in Florida, the company



has 1,200 trucks that run on compressed natural gas (CNG), a much cleaner burning alternative to gasoline or diesel fuel. Waste Management has the



financed and constructed additional CNG fueling stations in 15 other Florida cities to fuel its fleet. To date, Waste Management has invested more than \$300 million in CNG trucks and fueling stations in Florida alone.

Waste Management has been providing

Waste Management's *Delta Riviera* facility is in

By choosing to continue our partnership, Riviera Beach will continue to benefit from the multiple assets in

Our high quality service at a fair price, experienced staff, investments in technology, plus the use of

Seasonal and bedroom communities such as Delray Beach, Pompano Beach, Juno Beach, Jupiter, Palm

safe service from Waste Management. Many of the local governments served by Waste Management of Palm Beach have been customers for over a decade or more.

Size of Firm: Within Palm Beach County, our Palm Beach district operates over 200 collection routes with over 199 employees serving 19 local governments.

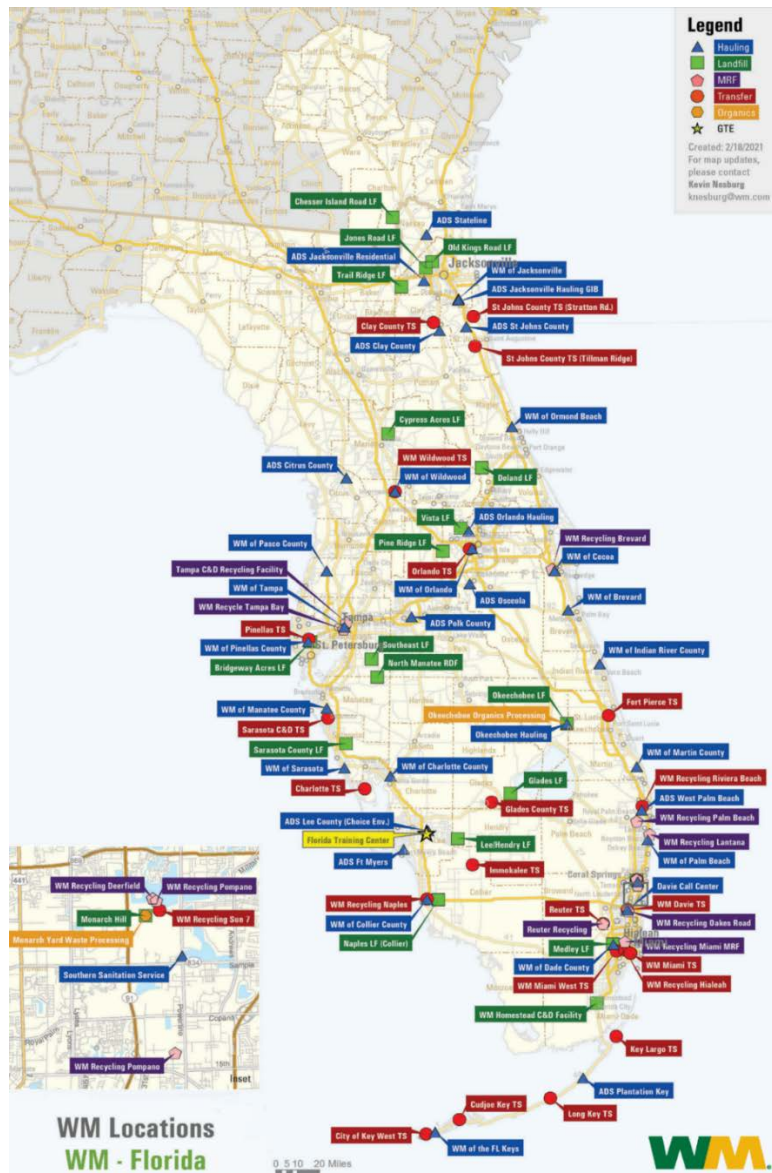


Figure 1 Waste Management Asset Map

Waste Management's Leadership Team Making Decisions for Riviera Beach:

- David Myhan, Vice President of Waste Management of Florida, authorized to sign for WMIF
- Ronald Kaplan, Senior General Counsel and Corporate Secretary
- Jack Conners, South Florida Collection Operation Manager

- Fred Harmon, Waste Management Palm Beach Senior District Manager, managing day to day operation for Riviera.
- Ellen Smith, Waste Management of Palm Beach Public Sector Solutions Representative

Our Riviera Beach Service Team is introduced in Tab 3.

Identify the Proposer's Representative. This will be the ONLY person to receive communication from the City regarding this RFP.

Ellen Smith, Public Affairs Manager, Waste Management Inc. of Florida

651 Industrial Way, Boynton Beach, FL 33426

Phone: (561) 312-0000 | Email: esmith13@wm.com

Physical and mailing address; website; and primary telephone

Waste Management Inc. of Florida

WM Palm Beach Hauling District

651 Industrial Way

Boynton Beach, FL 33426-8704

(561) 547-4000

www.wm.

Number of years in business:

Waste Management Inc. of Florida is a corporation organized under the laws of the State of Florida filed on March 30, 1964. Waste Management of Palm Beach has been serving Palm Beach County with residential and commercial collection services since 1964.

Document whether or not your company is a Minority or Woman owned Business

Waste Management Inc. of Florida is neither a Minority nor Woman owned business.

Waste Management is proud of its Minority and Women owned businesses partners, many of which are included in the proposal as team members to serve Riviera Beach. In the response, we have made a commitment to grow our local and SMWBE team during the life of this agreement.

At the national level, Waste Management articulated its commitment to diversity through its Supplier Diversity Program. It is our privilege, policy, and practice to actively seek diversified suppliers. Through our Supplier Diversity Program, we cultivate relationships with businesses that are at least 51% owned by minorities, women, and/or service-disabled veterans capable of providing commodities and services at competitive prices.

Our goal is to have 10% growth in annual spend with diverse suppliers through 2038. The two main agencies we use to impact our diversity spend is the Women's Business Enterprise National Council (WBENC) and the Minority Supplier Development Council (MSDC).

An executive summary, outlining a brief history of your firm including years of experience with projects of similar scope and other pertinent information to demonstrate proposer capacity to perform the work identified in RFP scope of work. Licenses, resumes, and other pertinent information shall be submitted.

For over 40 years, Waste Management has provided curbside solid waste collection services programs in Palm Beach County identical to the program utilized by Riviera Beach. We are licensed by the Solid Waste Authority as a hauler and we operate licensed recycling facilities.

As your current service provider, we have the capacity to perform the entire scope of work. Within Palm Beach County, **our Palm Beach district operates over 200 collection routes, 170 trucks, and over 199 employees**. Because we work in adjacent counties, Waste Management has a deep bench with trucks and employees and strategically placed resources to provide back-up when you need it most. Waste Management of Hobe Sound serves as additional resource if needed. Additionally, Waste Management of Palm Beach is backed by the resources of Waste Management Inc. of Florida. We are a local company with global resources.

Please see the end of this section for our license.

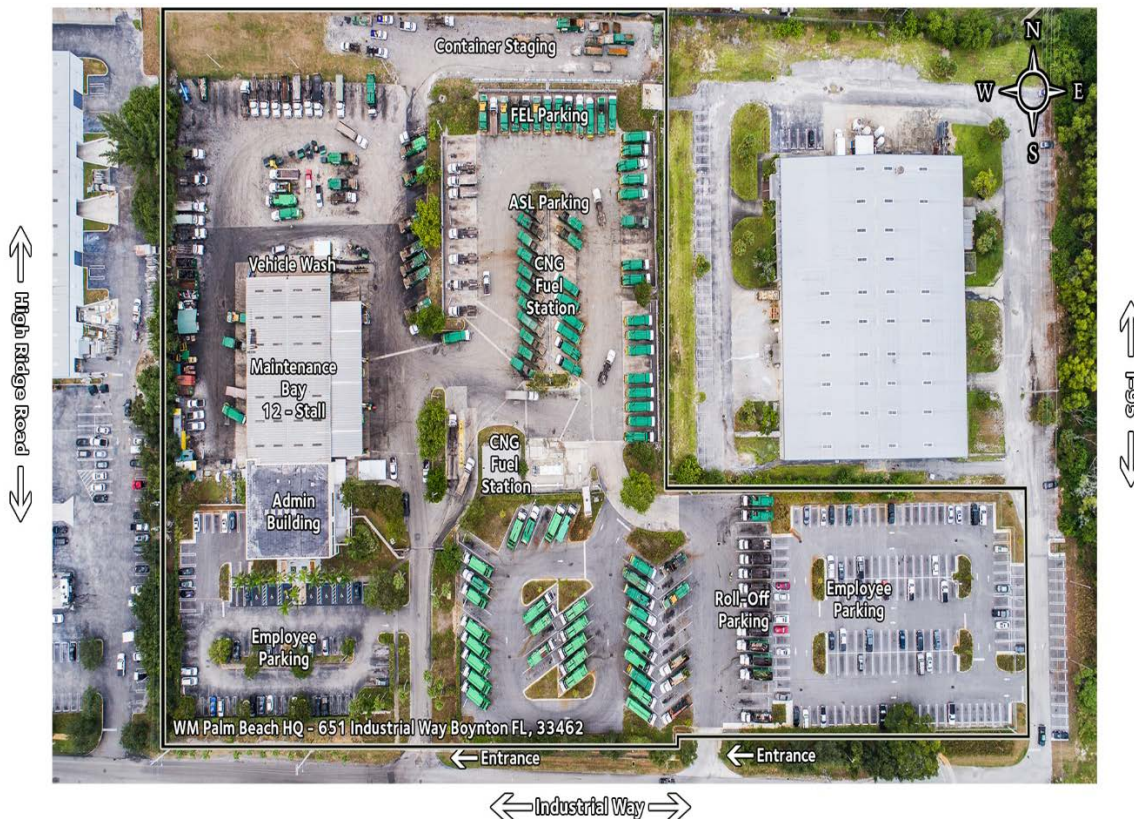


Figure 2 WM of Palm Beach, 651 Industrial Way, Boynton Beach, FL

Our 12-bay maintenance facility is open virtually 24-7 to keep our wheels turning efficiently. Our 19 technicians are skilled in diesel and CNG maintenance. Our rigorous maintenance interval schedules assure an efficient and ready fleet. We are renowned for our industry-leading safety record and continued investments that put our customers first.



Figure 3 Award Winning Maintenance Bay



September 18, 2020

Waste Management of Palm Beach
c/o Fred Harmon Jr.
651 Industrial Way
Boynton Beach, FL 33426

Dear Fred Harmon Jr.,

Please be advised that review of your recent permit application to provide Solid Waste Collection & Disposal Services (Rule IV, V & VI) within unincorporated Palm Beach County has been completed. Based upon our review, your permit has been approved and you may continue to provide Solid Waste Collection & Disposal Services effective October 1, 2020.

Your permit will be valid through September 30, 2021 and you will be notified approximately one month prior to submit your annual \$1,200 fee should you wish to continue providing permitted collection services.

Please feel free to contact me directly at 561-697-2700, ext 4716 if you require additional information.

Sincerely,

Paul Gonsalves
Field Service Manager
Customer Information Services

Like the City of Riviera Beach, We are Proud of Our History.

We are continually improving service for our customers, Waste Management focuses on innovation and our people. Recent value added initiatives include:

- Expanding local recycling options for reuse of vegetation and man -made materials
- Increased use of automated collection to protect our workers
- \$10 million local investment in Clean (Compressed Natural Gas) Fueling Station and the specialized technicians to work on CNG trucks
- Investment in technology such as Smart Trucks with streaming video to verify service
- In-house and third-party customer quality assurance reporting
- Real time GPS to know where trucks are and when routes are completed
- Digitalization such as on-route tablets for drivers
- CLEAN program technology and administrative staff
- Our own driver training facility.

We are specialists in **FULLY Automated Cart collection** to increase efficiency and our drivers' safety. This is a higher value level of service than semi-automated cart collection. Riviera Beach currently uses **FULLY Automated Cart collection**.

Currently, Waste Management of Palm Beach serves 19 municipalities and a Solid Waste Authority district with the same services as required under this RFP: curbside residential collection of containerized solid waste, curbside collection of dual stream recycling, curbside collection of unlimited vegetation, commercial collection and roll-off services. We serve over 100,000 Palm Beach County curbside units.

Past projects – utilizing a matrix format (column and rows), list at least five municipalities that demonstrate Proposer's experience and capacity to perform the scope of services identified as required in the RFP. At a minimum, include project location, community demographics, client name, date started and completed, and required vs actual MBE participation achieved.

Location	Fully-Automated Curbside Collection	Dual-Stream Recycling Collection	Curbside Vegetation and Bulk	Commercial Services	Roll-Off Services	Demographics	Date Started	Date Completed	Required vs. Actual MBE
	2 x week	1 x week	1 x week	1 x per week/ as needed	upon demand 24 hours	residential customers			
Cloud Lake	x	x	unlimited	x	x	62	2007	current customer	no requirement
Delray Beach	x	x	unlimited	x	x	35053	2016	current customer	no requirement
Gulf Stream	x	x	unlimited	x	x	681	2008	current customer	no requirement
Highland Beach	x	x	unlimited	x	x	4137	2011	current customer	no requirement
Hypoluxo	x	x	unlimited	x	x	2059	2006	current customer	no requirement
Juno Beach	x	x	unlimited	x	x	3148	2010	current customer	no requirement
Jupiter	x	x	unlimited	x	x	29507	2009	current customer	no requirement
Jupiter Inlet Colony	x	x	unlimited	x	x	233	2006	current customer	no requirement
Lake Clarke Shores	x	x	unlimited	x	x	1496	2008	current customer	no requirement
Lake Worth Beach					exclusive roll- off	16887	2019	current customer	no requirement
Mangonia Park	x	x	unlimited	x	x	741	2010	current customer	no requirement
Westlake	x	x	limited	x	x	660	2020	current customer	20%/ 22%
Palm Beach County SWA	x	x	limited	x	x	60930	1970- 2013; 2013- 2019; 2020	current customer	20% / 22%
Palm Beach Gardens	x	x	unlimited	x	x	28767	2010	current customer	no requirement
Palm Beach Shores	x	x	unlimited	x	exclusive roll- off	1271	2011	current customer	no requirement
Pompano Beach	x	x	unlimited	x	x	23,000	1996	current customer	no requirement
Riviera Beach	x	x	unlimited	x	exclusive roll- off	17306	2011	current customer	10 % goal/ 8% - 11 % range
South Bay	x	x	unlimited	x	x	1023	2016	current customer	no requirement
South Palm Beach	x	x	unlimited	x	x	1834	2010	current customer	no requirement

THE LONGEVITY OF OUR CUSTOMERS IS TESTIMONY TO OUR EXCELLENT SERVICE AND WORKING RELATIONSHIPS.

Figure 4 Experience and Capacity Matrix

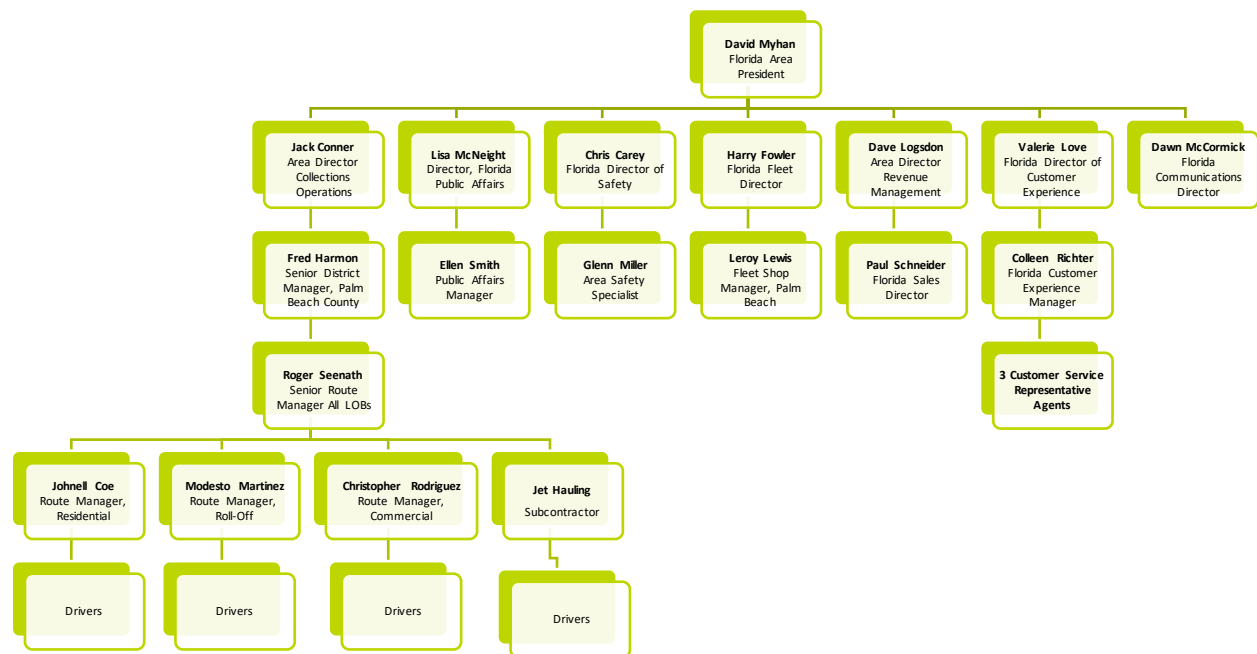


TAB 3 | ORGANIZATIONAL PROFILE

Experience and Qualifications of the Project Team

Project Team

An organizational chart indicating the roles and responsibilities for the key personnel, including sub-contractors, proposed for the services;



For each individual, please provide a brief resume containing years of service with the firm, education, licenses, and a brief description of completed projects similar to that contemplated herein and any other pertinent information shall be included for each team member.

Introducing our Riviera Beach Service Team

At Waste Management, we believe that developing a strong relationship with you and your community is important to our long-term partnership. Our priority is to thoroughly understand our customers' program goals and service expectations – we listen first and act second. Through on and off the street research, our conversations with you, and this RFP process, we have developed substantial insight into your expectations for your program.

Appreciating our customers' unique needs allows us to customize services and program offerings. We will work with you, your community, and internally, as your Waste Management Riviera Beach service team, to implement and execute collection services that align with all of your requirements and expectations. The longevity of our staff, drivers, and route managers contribute to the gold-standard service Riviera Beach deserves.

Your local Riviera Beach service team brings a diversity of backgrounds, skillsets, and job responsibilities. However, we all connect back to a common denominator, you - our customer.

District Manager Fred Harmon is responsible for all operations in southern Palm Beach County. Mr. Harmon, a 25 year veteran of the waste industry, is responsible for the hiring of all district employees and making sure that they have received the required training.

Johnell Coe reports directly to District Manager Fred Harmon.

Riviera Beach Essential Service Team

Resumes and experience of our team members are in the following section.

Operations



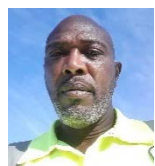
Fred Harmon, Senior District Manager



Roger Seenath, Senior District Route Manager



Christopher Rodriguez, Senior Commercial Route Manager



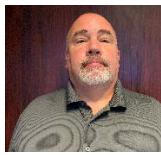
Johnell Coe, Riviera Residential Route Manager-



Modesto Martinez, Riviera Roll-Off Route Manager



Leroy Lewis, Fleet Manager



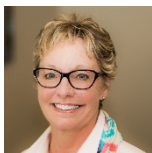
Patrick Feehan, Route Manager

Jet Waste- vegetation collection supervised by Route Manger Patrick Feehan.

Customer Experience



Valerie Love, Florida Area Customer Experience Director



Colleen Richter, Manager of Customer Experience

Public Sector Services



Ellen Smith, Public Affairs Manager

We are proud to introduce some of our Riviera Beach drivers on the following page.

152 YEARS

of **EXPERIENCE** to our Valued Customers in the
CITY OF RIVIERA BEACH



Waste Management

is pleased to be the
longtime environmental
services provider for
Riviera Beach.

Together,
Route
Manager

Johnell Coe

and our
10 Riviera
Beach
drivers

have an average tenure
of 15 years with Waste
Management for a total of
152 years of experience
providing safe, reliable
and friendly service to
our valued Riviera Beach
customers.



Johnell Coe
Route Manager
5 years



Evens Aubin
2 years



James Butler
30 years



Harvey Cobb
24 years



Fernando Coleman
7 years



Keith North
8 years



Margarito Saenz
27 years



Jean Salomon
14 years



Joseph Simmons
4 years



Cleamon Walker
28 years



Greer Wright
3 years



Team Biographies and Riviera Beach Responsibilities

Team members' names highlighted in **bold** are the Riviera Beach Essential Service Team:

David Myhan, Florida Area Vice President, Waste Management Inc. of Florida

1800 N. Military Trail – Boca Raton, FL 33431

Phone: (601) 861-0003 | Email: dmyhan@wm.com

Assignment on City's Project: Senior Leadership Team

Years of Experience: 27 years with Waste Management, 27 years total industry experience

Education: University of North Alabama, (BA)

Duties and Responsibilities, Summary of Professional Training and Experience: In his position as President of Waste Management Inc. of Florida (WMIF), Mr. Myhan oversees the operations of Waste Management's Florida Area and its 4,960 team members, which consists of the following operations: 32 collection sites, 18 landfills, 23 transfer stations, three material recovery facilities, four construction and demolition recycling centers, and two certified Wildlife Habitat Council sites.

Mr. Myhan has strategic, financial, and operation responsibilities for the overall businesses for WMIF franchised and open market sectors. He has been with Waste Management for 27 years in various positions in sales and general management in FL, LA, AL, MS, TX, AR, and OK.

Jack Conner, Director of Collections Operations – South Florida, Waste Management Inc. of Florida

1800 N Military Trail – Boca Raton, FL 33431

Phone: (954) 557-2325 | Email: jconner@wm.com

Assignment on City's Project: Senior Leadership Team; Manager South Florida Collection Operations

Years of Experience: 17 years with Waste Management, 17 years total industry experience

Education: Centenary College of Louisiana, (BS) Business Administration, Economics

Summary of Professional Training and Experience: Mr. Conner has been actively involved in providing exceptional service to our South Florida customers for the past five years in Palm Beach, Broward, Dade and Monroe counties. He has served as the Senior District Manager for Palm Beach County and been actively involved in providing service to Palm Beach County Solid Waste Authority, Wellington, Delray, Riviera Beach, Palm Beach Gardens, Juno Beach and multiple other Palm Beach County municipalities. Mr. Conner spent seven years as the Director of Operations in New York, Western Pennsylvania and West Virginia.

Other Relevant Experience and Qualifications: Mr. Conner has 35 combined years of progressive leadership experience. His additional qualifications include audit compliance, project management, regulatory compliance and labor relations.

Dawn McCormick, Director Communications and Government Affairs, Waste Management Inc. of Florida

1800 N Military Trail – Boca Raton, FL 33431

Phone: (954) 226-9894 | Email: dmccormick@wm.com

Assignment on City's Project: Public Education

Years of Experience: 12 years with Waste Management, 12 years total industry experience

Education: Northwestern University, (BS) Journalism

Summary of Professional Training and Experience: Ms. McCormick is responsible for external and internal communications along with community relations activities for Waste Management Inc. of Florida, co-manages the company's Government Affairs activities in Tallahassee, and coordinates the company's Recycling Improvement initiatives in the state.

Other Relevant Experience and Qualifications: Ms. McCormick is Vice Chair of the National Waste & Recycling Association Florida Chapter, Board Member and Past Chair of the Florida Recycling Partnership, and Co-Chair of the Legislative Committee of Recycle Florida Today. She is also a member of Leadership Florida's Class XXXIV.

Ellen Smith, Public Affairs Manager, Waste Management Inc. of Florida

651 Industrial Way, Boynton Beach, FL 33426

Phone: (561) 312-0000 | Email: esmith13@wm.com

Assignment on City's Project: Public Sector Solutions, Contract Management, Public Affairs

Years of Experience: 8 years with Waste Management, 25 years managing complex public affairs toward positive outcomes.

Education: Stetson University, (BS) Political Science & University of Texas, (MPA) Urban Policy

Summary of Professional Training and Experience: Ms. Smith is a third generation native of Palm Beach County. Her career in government affairs spans over 40 years, serving as local government staff, and advising private and public-sector clients. She has been with Waste Management for 10 years as Public Affairs Manager, bringing environmental solutions to the public sector.

Other Relevant Experience and Qualifications: Ms. Smith is heavily involved in the local community, supporting the Boys and Girls Club, Junior Achievement, Grand Ma's Place, Youth Recreation Association of Riviera Beach, and many other community-serving organizations. She also serves as a Board Member of several Chambers of Commerce in Palm Beach County.

Fred Harmon, Senior District Manager, Waste Management of Palm Beach

Senior Staff for Riviera Beach

651 Industrial Way – Boynton Beach, FL 33426

Phone: (989) 293-4635 | Email: fharmon@wm.com

Assignment on City's Project: Director Supervisor of Route Managers and responsible for Day to Day Collection and Administrative Operations.

Years of Experience: 14 years with Waste Management, 22 years total industry experience

Education: Northern Kentucky University, (BS) Mathematics & Business Management/Marketing

Summary of Professional Training and Experience: Mr. Harmon began his career with Waste Management in 2007 where he excelled as a Route Manager in the Ohio Area and was promoted to various leadership positions, eventually serving as the Senior District Manager of the Northern Michigan and Southern/Central Ohio Areas. In 2019, Fred was transferred to Waste Management of Palm Beach County as the Senior District Manager. He currently leads one of the ten largest hauling companies within the corporation, with 250 employees, and supports his team's efforts to provide excellent Customer Satisfaction and maintain a focus on a strong Safety Culture. Mr. Harmon directly oversees providing exceptional service to contracts including Palm Beach County Solid Waste Authority, Wellington, Delray, Riviera Beach, Palm Beach Gardens, Mangonia Park, Golf, Gulfstream, Jupiter and multiple other Palm Beach County municipalities.

Other Relevant Experience and Qualifications: Mr. Harmon was the recipient of the Grievous Scholarship for Academic Performance at Northern Kentucky University. He has been featured in the DDI Manager Success Stories and was one of only 12 leaders selected in the 2017/2018 Waste Management Leadership Forum.

Senior Staff for Riviera Beach

Roger Seenath, Senior District Route Manager, Waste Management of Palm Beach

651 Industrial Way, Boynton Beach, FL 33426

Phone: (561) 718-4825 | Email: rseenath@wm.com

Assignment on City's Project: Supervisor of all Route Managers, Provides Quality Assurance

Years of Experience: 16 years with Waste Management, 16 years total industry experience

Education: Miami Dade Community College, (AA) Liberal Arts

Summary of Professional Training and Experience: Mr. Seenath has been employed by Waste Management for 16 years. During that time, he has served in several different roles, from Customer Service Management, to Sales Management, and currently in Operations. He is responsible for managing the daily operations in all aspects at our Boynton Beach Facility. Prior to his Senior Leadership Role in his district, he managed all lines of business including Residential, Commercial and Roll-off services.

Other Relevant Experience and Qualifications: Mr. Seenath has extensive knowledge of the Palm Beach County areas and has been trained in all aspects of safety. His time in leadership positions has provided him with valuable experience in mentoring and coaching team members.

Johnell Coe: Residential Route Manager for Riviera Beach

651 Industrial Way, Boynton Beach, FL 33426

Assignment on City's Project: Riviera Route Manager, Direct Supervisor of Residential Drivers. Responsible for on time and complete collection.

Years of Experience: 2.5 years with Waste Management, 2.5 total years industry experience

Education: Highschool Diploma

Summary of Professional Training and Experience: Johnell Coe rapidly worked his way up in the Waste Management family. He began as a driver then was promoted to supervise vegetation collection. He now supervises the day-to-day operations of the residential drivers. He has attended the Waste Management driver training center and has his CDL. Johnell, a local resident, is well-versed in the Riviera Beach contract and is known "to ride the streets at night to make sure the job is done right." Johnell is assisted by the Operations Group, which includes a maintenance shop, operation specialist, dispatcher, customer service representatives and on-site driver trainers.

■ Modesto Martinez, Roll-Off Route Manager for Riviera Beach

651 Industrial Way, Boynton Beach, FL 33426

Phone: (954) 275-1451 | Email: mmari65@wm.com

Assignment on City's Project: Direct Supervisor for Roll Off Collections, Responsible for on time and complete collection.

Years of Experience: 26 years with Waste Management, 26 years total industry experience

Education: Edison Community College, EMT Certificate

Summary of Professional Training and Experience: Mr. Martinez first joined Waste Management in 1995. He has held various positions during his 25-year career including driver, dispatcher and operations manager. In his current role as Route Manager, he oversees the Roll-Off line of business at Waste Management of Palm Beach.

Other Relevant Experience and Qualifications: In addition to Mr. Modesto's valuable industry experience, he also has been trained and certified as an Emergency Medical Technician (EMT).

■ Christopher Rodriguez, Senior Commercial Route Manager, Waste Management of Palm Beach

651 Industrial Way, Boynton Beach, FL 33426

Phone: (772) 200-9122 | Email: crodri33@wm.com

Assignment on City's Project: Direct Supervisor for Commercial Collections, Responsible for on time and complete collection.

Years of Experience: 5 years with Waste Management, 5 years total industry experience **Education:** Adrian College, (AA) Liberal Arts

Summary of Professional Training and Experience: Mr. Rodriguez has been with Waste Management for 5 years in various roles of the operational lines of business in the Martin county and Palm Beach County areas. He began his career as a Driver, eventually moving into the role of Route Manager for the residential line of business in Palm Beach Gardens. In 2019, he transferred to our WM of Palm Beach location where he transitioned into the role of Commercial Route Manager. Mr.

Rodriguez's team proudly services the areas of Wellington, Boca Raton, Delray Beach, Lantana, West Palm Beach, Riviera Beach, Palm Beach Gardens, South Bay, and Pahokee.

Other Relevant Experience and Qualifications: Mr. Rodriguez's experience as a Driver and a Route Manager in heavily populated cities has given him the tools to lead a team that provides efficient and reliable service to customers.

Patrick Feehan, Route Manager

651 Industrial Way, Boynton Beach, FL 33426

(561) 701-0044

Years of Experience: Patrick Feehan has been in the waste industry for 24 years and with Waste Management for 3 years.

Summary of Professional Training and Experience: He is assigned to Riviera Beach as a fill-in Route Manager for all lines of business. Patrick recently relocated from Michigan to assist operations.

Education: BA Bowling Green State

Licenses: Class A Operator Permit

Leroy Lewis, Fleet Manager, Waste Management Inc. of Florida

651 Industrial Way, Boynton Beach, FL 33426

Phone: (561) 722-1080 | Email: llewis6@wm.com

Assignment on City's Project: Fleet Maintenance Manager

Years of Experience: 23 years with Waste Management, 23 years total industry experience

Education: Broward College, (AA) Liberal Arts

Summary of Professional Training and Experience: Mr. Lewis began his career with Waste Management in 1998 as a Driver. He has held various management roles since that time, including Commercial and Residential Route Manager, Site Manager in Okeechobee, Area Driver Trainer and Senior Route Manager in Palm Beach County. In 2020, Mr. Lewis transitioned into role as Fleet Manager for Waste Management of Palm Beach County.

Other Relevant Experience and Qualifications: Mr. Lewis has Area Leadership experience that includes managing major accounts in both Okeechobee and Palm Beach Counties. He has been trained in all aspects of Safety and has valuable experience in mentoring and coaching team members. Mr. Lewis also served in the U.S. Army for 8 years.

Valerie Love, Florida Area Customer Experience Director, Waste Management Inc. of Florida

1800 N Military Trail – Boca Raton, FL 33431

Phone: (602) 906-7175 | Email: vlove@wm.com

Assignment on City's Project: Customer Care Director

Years of Experience: 14 years with Waste Management, 14 years total industry experience

Education: Miller Hawkins Business College, (BS) Business Administration

Summary of Professional Training and Experience: Ms. Love is responsible for managing the call centers across the Florida area. Her main priorities include ensuring the Florida knowledgebase is accurately updated regularly with area changes, monitoring call volumes, and customer surveys. Ms. Love oversees proactive communication to customers and works with supervisors to ensure agents are delivering a superior customer service experience with a one-call resolution.

Other Relevant Experience and Qualifications: Ms. Love's expertise and leadership has driven top customer satisfaction scores in the Florida Area. She is a Circle of Excellence winner and has also received a Professional Leadership Award.

Colleen Richter, Manager of Customer Experience – Florida Area, Waste Management Inc. of Florida

2830 College Avenue, Davie, FL 33317

Phone: (954) 615-4101 | Email: crichter@wm.com

Assignment on City's Project: Responsible for Commercial Customer Satisfaction

Years of Experience: 5 years with Waste Management, 16 years total industry experience

Education: Northwood University, (BA) Business Administration

Summary of Professional Training and Experience: Ms. Richter has been a valued member of the Waste Management team for over 16 years in various. Her experience includes Customer Service and QCC (retention) management, and Sales and Customer Service management. In her current role as a Manager of Customer Experience she oversees the Florida-dedicated Sales Support and Builder's Direct Desk teams.

Other Relevant Experience and Qualifications: In addition to her extensive Customer Experience knowledge, Ms. Richter also holds a Florida Real Estate Broker license.

Vegetation and Bulk Waste Collection Contractor Jet Waste

Jet Waste, located in Wellington, FL, is Waste Management's premier contractor in Palm Beach County for vegetation and bulky waste collection by clamshell trucks. Jet is a small, local business headquartered in Wellington. The company has extensive knowledge of the area, currently serving local cities including Wellington, Palm Beach Gardens, North Miami Beach, Lauderhill, Plantation, Davie, Margate, Parkland, Port Charlotte, Venice and Haverhill. The company has seven dedicated drivers, one route manager and one supervisor for Riviera Beach.

Please see the following resumes for Jet Waste's President John Pata and Operational Manager E.J. Rodriguez, who have a combined 66 years of experience in the waste industry.

John Pata, President, Jet Waste

3140 Fairlane Farms Road, Wellington, FL 33414

Years of Experience: 16 years with Jet Waste, 50 years total industry experience

Summary of Professional Training and Experience: Mr. Pata is the President of Jet Waste, which was established in 2005. He has knowledgeable ties in the trucking and waste hauling industries, working, building, and growing in the industry since the 1970s. He has worked in the industry in all facets and positions including marketing, collection, operations, maintenance, finance, management, and logistics.

Other Relevant Experience and Qualifications: Mr. Pata regularly participates in continuing education on topics related to the waste industry and DOT safety regulations.

E.J. Rodriguez, Partner, Jet Waste

3140 Fairlane Farms Road, Wellington, FL 33414

Years of Experience: 16 years with Jet Waste, 16 years total industry experience

Summary of Professional Training and Experience: Mr. Rodriguez is a partner of Jet Waste and has been with the company since its inception in 2005. He began his career with Jet Hauling as a Route Supervisor and has advanced through positions of increasing responsibility, now serving as Partner.

Other Relevant Experience and Qualifications: Mr. Rodriguez has extensive knowledge on all aspects of routing, logistics, management and DOT safety regulations.

Provide a matrix format of at least three municipalities and other private sector projects.

Florida Jurisdiction	No. of Curbside Units	FULLY Automated Collection	Commercial Cubic Yards / No. of Customers	Start / Completion Date
Wellington	17,000	Yes	5,700 tons/ 1,200	2011 / 2021
Pompano Beach	23,000	Yes	794,000/2,300	1996 / current
Palm Beach County Solid Waste Authority	39,558	Yes	234,000/3,200	1970's- current (various contracts)
City of Melbourne	28,000	Yes	109,395/1,901	2015-current
Delray Beach	20,296	Yes	482,000/1,270	2014-current

TAB 4 | APPROACH TO SCOPE OF WORK

The proposed firm's overall understanding of the scope of services, and an overview of proposed vision and ideas, methodology, transition plan, community outreach, and software.

Waste Management understands scope of services as required in this Request for Proposals. To clarify our response, we have listed exceptions to the RFP terms. These are included in Attachment 1. As the current service provider, we know what it takes to get the job done, safely and at a great value. We have dedicated the proper amount of resources and people to get the job done right. Our vision is to be more than a safe and reliable collector of waste and recycling but to be part of the Riviera Beach community.

Waste Management is proud of the level of service we provide to our customers. The benefits to your City for continuing to work with Waste Management are quantifiable and significant. The features of our implementation include:

Established and reliable collection services.

We already have the operational knowledge, vehicles, collection equipment, operations site, fueling station, processing facilities, account data, and systems in place to offer a risk- and disruption-free implementation.

Invaluable experience.

Our experienced drivers know every road and customer in your community, and our knowledgeable local staff is already well-versed in Riviera Beach contract terms and service offerings. Further, we leverage lessons learned to offer proven public education and outreach strategies for communicating available services, resources, and maximizing customer participation. The longevity of our drivers leaves little room for anything except excellent service.

Existing relationships that focus on effective communication.

Over the years, Waste Management staff members have worked hard to become a trusted community partner. Many times per day, we work with the **Riviera Sanitation Officer, Mr. Art Johnson**, to respond to any special request. We have built meaningful relationships with City staff, customers, and local groups and organizations. We will continue to collaborate with these partners to advance service offerings, problem solve, innovate, and support the vitality of the Riviera Beach community.

A commitment to continuous improvement.

We seek to continuously improve our services and offer the latest and greatest technologies and innovations in sustainability and integrated operational technology.

Dedicated environmentally-friendly equipment.

Our collection vehicles run on compressed natural gas (CNG), a much cleaner burning fuel than diesel. All of the WM front-line vehicles will be an average age of 5 years new. All of our spare vehicles are going to be in

Riviera Beach will continue to benefit from fully automated cart collection technology for the curbside collection of residential waste, a much higher quality service than semi-automated service. Our trucks are already equipped with the latest communication technology, tracking software, and maintenance telematics.

- ✓ World-renowned commercial support.

Service for the City of Riviera Beach

- ✓ Provision of containers and collection from City-owned buildings and for special events, as described in the proposed agreement.
- ✓ Multiple times daily communication with the City's Quality Assurance Officer to bridge between customers and drivers and make sure recovery is complete.
- ✓ Environmentally-friendly vehicles and sustainability-minded collection services.
- ✓ Collection of vacant lot debris and illegal dumping under the terms of this agreement.
- ✓ Proper disposal of residential recycling and municipal solid waste (MSW) at SWA facilities.
- ✓ Demonstrated commitment to the goals and values of the City of Riviera Beach.

Typical challenges: Our Riviera Beach Response

Waste Management has the assets and personnel available to help eliminate problems that typically arise in multifaceted municipal solid waste contracts. We will continue to foster on-going communication with the City's Quality Assurance Manager in order to solve issues quickly and efficiently.

Often claims of missed service is the result of late set-out of waste containers. The technology on Waste Management's trucks allows us to verify in real time confirmation of service. We have also demonstrated we are nimble enough to circle back at the end of the day to collect any waste still on the streets. With the assistance of the Riviera Quality Assurance Officer, Mr. Arthur Johnson, we are able to collect late "set outs."

To assist the City in providing and maintaining carts in good condition to residents, the City can call our local Customer Service Representatives for next day cart delivery. We have a staff member dedicated to cart deliveries. In this proposal, we proposed to deliver 2,000 new carts per year to the residents. Some of the current cart inventory is relatively young and it would not be the best option to disposal of the newer carts in the landfill. We propose to complete a cart inventory to determine where the need is to begin the cart replacement program. This way throughout the agreement, residents will get new WM branded carts as they carts age.

By continuing to use Waste Management as the exclusive roll-off service provider licensed in the City, Riviera Beach can rest assured that required fees are paid. We have worked and will continue to work with the Riviera Code Enforcement staff to ensure the exclusivity of our service.

We have provided the City with our value-added CLEAN Program to eliminate dumpster overages. The CLEAN program, helps keep litter in the dumpster.

Quarterly City-wide Clean-Up events will be paid for by the CLEAN program.

As far a residential overages in carts are concerned, Waste Management still urges that all garbage be placed in the cart. In this proposal, we will increase the level of service for curbside residents by offering a second cart for residents at a nominal charge, and we will reinvigorate our residential education for set-out times.

For gated communities, Sunday service will be available for multifamily accounts which have five (5) day per week collection service (M – S).

Explain the vision and ideas and community outreach

We view our relationship with the City of Riviera Beach as a mutually beneficial partnership, not just a contract. Our values align with those of the City, which is one of the reasons why our partnership has been so successful. The City's articulated values are

- Professionalism in ethics
- Excellence in Customer Service- Customer satisfaction ratings
- Integrity
- Diversity
- Respect for opinions
- Transparency
- Innovation

The section below demonstrates how Waste Management has invested in our people and our administrative structure to promote Riviera Beach's values as only a national company can.

Recognized as a Leader

At Waste Management, our daily actions and decisions are guided by a set of fundamental commitments and core values, including our commitment of achieving "Success with Integrity." This means holding ourselves and others to higher standards of accountability, honesty, ethics, and compliance.

Following are some of the recognitions we have received from esteemed organizations and publications for our commitment to sustainability, ethics, and diversity:

Sustainability and Community Stewardship



Although our operations serve customers throughout North America, we are very much a local company with a desire to be an integral and trusted partner for Riviera Beach. Our employees live, work, study, shop, and play in our service areas and we support programs and organizations that enhance the local environment, promote education, support businesses, and improve the livability of our communities. Waste Management's leadership in sustainability and stewardship has been recognized by:

"America's Most Responsible Companies": Newsweek Magazine, 2020

"A' List for Climate Change": Carbon Disclosure Project, 2016 to 2020

"Dow Jones Sustainability Index": Dow Jones, 14 of the past 17 years, including 2020

"Gold Sustainability Yearbook Award": S&P Global + SAM, 2020

"FTSE4Good Index": FTSE Russell, for strong Environmental, Social and Governance practices, 2011 to 2019

"Corporate Conservation Leadership Award": Wildlife Habitat Council, 2017

Ethics



Waste Management delivers service with honesty and integrity in everything we do. Our commitment to our employees, communities, and businesses is underpinned by our values. We lead by doing things the right way, every day. Recognitions we have received for ethical leadership include:

"World's Most Admired Companies": Fortune Magazine, 2019 to 2021

"100 Best Corporate Citizens": Corporate Responsibility Magazine, 2015 to 2020

"World's Most Ethical Companies": Ethisphere Institute, 2008 to 2017, 2020, 2021

Diversity and Inclusion



As a "People First" organization, we attract and retain top talent by making Waste Management a company for which our employees are proud to work. We believe that fostering mutual trust and respect is a cornerstone of being an inclusive and welcoming workplace. Our diversity and inclusion efforts are frequently praised, with recent accolades including:

"Corporate Equality Index": Human Rights Campaign – Score 90 for LGBTQ Equality and Inclusion, 2011-17, 2019 and 2020

"Top Employers": Professional Woman's Magazine, 2017 to 2020

"Best of the Best - Top Disability-Friendly Company": DIVERSEability Magazine, 2020

"Best of the Best Employer": Black EOE Journal, 2019 and 2020

"2020 Top Company for Women to Work For in Transportation": Women In Trucking, 2020

"Best of the Best, Best Employer": HISPANIC Network Magazine, 2019 and 2020

"Best Companies to Work for Millennials (Top 100)": Women's Choice Award, 2018 and 2019

Waste management has undertaken an offender rehiring program at the national level.

Expanding the Presence of Women in our Ranks

While the waste industry has traditionally been male-dominated, we are making significant strides to increase the representation of women. The percentage of women in professional, executive, and board positions at Waste Management currently approaches or exceeds industry averages, and we aspire to lead the industry in female representation at every level, as well as minority representation at middle management and senior leadership.

We are taking steps to address challenges to hiring women at other levels by actively seeking women to recruit, hire and develop. For example, we are a Gold Member of the Women in Trucking (WIT) Association, which works to encourage employment, promote accomplishments, and minimize obstacles faced by women in the trucking industry. Waste Management serves on WIT's board and works closely with the organization and other trucking industry participants to address recruitment.

40% of our Senior Leadership Team
22% of our Board of Directors
20% of our Officials & Managers
18% of our Workforce
are women.

As we have sharpened our focus on hiring both more women and millennials across our workforce, we were encouraged to receive the following recognitions in relation to our actions toward gender diversity:

- **“2020 Top Company for Women to Work for in Transportation” by WIT** - awarded to companies with cultures that foster gender diversity with competitive compensation and benefits, professional development opportunities, and career advancement opportunities.
- **“2020 Women on Boards”** - for having 20% or more corporate board seats held by women. As more roles incorporate technology and automation, we expect that those roles will increasingly attract women
- **“2020 Top Employer” by Professional Woman’s Magazine** - our fourth-straight year on the list; promotes the advancement of multicultural women in all aspects of business and employment for equal opportunity.
- **“2019 Best Companies to Work for Millennials” by Women’s Choice Award** - our second year in a row receiving the award. Criteria to earn a place on the list include female representation in the workforce, management and board, and are based on work-life balance benefits; paid time off and vacation days; professional development and support activities; and wellness benefits.



Ethics and Compliance: The Right Way is Our Way of Working

Whether you are selecting an architect, landscaper, or solid waste service provider, business ethics matter. Inquiring about and evaluating potential service providers’ ethical standards, policies, and safeguards is a crucial step in vendor selection.

As a service provider of any type or size, long-term success is highly dependent upon establishing and supporting clear ethical standards and strict compliance with applicable laws, regulations, and best practices. Businesses rooted in ethical behavior are more successful, attract and retain the most talented employees, and build trust among their customer base and within the communities they operate.

At Waste Management, our leadership team has established a culture grounded in ethical practices and behaviors. At all levels, our managers guide employees to understand the ethical implications of their day-to-day choices and lead them to decisions that are beneficial to our employees, our customers, and the communities we serve.

Committed to Remaining Part of the Non- Profit Community

The Current agreement sets aside funds for Community Benefits for Riviera Beach non-profits that further the City's vision of being the best Waterfront City in which to live, work, and play and its values of professionalism, ethics, transparency, and innovation. Our staff is local and we align with the City's vision and values. We remain dedicated to Riviera Beach and it is our vision to be part of the community.

In addition to the non-profits organizations assisted by the required Community Benefits fund required in the current agreement, Waste Management, through the course of the current agreement, has provided additional support to the organizations listed below.

- Valley of Love Outreach
- Boys and Girls Club
- Bethune Elementary School
- Panthers Basketball
- J Ministries
- Police Cadet Summer Uniforms
- Palm Beach County Homeless coalition
- Junior Achievement
- Riviera Beach Movie Night
- Riviera Beach MLK parades
- Suncoast Community Foundation
- Suncoast Football Team
- Riviera Community Trash Warriors
- Keep Palm Beach County Beautiful Coastal Clean Ups
- Lake Worth Lagoon Keepers
- Habitat for Humanity
- Monroe Heights Community Events
- Youth Recreation Association
- Mothers Against Murderers
- Back to School Backpack Partner @ Headliners
- Support for Feeding Operations
- Riviera Beach Hurricane Supply Drive



Figure 5 Riviera Beach Boys and Girls Club



Figure 6 International Coastal Cleanup



Figure 7 Back To School Backpack Event

We have shown unquestionable support to the people of Riviera Beach and propose to continue to show this

support in the next service agreement. Letters of support from some of our community partners are included within the following pages.

Commitment to the Environment

Riviera Beach seeks true partners in keeping the City clean. We are that partner. From our work at the national level with the Sierra Club or providing free disposal and material for neighborhood cleanups, one thing is clear: **Waste Management leads the nation's haulers in commitment to the environment.**

We are pleased to assist the City in its pursuit of revitalization and sustainability by offering to support those committed to the environment and continue our good work.

- Revitalization- To improve the condition and appearance of the Riviera community. Our CLEAN program provides funds to the City for 4 annual City Wide Clean up Events. The proposal include collection of vegetation in public rights-of-ways and illegal dumping at vacant lots.
- Sustainability- CNG and Vegetation recycling. Other portions of this response showcases our commitment to Clean fuel. **Waste Management is the only hauler in Palm Beach County uses clean fuel in its collection vehicles.** Waste Management operates 3 recycling facilities in Palm Beach County.



Figure 8 Riviera Community Trash Warriors accepting buckets from WM for Cleanups

Recycling Centers: Additional Value Added Resource to Benefit the Environment

Waste Management is the Nation's largest residential recycler. The WM Florida market area has local recycling centers to ensure maximum reuse of recyclables. Since 2016, Waste Management has been operating 3 recycling centers in Palm Beach County. These centers are designated by the Palm Beach County Solid Waste Authority for recycling:

- WM Palm Beach (Vegetation)
- WM Lantana (Construction and Demolition)
- WM Delta Riviera (Commercial Recycling)

This is a value added component of the Waste Management proposal with immeasurable economic and environmental benefits.

Commitment to the Youth of Riviera Beach

As part of this proposal Waste Management commits to providing \$10,000 in College scholarships annually to Riviera Beach students attending public schools. Through an essay contest focusing on sustainability, Waste Management will work with the City to award the scholarships.

In addition, Waste Management will provide \$15,000 in funding to an established private sector, County-based mentorship program. This shows Waste Management's commitment to improving the employability

and quality of life for local residents and this commitment will grow over the life of the contract. The purpose of the mentorship program will be to develop capacity for growing minority and local business in the waste industry.

GREAT FUTURES START HERE.



BOYS & GIRLS CLUBS
OF PALM BEACH COUNTY, INC.

To Whom It May Concern

Date: 4/15/2021

Dear Sir/Madam,

Project FACT (Father and Children Together), a Boys & Girls Club of Palm Beach County Fatherhood Initiative, held a "Father Daughter Dinner and Dance this past Valentine's Day, 2021. At this event, local fathers and daughters bonded and shared a memorable time together.

The Boys & Girls Club was able to safely pull this event off, despite COVID 19 restrictions, in part because of the support from the City of Riviera Beach and Waste Management Community Benefit Fund. Your support helped feed nearly 300 fathers and daughters from the Max Fisher Boys & Girls Club and local schools in Riviera Beach.

THANK YOU!


Shamus H. Gordon

Project FACT Manager



"Investing in CHILDREN by investing in FATHERS!"



GREAT FUTURES START HERE
BOYS & GIRLS CLUBS
OF PALM BEACH COUNTY, INC.

Max M. Fisher Club
221 W. 13th Street
Riviera Beach, Fla. 33404
561-842-5234

S.T.A.A.Y.

'Save The African-American Youth'

April 12, 2021

Claudius Nalls
2011 Ave. H East
Riviera Beach, FL 3340

Dear Mayor and Council

I am Claudius Nalls, former president of the Park Manor Neighborhood Association, and current President and Founder of 'Save The African American Youth (S.T.A.A.Y.)'. I have been in Palm Beach County since 1969 and have lived in Riviera Beach since 1976. I have experienced at least ten (10) years of Waste Management garbage pick-up, vegetation, and bulk trash service at my home. They have done an outstanding job and deserve to continue as the waste services provider for our beautiful city.

I support Waste Management and Strongly recommend the City of Riviera Beach renew them as their waste services provider!!

Sincerely


Claudius Nalls



My name is William Wells and I am the owner of The Head Liner's Barbershop located 1523 W Blue Heron Blvd, Riviera Beach, FL 33404 .

Over the past ten years Waste Management has help fund and support our annual book bag giveaway for the Community. This has been done without the use of Community Benefits Funds that is available through the month of May. The bookbags contain paper, pencils, and other much needed items required for a productive year.

It has been an absolute pleasure to have the assistance of Waste Management to partner with us for such a worthy cause to ensure that our children start off the new School Year well prepared.

Describe your methodology

If Waste Management is selected as the service provider for the City's new contract, we will manage the implementation with meticulous care. In Riviera Beach, we safely conduct over 4 million service touches to residents annually.

Dedicated Waste Management staff communicates with the Riviera Quality Assurance Sanitation Officer, Mr. Arthur Johnson, many times per day. We coordinate on where extra waste may be placed, service needs and late set outs.

Waste Management's Palm Beach District has proudly served Riviera Beach and knows the amount of people resources required to get the job done right. This proposal has dedicated the correct level of assets to complete and exceed the requirements of this agreement. District Manager Fred Harmon, with over 25 years of experience in the waste industry, has successfully managed the collection of Riviera's solid waste and recycling along. His team includes Senior Route Manager Rodger Seanath and Johnell Coe, Residential Route Manager for Riviera Beach. Mr. Coe is the Direct Supervisor of Residential Drivers and is responsible for on time and complete collection.

We have dedicated the correct amount of vehicle resources to serve this project. For example, we know what it takes to collect bulky waste in Riviera Beach, a large and ever-growing part of Riviera's collection needs. We are nimble enough to increase the fleet at peak season or need. Responsive enough to move our trucks on request of the Sanitation Officer.

We know what it takes to provide the services that Riviera residents have come to expect. In the response, we propose a higher level of service.

Our Drivers - The Backbone of Our Daily Operations

At Waste Management, we believe our employees are our greatest assets, and if we take care of them, they will take care of our customers, our communities, our shareholders, our environment, and each other.

Our team of highly trained, experienced drivers is the backbone of our daily operations and is dedicated to providing Riviera Beach **with world-class service**. These men and women are more than just your waste collection drivers - they are your friends and neighbors, and they take great pride in helping preserve your environment today and for future generations.

Collection drivers not only have to be well-trained when it comes to operating vehicles, but they have to constantly be on the lookout for other drivers on the road. We employ best-in-class safety training, standards and performance metrics **to provide the safest service in the industry**. Once hired, our drivers undergo intensive immersion training at our centralized training centers. The Florida Area Driver Training Institute is located in Ft. Meyers. Drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to Waste Management's culture of safety.

Our drivers are part of the local community and specifically Riviera Beach, some of whom are local residents. They know where your schools are located, where seasonal demand creates collection challenges and who needs help with their cars.

Hiring and training is just the beginning. We provide employees with the necessary tools and support to do their job, with more support staff than other companies. We know the right amount of personnel needed to ensure that the City can receive the best level of service.

The Right Team, the Right Resources to Support the City of Riviera Beach

The following are the applicable job classifications and number of people in each position for operation of this scope of work. In addition to the positions below, the City can rely on a deep bench of professional positions supporting this agreement such as safety experts, accountants, contract specialists, driver trainers and the industry's best experts in getting the job done right as the City's continued partner.

Number of Positions	Position Description
4	Clamshell Driver
4	Commercial Front Load Driver
1	Commercial Recycling Driver
1	Commercial Route Manager
3	Customer Service Representatives
1	District Manager
1	Government Affairs Representative
2	Maintenance Managers, day and night shift
19	Maintenance Technician
3	Operations Specialist
4	Residential Automated Side Load Driver
3	Commercial Sales Support
2	Residential Recycling Driver
1	Residential Route Manager
1	Safety Manager
1	Senior Route Manager
	<i>PLUS THE ENTIRE WASTE MANAGEMENT INC. OF FLORIDA NETWORK OF 5,000 EMPLOYEES</i>

Waste Management will not use a 3rd party staffing agency for temporary helpers. This improves the staffing stability in the operation of the contract while increasing the safety performance.

Building a Better Workforce

Employees clock in at their respective times depending on the line of business. Supervisors then have a five (5) minute huddle meeting with small groups to discuss daily safety briefings as well as any efficiency items from the previous day. All vehicles are inspected. Driver trainers and other support personnel supervisors always emphasize safety, along with any service issue that may affect the current workday such as weather considerations or early dismissal for schools.

Route managers are supported by operations group which includes a full maintenance shop, contract compliance specialists, operations specialists, dispatchers, customer service representatives and driver trainers.

At the end of the day, every driver must check in with the driver dispatch department before leaving. The dispatcher will review the route sheet and make sure that any service issues have been properly routed and communicated to the customer along with a planned resolution.

Waste Management offers among the most competitive salaries in the industry along with company-matching 401k and stock options. Our drivers are paid at the top of the industry and receive more affordable benefits than other similar companies.

The longevity of our employees is testimony to good working conditions and focused training.

Employee Training and Development

When you choose to partner with Waste Management, our employees become part of your community. Our drivers service your homes and businesses each week. Our customer experience team welcomes new customers each day, and, our sustainability experts work hand-in-hand with customers to help them recycle right. Needless to say, our people are the foundation of our success.

Providing Riviera Beach with service that truly exceeds expectations requires that all Waste Management employees have the ability to reach their full potential. This is why our employees participate in an expansive array of learning and development opportunities.

We take a “learner-centric” approach to provide employees with a mix of options for continual learning in areas like professional development, sales, leadership, and technical, and compliance training. Our learning and development programs are interactive, incorporating coaching, feedback, and annual performance reviews on a consistent basis. All Waste Management training programs share a common focus, creating a continuous learning culture that drives performance, improves our talent, and supports a superior customer experience.

All employees participate in annual training that includes job-specific programs as well as a variety of general professional development trainings. Training programs are easily accessible and are delivered by instructors face-to-face, through in-class videos, and virtually through mobile and online communications.

- **Job-Specific Training.** Each major department within Waste Management conducts job-specific training and development. Some of the most critical positions in the company are drivers, fleet technicians, and post collections workers, such as heavy equipment operators. These employees receive regularly scheduled training throughout the year. Required training topics include: driving skills, emergency response, injury prevention, personal protective equipment, hazard communication, and procedures for handling of chemicals and hazardous substances.
- **E-Learning Resources.** Our intranet learning management system - Waste Management Talent Central - has over 3,000 training modules available to all employees. Courses cover all aspects of the company's operation and teach career advancement skills.
- **Tuition Assistance.** Waste Management partners with colleges and credit-granting organizations to provide employees, and, in some cases, their families, with tuition discounts, scholarships, grants, and waived fees.

Driver/Technician Training

Additionally, Waste Management drivers are now certified in our SAFETY Defensive Driving system, an advanced training program that teaches the critical skills of safe driving. The principles learned through

SAFETY are revisited monthly through an ongoing video series focused on drivers' daily operating environments. Topics include managing intersections, pedestrians, bicyclists, rollover prevention, following distance, and braking. These awareness videos work in conjunction with ongoing safety discussions, observations, and coaching.

Proposed Routes and Schedules

Waste Management **will maintain Riviera Beach's current pick-up schedule and routes.** Normal service will continue to be provided between the hours of 7:00 a.m. and 5:00 p.m., although our route manager is known to drive the streets after hours to ensure that the streets are clean. Routes will be completed with a minimal amount of noise and disturbance. The longevity of our drivers and route managers contribute to the gold-standard service Riviera Beach deserves. We have optimized collection routes and would continue existing routes.

Number and Types of Collection Vehicles

Ample Collection Equipment and Resources in Place Today

The Waste Management collection vehicles that serve Riviera Beach will be an average age of 5 years new. As these vehicles age out of service, Waste Management will replace them with new collection vehicles (the same make and model), throughout the seven-year life of the agreement. The following table summarizes the list of vehicles Waste Management will dedicate to the City exclusive use.

Service		Vehicle Make	Model	No. Vehicles	Cargo Capacity (cy)	Fuel	Fully Auto Rear/Front Load
A.	Residential Collection Service at Curbside						
	Automated or semi-automated Collection vehicles for Garbage	AutoCar	ACX64	4	28	CNG	Fully Automatic Frontload Curotto
	Dual compartment Collection vehicles for Source Separated Recyclables	AutoCar Mack	ACX 64 LEU613	2	25	CNG	Rearload Dual Sort Split bodyManual collection semi auto
	Self-load Collection vehicles for Bulky Waste and Vegetation (e.g., Clam Shell)	International	M2	5	25	Diesel	Grapple
B.	Residential Collection Service with Mechanical Containers						
	Collection vehicles for Garbage	AutoCar	ACX64	3	28	CNG	Frontload Curotto

Service		Vehicle Make	Model	No. Vehicles	Cargo Capacity (cy)	Fuel	Fully Auto Rear/Front Load
	Collection vehicles for Source Separated Recyclables	AutoCar	ACX64	1	30	CNG	Rearload Dual Sort Manual collection semi auto
	Collection vehicles for Bulky Waste And Vegetation	International	4300	1	25	Diesel	Grapple
C.	Commercial and City Collection Service						
	Collection vehicles for Garbage	Peterbuilt	320	3	28	CNG	Frontloader
	Collection vehicles for Source Separated Recyclables	AutoCar*	ACX64	1	28	CNG	Frontloader
	Roll-Off	Mack / Freightliner	CV713 2112	4	N/A	CNG	Roll-Off
D.	Spares & Reserve Vehicles						
	Spares & Reserve Vehicles	Autocar	WXLL64	3	25	Diesel	Frontload Curotto Residential (2)
	Spares & Reserve	International	4300	1	30	Diesel	Bulky Waste (1)
	Spares & Reserve Vehicles	Autocar	WX64	1	25	Diesel	Roll-off
	Spares & Reserve Vehicles	Mack	MRU613	1	25	Diesel	Dual Sort Sideload resi recycle
Notes:							
1. Some vehicles serve multiple types of customers.							
2. Our vehicles and 19 drivers serve 67 routes in Riviera Beach.							
3. The WM Palm Beach Headquarters has 199 employees and over 170 collection vehicles, 3 container deliver trucks, 3 service trucks and 12 support vehicles serving as additional available resources.							

Dedicating Sufficient and State-of-the-Art Vehicles with Industry-Leading Technology

With more than 32,000 collection and support vehicles on the road throughout North America, Waste Management trucks are a familiar sight and one of the most visible symbols of our company. Our state-of-the-art fleet - navigating your City - assures Riviera Beach is provided safe, quiet, efficient, and environmentally friendly collections.

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

Waste Management's industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras, to trucks powered by cleaner and more cost-effective natural gas - a partnership with Waste Management means that Riviera Beach receives the latest advancements in always-evolving industry technology.

Industry-Leading Onboard Technology for Riviera Beach

Our trucks feature safety components such as antilock brakes, airbags, back up cameras, 360 degree blind spot detection, real time GPS, and now Smart Truck technology, just to name a few. Our fleet's technology needs are specific to the services we perform, requiring us to custom develop and implement advancements based on what matters most to Waste Management - our partners, and customers and our ability to deliver safe and efficient collection services with outstanding customer service.

Additional Resources

Waste Management Customer Experience/Service

Our Customer Service Representatives located in Boynton Beach know our customers and the local area better than any other service provider. **Our local CSRs are in daily contact with the Riviera Public Works Sanitation Division.** From ordering collection containers for a public event to satisfying a commercial customer request, our CSRs are part of the heart of our local organization.

Our Commitment to Riviera Beach

- Quick resolution of issues
- Ease of integration across communication channels
- Backup customer service centers located throughout the Country in case of an emergency
- Complete customer satisfaction

State-of-the-Art Customer Service Center

Excellent customer service begins with good listening, and that is what we strive to provide with our highly trained CSRs.

Riviera Beach customer calls will be answered by CSRs at our regional customer service center located in Boynton Beach, FL. Our customer service center, operated on the Eastern time zone, is open 7 a.m. to 5 p.m., Monday through Friday. The center is closed on Thanksgiving Day, Christmas Day, and New Year's Day.

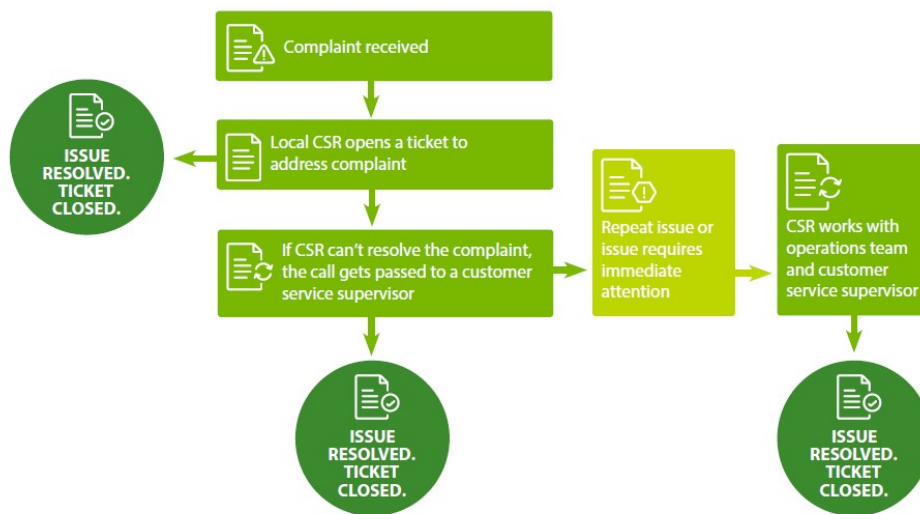
Waste Management's customer service center has friendly, skilled representatives trained in superior customer service handling. Our CSRs are empowered to resolve customer issues on the first call. We use surveys and feedback to continuously improve our operations. Calls are monitored weekly, and one-on-one feedback sessions are conducted between CSRs and supervisors.



Figure 9 WM's Boynton Beach Customer Service Team is Always Ready to Serve

Customer contacts, including requests for service, change of status, change of service, status of service, complaints, and compliments, are tracked through a ticket system. Each ticket is created in an open status and requires closure upon completion of requested action and/or resolution. Local management and their teams are responsible for providing requested service and/or issue resolution and to monitor the status of all tickets for timely service completion.

- If an issue requires immediate attention and/or escalation, an email is also sent to the attention of the operations management team.
- If a repeat issue occurs within two months, a ticket is also opened to alert the operations management team that a recurring problem exists. Waste Management has developed a quality control program that includes performance standards for ticket creation, closure, tracking, and service recovery. Local management is responsible and accountable for these performance standards.



Technology to Support Customer Experience Staff Dedicated to Riviera Beach

The complexity of our business requires a highly motivated, qualified, and stable work force. Riviera Beach customer service calls are handled by Waste Management's customer service center in Boynton Beach, FL. This location represents the best in customer service center technology and innovation, allowing localized, customized service for our municipal customers.

Waste Management utilizes the Genesys customer interaction management platform to help monitor staff adjustment needs. Genesys is a global leader in the customer care technology industry. Their system provides the data and an algorithm used for staff-level monitoring and serves as an invaluable tool for our customer service management team.

We provide sufficient staffing through our ability to shift staffing levels according to the volume of phone calls. If a team of representatives is experiencing higher than normal call volume, we are able to move additional representatives to that team to handle additional incoming calls. Additionally, customers are provided with an automated call back option (no need to hold; we will call you back) during high call volume periods.

- In the event of an emergency, Waste Management customer experience centers in other areas of the U.S. are available for contingency coverage.

Onboard Computer System (OCS)

A technology advancement that continues to drive customer service satisfaction is our Onboard Computer System (OCS). This technology has many operational and efficiency benefits - specifically it enhances our customer service through:

- Obtaining real-time information related to all truck locations, stops serviced, capacity, and service status
- Allowing one-touch service verification, identifying carts that have been serviced, and indicating a reason for any cart not being collected (e.g., cart not out, cart blocked, locked access, etc.)
- Enabling centralized customer service and dispatch to communicate with Riviera Beach's operations team for immediate and efficient customer issue resolution, including on-call requests, rerouting, and customer service needs
- Empowering drivers to note missing or damaged carts so tickets may be proactively generated for repair or replacement

Ample Resources- There When You Need Us: Disaster and Emergency Response

Waste Management is always prepared to provide essential services to your City even in the event of an emergency such as a natural disaster, pandemic, extreme weather, or other unforeseen events. The local Wellington Emergency Response Plan will be updated upon contract award.

Over the years, we have dealt with many kinds of service disruptions: hurricanes, super storms, floods, fires, earthquakes, and now pandemics - each requiring unique preparations associated with our planning and response to confirm a swift recovery. In the event of a South Florida storm event, Waste Management can draw upon our nearby regional resources.

In a time of crisis, pandemic, or disaster, collection of trash, debris, and recycling materials are central to the recovery and rebuilding of communities and businesses. To mitigate the impact of emergency events, and to speed up recovery, Waste Management has established national strategies and support systems to assist local operations.

The Waste Management Green Team is comprised of highly skilled drivers and technicians who can be deployed at any time to support local teams when crisis events occur. This group of professional employees has experience working in a variety of situations, including natural disasters and other

situations where additional resources are needed to support local operations. Waste Management also has identified qualified drivers, technicians, and other employees who can be called upon to augment Green Team resources when needed.

When unforeseen circumstances have occurred, these contingencies have allowed Waste Management to continue to serve our customers with minimal interruption. Additionally, in the event of manmade or natural disasters such as tornados, floods, etc., special collections may be arranged with Riviera Beach to assist with cleanup efforts or other additional support when needed.

Each year, we review and update our disaster management plans, building on what we learn to improve our response. The COVID-19 pandemic this past year underscored the need for detailed plans for every type of disruption. In this case, deploying a team of drivers and workers to travel to affected areas was not feasible. Our planning efforts allowed for adjusting our services to meet our customers' and communities' needs. We responded quickly and decisively by keeping drivers on the road and customer service agents answering phones to ensure we continue to provide safe, essential environmental services to customers.

We are also committed to communicating clearly and consistently with employees and customers before, during, and after a disaster. While we may not be able to predict when or where natural disasters will occur, there is plenty we can do to prepare. Our goal is to

Call Center Contingencies

In the event of an outage at our regional Customer Service Center, our technology infrastructure allows calls to be routed to other centers throughout North America.

remain ready to respond to these events as we always have, thanks to our employees' professionalism and compassion for one another and the communities in which they live.

Riviera Beach can count on Waste Management to be a nimble and reliable partner in the aftermath of any disaster or emergency. Our breadth of operations throughout North

America, including 263 landfills, gives us the ability to readily mobilize drivers and trucks from other areas to provide continuity of service.

Our Response to Natural Disasters

For some natural disasters, weather forecasts provide critical warning time to prepare. Major hurricanes in 2018 and 2019, most notably Hurricane Michael, required dedicated efforts by a team of experts to protect employees, safeguard trucks and facilities, and bring in supplies after storms passed. Our local team is supported by 48,250 employees and an unmatched set of equipment and resources across North America that are ready and willing to deploy and provide support at a moment's notice.

Preparing for Disaster

With the memory of recent disasters still etched in our minds, it is clear that being prepared for disaster response is a critical element of providing world-class customer service and is essential for protecting the health and safety of Riviera Beach and surrounding communities. Therefore, Waste Management can immediately begin work with Riviera Beach staff to develop a disaster response and contingency plan specifically tailored to the operations that are part of an Agreement negotiated between our companies. We will leverage and share our response experience from our operations throughout North America to include tried and true best practices as part of this plan.

In the event the local disposal site is inaccessible or unable to take materials due to emergency or natural disaster, materials may be taken to other regional disposal locations pursuant to your approval.

Having a customized contingency plan specific to Riviera Beach and the services covered under our Agreement is essential for the continuity of your services during unforeseen circumstances. It will also help facilitate collaborative efforts between Waste Management and Riviera Beach to mitigate the threat to the health, safety, and welfare of your customers and employees.

The plan will define the roles and responsibilities of Waste Management and Riviera Beach concerning services during unforeseen circumstances - it will be alterable and adaptable to the specific circumstance at hand to prioritize public safety. It will take an approach to identifying the following hazards that may pose a delay to transport and disposal services:

A catastrophic event can immediately overwhelm local, regional, and state emergency response capabilities. The region will need massive, rapid support from the federal government, other local governments, other states, and nonprofit and private-sector organizations. The effectiveness of the region's response will affect the long-term recovery of businesses, communities, and the economy.

In the event of an emergency, Waste Management can provide transfer and disposal solutions for Riviera Beach's solid waste at one of our regional disposal facilities.

Riviera Beach Takes Local Action for a Cleaner Environment, Greener and Quieter Collections: Clean Fuel Trucks

Waste Management is proud to service Riviera Beach with almost an entire fleet of environmentally friendly vehicles that run on compressed natural gas (CNG). CNG is a fuel used in place of diesel gasoline that, when combusted, produces fewer undesirable gases than gasoline or diesel, resulting in improved air quality emissions. In, 2015, Waste Management of Palm Beach made the multimillion dollar investment in the infrastructure and vehicles and specialized technicians to support the Palm Beach County CNG fleet.

- ✓ CNG trucks emit nearly zero particulate emission
- ✓ reduce greenhouse gas (GHG) emissions by 15%; and
- ✓ cut smog-producing NOx emissions by 50% compared to the cleanest diesel trucks.

In another effort to improve air quality, the engines automatically turn off after five minutes of idling to further reduce emissions and conserve fuel. CNG engines run much quieter than diesel trucks – many customers have commented that they cannot even hear our CNG trucks coming down the street.

For more than two decades, Waste Management has operated the largest heavy-duty natural gas truck fleet in North America – today, more than half of our 17,000 collection vehicles run on clean natural gas.

To achieve our ambitious goals, we have invested more than \$3 billion in assets and infrastructure over the past decade in fuel and routing technologies, and moving forward, we will invest nearly \$400 million annually in near-zero-emissions trucks.

Corporate standards dictate intensive truck maintenance intervals to keep them on the road and at peak performance.

Describe the software and how it will benefit the City

Software should benefit the Customer. Waste Management is able to harness its national buying power to continually provide the latest technology to benefit our customers. We are industry leaders with the use of cutting-edge technologies.

The Power of Our People and Technology

All of our collection trucks are outfitted with GPS Real-time tracking information and the system records the entire route. The recording capabilities improve driver safety performance, review customer disputes and protect both company and municipality liability concerns. This provides a GPS location and timestamp along with photo evidence of the collection service occurring.

Waste Management's industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras, to trucks powered by cleaner and more cost-effective natural gas - a partnership with Waste Management means that Riviera Beach receives the latest advancements in always-evolving industry technology.

State-of-the-art trucks alone are not enough to meet expectations. We need data to improve. Through our comprehensive operations framework, Service Delivery Optimization (SDO), we harmonize the technology used onboard our trucks with our logistics management processes, and the skills of our drivers. With technology, processes and people working in sync, we are able to maximize safety, customer service, and efficiency while collecting Riviera Beach routes.

WM Smart TruckSM Technology: Commercial Collection Made Smarter

As the industry leader in developing innovative technology to improve our customers' experience, Waste Management has unveiled the WM Smart TruckSM - a proprietary autonomous service data collection platform that makes commercial collection smarter, safer, and more efficient while improving service quality.

Smart Truck technology documents service data and customer setout behavior through sensors and onboard cameras to provide service verification and overage and contamination recognition. Waste Management then reviews the data collected on route, including vehicle location and photo and video documentation of service. If an issue is identified, such as contamination or overage, the customer receives a notification based on customer communication preferences. Additionally, Smart Truck assists with safety and beautification efforts through identification of unsafe and/or unsightly containers by physical address for proactive repair or replacement.

Waste Management is at the forefront of developing and implementing sustainable technologies that are revolutionary in the environmental services industry, and Smart Truck is the latest in those continual efforts.

Explain your transition plan in detail and attach

Our Commitment to Riviera Beach – A Risk-Free Implementation

Throughout our partnership with Riviera Beach, we have shown our dedication to continuous improvement - better processes, more efficient procedures, and investments in technologies that enhance our collection capabilities and customer service.

Transitioning service providers would require **rebuilding** an already successful program from the ground up. With all service requirements already in place, our team is able to concentrate on delivering dependable collection and enhancing your residents' experience from the moment the contract is awarded. Our team's experience in the City is unparalleled and we would provide the least disruption to customers during the transition to the new Agreement.

The Proposed contract is similar to current agreement.

THERE WILL BE NO TRANSITION, NO ROUTE CHANGES AND NO SERVICE DAY CHANGES.

Public Education and Outreach Efforts

A. Meetings with YOU as our customer and setting goals for customer communication and public outreach for the new agreement is proposed as our first step.

B. Comprehensive Information Package. Direct mail of a comprehensive information package that contains service information, a collection schedule, recycling guide and information on local reuse services and events will be provided. Outreach efforts will focus on any new rules in the City, such as the availability of second carts for homeowners. We will provide annual education reminder for set out procedures. Please see the following pages for an example of an education piece for Palm Beach Shores.



PRESORT
STANDARD
U.S. Postage
PAID
West Palm Bch, FL
Permit No. 1693

Look for new garbage roll carts to be delivered to your home February 2018
New roll cart service for curbside residential collection begins February 2018

*Hello Palm Beach Shores!
New garbage roll carts are coming your way!*

Residents will use the new roll carts instead of personally owned cans or other containers

New roll cart service for curbside residential collection begins February 2018

Palm Beach Shores is switching to a more efficient way to collect your garbage. Residents will receive a 64-gallon cart in February 2018.

Begin using your new cart after its delivered. YOUR CURRENT SERVICE DAY WILL NOT CHANGE.

The roll cart will replace your old can, bags, in ground cans, or other containers.

After distribution of all roll out carts, smaller (35-gallon) and larger (96-gallon) carts will be available. Order your substitute cart by calling Town Hall before April 1. We suggest residents try their new carts before calling for a substitute cart.

After you receive your new roll out cart, place your old can or container at the curb alongside your new roll cart and Waste Management will haul away your old container.

Look for more information coming your way soon.

More information will be coming your way soon
Questions? Contact Town of
Palm Beach Shores, Town Hall
Gaudy Quesada (561) 844-3457





TAB 5 | REFERENCES

A minimum of three (3) references are required from the primary Proposer and the sub-contractors. (Should be for projects locations with similar scope as indicated in this RFP.) Information should include: Client Name, address, contact person phone number and e-mail, description of work.

References: Don't Just Take Our Word for It

As a trusted environmental solutions partner for communities throughout Florida, we understand Palm Beach County customers, their needs, and their requirements better than any other company. We provide service for many of Riviera Beach's neighbors. We have achieved high marks in the municipalities where we operate. We have included these customers in the following list of references. We encourage you to contact them so that you may learn firsthand about our excellent record of service with other customers.

Customer	City of Delray Beach, FL 100 NW 1 st Avenue Delray Beach, FL 33444
Contact	Danise Cleckley
Phone / Email	(561) 243-7213 cleckley@mydelraybeach.com
Description of Services	Curbside garbage, recyclable, bulky, and yard waste collection.
Number of Dwelling Units Served	20,296

Customer	City of South Bay
Contact	Leondrae Camel

Phone/Email	(561) 996-6751 Camell@southbaycity.com
Description of Services	Curbside garbage, recyclables, bulky, and yard waste collection
Number of Dwelling Units Served	1,200

Customer	Palm Beach County Solid Waste Authority
Contact	John Archambo
Phone/Email	(561) 640-4000
Description of Services	Automated Curbside garbage, recyclables, bulky, and yard waste collection
Number of Dwelling Units Served	45,500

Please see the letter of reference from Daniel Clark, Town Manager for Clarke Shores, FL.



Town of Lake Clarke Shores

Palm Beach County's Premier Lakeside Community Since 1957

March 8, 2021

To Whom it May Concern

Subject: Waste Management of Palm Beach

Valentin Rodriguez, Jr.
Mayor

Paul R. Shalhoub
Vice Mayor

Robert M. W. Shalhoub
President Pro-Tem

Gregory Freebold
Council Member

Albert Pavon
Council Member

Daniel P. Clark, P.E.
Town Manager

Mary Pinkerman
Town Clerk

William Smith, III
Chief of Police

This letter is to document how delighted we are with Waste Management of Palm Beach. We have had Waste Management as a service provider for well over 10 years. We recently renewed our agreement with them for another five years. The service we get from Waste Management is **without equal**.

I make that statement based on the following considerations:

1. They are responsive to our requests. If we have an issue or a resident has an issue or a question about services, they are always responsive to our phone calls. They respond to service requests usually the same day.
2. Their trucks are clean and efficient. We never have complaints from our residents about leaking oil or fuels, nor do we have trash falling out of the trucks.
3. They set a schedule and meet it. They are there when they say they will be and our residents can depend on them.
4. And finally, Lake Clarke Shores is a Community Focused Town. Waste Management helps us with all of our 14 Town sponsored events each year. They are there when we call for extra dumpsters, recycle and trash boxes, or roll offs during the Lake Cleanup.

The Town Council and I consider Waste Management of Palm Beach to be a strategic partner of the Town in meeting our goals for efficient collection and disposal of waste and recyclables.

If I may be of further service as a reference for Waste Management, please call me 561-722-8110.

Sincerely,
Town of Lake Clarke Shores

Daniel P. Clark, P.E.
Town Manager

Customer Insights - The Voice of Our Customers Matters

NEW! As part of our commitment to continuously keep our customers at the center of everything we do, we recently launched a new Voice of Our Customers (VOC) survey. The results from this survey provide our team with real-time, actionable feedback to improve service delivery.

Every month, we invite thousands of customers across the nation to complete the survey, either online or by phone. Our prior survey took seven to eight minutes on average to complete; the new user-friendly version only takes three to four minutes on average. We receive about 12,000 survey responses per month.

The survey initially focuses on core questions related to the customer's overall relationship with Waste Management, then expands into targeted questions regarding the customer's service experience with our company. This new survey provides us with unprecedented insights into our customers' service experience, needs, and priorities, which gives us the data we need to develop proactive solutions to not only meet but exceed their expectations every day.



In April, 2021, we asked our Riviera Beach customers to grade us trustworthiness, reliability, and whether WM is a good value. Waste Management of Palm Beach service garnered an overall score of 8.7 out of 10 possible points. Some of the comments from Riviera Beach residents about Waste Management's service are below:

"98% of the time my garbage is picked up in a timely manner, very seldom is it not picked up at a reasonable time or at all. The drivers should be commended for always being there to get our garbage, its a thankless job for them, but we really appreciate the professionalism they exude. Please express our heartfelt appreciation for what they do week in and week out for us."

-S. Mack

"Employees are kind and pleasant."

-Jeff S.

"Reliable pickup and good pricing on construction dumpsters".

-M. Evans

"The help with getting this done was absolute perfect, through the ordering process to the final installation, very professional in every respect. We could not have asked for more."

-Stanley H.



TAB 6 | SMALL/MINORITY/WOMEN PARTICIPATION

If your firm is a certified minority business enterprise, please submit your certification from local, county, or state certifying agency. Include the Attachment A Forms 1-4.

Waste Management is proud to partner with several MWBE certified vendors to provide commercially useful services to serve this agreement.

We have made a good faith effort to meet the City's goals for inclusion and diversity. We have reviewed the data bases of OSBA and the Solid Waste Authority for vendors.

We have added to our existing team of Riviera MWBE vendors to include certified MWBE vendors such as Jet Waste and Mac & Sons Vegetation Grinding.

Our current commitment is to expand the number of vendors in this response by adding vendors over the life of the agreement. We propose to continue our good faith effort by providing funds for a local mentorship program to assist in creating capacity. Schedules 1 through 4 are included in Attachment 2.



TAB 7 | LOCAL VENDOR PREFERENCE

Under the City's Procurement Code, the City has a preference for local businesses. A local business, for the purposes of the application of the local vendor preference, means a bidder which has a permanent, physical place of business within the city limits, and a valid business tax receipt and certificate of occupancy applicable to the required goods, services, or construction items being procured.

Waste Management is a Palm Beach County based business. Our "Waste Management **Delta Rivera Facility**" is a local business and is located in Riviera Beach at 7095 Barbour Rd, Riviera Beach, FL 33407 and provides recycling of commercial material.

We are proud to partner with several local vendors to provide commercially useful services to support the services in the RFP.

We have made a good faith effort to meet the City's goals for inclusion and diversity. We have reviewed the data bases of OSBA and the Solid Waste Authority for vendors with Riviera Beach addresses.

Our current commitment to local vendors is expanded in this response by adding Riviera based vendors such as Mac & Sons Vegetation Grinding. We are still discussing possible business relationships with local vendors.

Our proposed commitment is to expand the number of local vendors in this response by adding vendors over the life of the agreement. We propose to continue our good faith effort by providing funds for local mentorship program to assist in creating capacity. Certificates occupancy will be provided upon contract award. Our tax receipt follows:



ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County
Serving you.

P.O. Box 3353, West Palm Beach, FL 33402-3353
www.pbclax.com Tel: (561) 355-2264

****LOCATED AT****

651 INDUSTRIAL WAY
BOYNTON BEACH, FL 33426-8704

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
56-0072 GARBAGE COLLECTION	WASTE MANAGEMENT OF PALM BEACH		B20 542470 - 08/05/20	\$236.25	B40121221

This document is valid only when receipted by the Tax Collector's Office.



7
6-2109

WASTE MANAGEMENT OF PALM BEACH
WASTE MANAGEMENT OF PALM BEACH
651 INDUSTRIAL WAY
BOYNTON BEACH FL 33426-8704



**STATE OF FLORIDA
PALM BEACH COUNTY
2020/2021 LOCAL BUSINESS TAX RECEIPT**

**LBTR Number: 199204063
EXPIRES: SEPTEMBER 30, 2021**

This receipt grants the privilege of engaging in or managing any business profession or occupation within its jurisdiction and **MUST** be conspicuously displayed at the place of business and in such a manner as to be open to the view of the public.



CITY OF RIVIERA BEACH
600 W BLUE HERON BLVD
RIVIERA BEACH FL 33404
BUSINESS TAX RECEIPT

Permit Year October 01, 2020 to September 30, 2021

7095 Barbour Rd
WM RECYCLING RIVIERA BEACH

WM RECYCLING RIVIERA BEACH
7095 BARBOUR RD
RIVIERA BEACH FL 33404

Issued:
Vendor: 00110.1
MANUFACTURING
WASTE RECYCLING BUSINESS
WHOLESALE MERCHANT

MUST BE POSTED CONSPICUOUSLY
AT YOUR PLACE OF BUSINESS



CITY OF RIVIERA BEACH
600 W BLUE HERON BLVD
RIVIERA BEACH FL 33404
BUSINESS TAX RECEIPT

Permit Year October 01, 2020 to September 30, 2021

7095 Barbour Rd
WM RECYCLING RIVIERA BEACH

WM RECYCLING RIVIERA BEACH
7095 BARBOUR RD
RIVIERA BEACH FL 33404

Issued:
Vendor: 00110.1
MANUFACTURING
WASTE RECYCLING BUSINESS
WHOLESALE MERCHANT

MUST BE POSTED CONSPICUOUSLY
AT YOUR PLACE OF BUSINESS



CITY OF RIVIERA BEACH
600 W BLUE HERON BLVD
RIVIERA BEACH FL 33404
BUSINESS TAX RECEIPT

Permit Year October 01, 2020 to September 30, 2021

7095 Barbour Rd
WM RECYCLING RIVIERA BEACH

WM RECYCLING RIVIERA BEACH
7095 BARBOUR RD
RIVIERA BEACH FL 33404

Issued:
Vendor: 00110.1
MANUFACTURING
WASTE RECYCLING BUSINESS
WHOLESALE MERCHANT

MUST BE POSTED CONSPICUOUSLY
AT YOUR PLACE OF BUSINESS



TAB 8 | PRICE/FEE SCHEDULE

Use the contract price sheet. Include a statement regarding your organization's living wage policy. Attach the bid bond and evidence of insurance and bonding capacity.

Fee/Price Schedule

Bid Bond and Bonding Capacity

Bid Bond

KNOW ALL MEN BY THESE PRESENTS that we,

WASTE MANAGEMENT INC. OF FLORIDA
651 Industrial Way, Boynton Beach, FL, 33426

as Principal, hereinafter called the Principal, and

WESTERN SURETY COMPANY
151 N. Franklin Street, Chicago, IL, 60606

a corporation duly organized under the laws of the state of SD,

as Surety, hereinafter called Surety, are held and firmly bound unto

CITY OF RIVIERA BEACH
600 West Blue Heron Boulevard, Suite #140, Riviera Beach, FL, 33404 as

Obligee, hereinafter called the Obligee, in the sum of Five Percent of the first year's contract value or Three Hundred Thousand, whichever is less
Dollars (\$ 5% of the first year's contract value or \$300,000, whichever is less), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors, and assigns, jointly and severally, by these presents.

WHEREAS, the Principal is herewith submitting a bid or proposal for
RFP 1011-21-1: Solid Waste Services

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed, sealed and executed this 14th day of May, 2021.

WASTE MANAGEMENT INC. OF FLORIDA
Principal

By: Misty Wright
Misty Wright, Attorney-in-Fact

Witness: Amanda George
Amanda George

WESTERN SURETY COMPANY
Surety

By: Andrea M. Penaloza
Andrea M. Penaloza, Attorney-In-Fact

Witness: Lupe Tyler
Lupe Tyler

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS that Waste Management, Inc. and each of its direct and indirect majority owned subsidiaries (the "WM Entities"), have constituted and appointed and do hereby appoint KD Conrad, Vanessa Dominguez, Melissa Fortier, Michael J. Herrod, Jennifer L. Jakaitis, Terri L. Morrison, Andrea M. Penaloza, Patricia A. Rambo, Lupe Tyler, Susan A. Welsh, Donna Williams, and Misty Wright of Aon Risk Services, Inc., each its true and lawful Attorney-in-fact to execute under such designation in its name, to affix the corporate seal approved by the WM Entities for such purpose, and to deliver for and on its behalf as surety thereon or otherwise, bonds of any of the following classes, to wit:

1. Surety bonds to the United States of America or any agency thereof, and lease and miscellaneous surety bonds required or permitted under the laws, ordinances or regulations of any State, City, Town, Village, Board or any other body or organization, public or private.
2. Bonds on behalf of WM Entities in connection with bids, proposals or contracts.

The foregoing powers granted by the WM Entities shall be subject to and conditional upon the written direction of a duly appointed officer of the applicable WM Entity (or any designee of any such officer) to execute and deliver any such bonds.

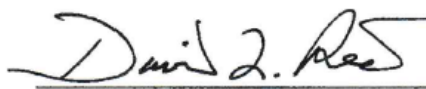
The signatures and attestations of such Attorneys-in-fact and the seal of the WM Entity may be affixed to any such bond, policy or to any certificate relating thereto by facsimile and any such bond, policy or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the applicable WM Entity when so affixed.

IN WITNESS WHEREOF, the WM Entities have caused these presents to be signed by the Vice President and Treasurer and its corporate seal to be hereto affixed. This power of attorney is in effect as of May 14, 2021.

Witness:



On behalf of Waste Management, Inc. and
each of the other WM Entities



David Reed
Vice President and Treasurer

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Lupe Tyler, Lisa A Ward, Michael J Herrod, Terri L Morrison, Gina A Rodriguez, Andrea M Penaloza, Donna L Williams, Melissa L Fortier, Vanessa Dominguez, Misty Wright, Amanda George, Erin M Dennison, Individually

of Houston, TX, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 13th day of October, 2020.



WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

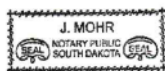
State of South Dakota
County of Minnehaha

} ss

On this 13th day of October, 2020, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires

June 23, 2021



J. Mohr, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 14th day of May, 2021.



WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Go to www.cnasurety.com > Owner / Obligor Services > Validate Bond Coverage, if you want to verify bond authenticity.



May 14, 2021

CITY OF RIVIERA BEACH
600 West Blue Heron Boulevard, Suite #140
Riviera Beach, FL 33404

Principal: WASTE MANAGEMENT INC. OF FLORIDA
Bid Date: May 14, 2021
Description: RFP 1011-21-1: Solid Waste Services

Dear Sir/Madam:

We, WESTERN SURETY COMPANY hereby agree that in the event an award is made to WASTE MANAGEMENT INC. OF FLORIDA on the project as captioned, and a mutually acceptable contract is signed, we will execute the necessary Performance and/or Payment Bonds that may be required.

Sincerely,

WESTERN SURETY COMPANY

A handwritten signature in blue ink that reads "Andrea M. Penaloza".

Andrea M. Penaloza
Attorney-in-Fact

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Lupe Tyler, Lisa A Ward, Michael J Herrod, Terri L Morrison, Gina A Rodriguez, Andrea M Penaloza, Donna L Williams, Melissa L Fortier, Vanessa Dominguez, Misty Wright, Amanda George, Erin M Dennison, Individually

of Houston, TX, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 13th day of October, 2020.



WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

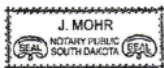
State of South Dakota }
County of Minnehaha }

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WESTERN SURETY COMPANY

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Go to www.cnasurety.com > Owner / Obligor Services > Validate Bond Coverage, if you want to verify bond authenticity.



CITY OF RIVIERA BEACH
600 West Blue Heron Boulevard
Riviera Beach, FL 33404

Principal: Waste Management Inc. of Florida
Bid Date: May 14, 2021
Description: RFP 1011-21-1: Solid Waste Services

Re: Waste Management Inc. of Florida

To Whom It May Concern:

We, Western Surety Company (a writing company of CNA Surety) as Surety Company for Waste Management Inc. of Florida and are familiar with the above referenced request for bid as provided by our Principal. Having reviewed the submittal, we could provide the indicated option for a Performance bond in the required amount.

Western Surety Company has established program parameters of \$50,000,000 for single projects and an overall aggregate bond program of \$300,000,000. Our A.M. Best rating is A (Excellent). Western Surety Company has been providing surety support for Waste Management for over 10 years.

Please contact us should further assurances be required.

Western Surety Company

A handwritten signature in blue ink that reads "Andrea M. Penaloza".

Andrea M. Penaloza
Attorney-in-Fact

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

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Lupe Tyler, Lisa A Ward, Michael J Herrod, Terri L Morrison, Gina A Rodriguez, Andrea M Penaloza, Donna L Williams, Melissa L Fortier, Vanessa Dominguez, Misty Wright, Amanda George, Erin M Dennison, Individually

of Houston, TX, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

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WESTERN SURETY COMPANY

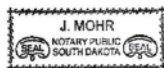
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State of South Dakota } ss
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WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Go to www.cnasurety.com > Owner / Oblige Services > Validate Bond Coverage, if you want to verify bond authenticity.

Evidence of Insurance

Certificates of Insurance

Waste Management secures gold-standard insurance coverage to protect our partners. Going above and beyond, we provide environmental site liability coverage, which covers all active sites that are owned or operated by Waste Management. It offers third-party liability for bodily injury and property damage, and off-site clean-up coverage, coverage for both sudden and non-sudden pollution incidents, and transportation coverage including the loading and unloading of the vehicle. Riviera Beach can rest easy with Waste Management as your service provider knowing that you are always protected by best-in-class insurance. Copies of our certificates of insurance are included on the following pages.



CERTIFICATE OF LIABILITY INSURANCE

1/1/2022

DATE (MM/DD/YYYY)
12/14/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.															
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).															
PRODUCER LOCKTON COMPANIES 3657 BRIARPARK DRIVE, SUITE 700 HOUSTON TX 77042 866-260-3538	CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL: ADDRESS: <table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: ACE American Insurance Company</td> <td>22667</td> </tr> <tr> <td>INSURER B: Indemnity Insurance Co of North America</td> <td>43575</td> </tr> <tr> <td>INSURER C: ACE Fire Underwriters Insurance Company</td> <td>20702</td> </tr> <tr> <td>INSURER D: ACE Property & Casualty Insurance Co</td> <td>20699</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: ACE American Insurance Company	22667	INSURER B: Indemnity Insurance Co of North America	43575	INSURER C: ACE Fire Underwriters Insurance Company	20702	INSURER D: ACE Property & Casualty Insurance Co	20699	INSURER E:		INSURER F:	
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INSURER D: ACE Property & Casualty Insurance Co	20699														
INSURER E:															
INSURER F:															
INSURED 1300299 WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED, RELATED & SUBSIDIARY COMPANIES INCLUDING: WASTE MANAGEMENT NATIONAL SERVICES, INC. 1001 FANNIN, SUITE 4000 HOUSTON TX 77002															

COVERAGES CERTIFICATE NUMBER: 16452247 REVISION NUMBER: XXXXXXXX

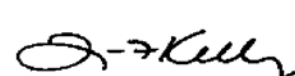
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU INCLUDED <input checked="" type="checkbox"/> ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER	Y	Y	HDO G71572985	1/1/2021	1/1/2022	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMP/OP AGG \$ 6,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> MCS-90	Y	Y	MMT H25308645	1/1/2021	1/1/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	Y	Y	XOOG27929242 006	1/1/2021	1/1/2022	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$ XXXXXXXX
B A C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WLR C6781180A (AOS) WLR C67811768 (AZ,CA & MA) SCF C67811847 (WI)	1/1/2021 1/1/2021 1/1/2021	1/1/2022 1/1/2022 1/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 3,000,000 E.L. DISEASE - EA EMPLOYEE \$ 3,000,000 E.L. DISEASE - POLICY LIMIT \$ 3,000,000
A	EXCESS AUTO LIABILITY	Y	Y	XSA H25308608	1/1/2021	1/1/2022	COMBINED SINGLE LIMIT \$9,000,000 (EACH ACCIDENT)

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT WHERE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED (EXCEPT FOR WORKERS' COMP) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

CERTIFICATE HOLDER

CANCELLATION

16452247 FOR INFORMATION PURPOSES ONLY	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
--	---

ACORD 25 (2016/03)

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The ACORD name and logo are registered marks of ACORD



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
07/03/2020

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PRODUCER Aon Risk Services Southwest, Inc. Dallas TX Office 5005 Lyndon B Johnson Freeway Suite 1500 Dallas TX 75244 USA		CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): 800-363-0105 E-MAIL ADDRESS:															
INSURED Waste Management, Inc. 1001 Fannin Suite 4000 Houston TX 77002-6711 USA		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Ironshore Specialty Insurance Company</td> <td>25445</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Ironshore Specialty Insurance Company	25445	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER C:																	
INSURER D:																	
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INSURER F:																	

COVERAGES **CERTIFICATE NUMBER: 570082912636** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDU INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION			002830704 Env Excess Liability	07/01/2020	07/01/2021	EACH OCCURRENCE \$24,000,000 AGGREGATE \$24,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Env Site Liab			002830604 Claims-Made	07/01/2020	07/01/2021	Each Incident Limit \$1,000,000 Aggregate Limit \$2,000,000 SIR \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

"FOR INFORMATION PURPOSES ONLY"
The evidenced policies cover all sites that are owned or operated by Waste Management, Inc. and that are scheduled for coverage. The policies provide Pollution Legal Liability.

CERTIFICATE HOLDER Waste Management, Inc. 1001 Fannin Street Suite 4000 Houston TX 77002 USA		CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Southwest, Inc.</i>	
---	--	---	--

Holder Identifier :

Certificate No : 570082912636



TAB 9 | STANDARD & REQUIRED FORMS

Proposer's Certification

STANDARD FORMS ATTACHMENT A

In addition to the proposal, the forms listed below and required forms are to be completed and submitted with your proposal. See page 13 for exact details.

- a. Proposer's Certification
- b. Addendum Page
- c. Drug Free Workplace
- d. Public Entity Crimes Statement
- e. Proposer's Disclosure Affidavit

Include Items f-i Under Tab 6

- f. Schedule 1 – Participation for Small Business Enterprises
- g. Schedule 2 – Letter of Intent to Perform as a Small Business Sub-Contractors
- h. Schedule 3- Local Business Participation
- i. Schedule 4- Letter of Intent to Perform as a Local Business

Include Item j-k under Tab 8

- j. Fee/Price Schedule
- k. Bid Bond and Evidence of Insurance and Bonding Capacity

NOTE: Please ensure that all of these documents are completed and submitted with your response in accordance. Failure to do so may result in your response not being considered responsive.

SIGNATURE of AUTHORIZED REPRESENTATIVE

This signature page must be completed and included with the submittal.

By signing below, the undersigned acknowledges they are an expressly authorized agent of the Company/firm listed below.

Date: May 10, 2021

Full Legal Name of Company: Waste Management Inc. of Florida

Signature: David M. Myhan

Printed Name: David M. Myhan

Title: President

PROPOSER'S CERTIFICATION

I have carefully examined the solicitation, Instructions, General and/or Special Conditions, Specifications, Proposal and any other documents accompanying or made a part of this solicitation.

I hereby propose to furnish the goods or services specified in the solicitation at the prices or rates quoted in my response. I agree that my response will remain firm for a period of up to one hundred and twenty (120) days in order to allow the City adequate time to evaluate the proposals. Furthermore, I agree to abide by all conditions of the proposals.

I certify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this bid on behalf of the vendor / contractor as its act and deed and that the vendor / contractor is ready, willing and able to perform if awarded the contract.

I further certify that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any person, firm or corporation submitting a bid for the same product or service; no officer, employee or agent of the CITY OF RIVIERA BEACH or of any other bidder interested in said solicitation; and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Waste Management Inc. of Florida
NAME OF BUSINESS

dmyhan@wm.com
E-MAIL ADDRESS

BY:

David M. Myhan

SIGNATURE OF AUTHORIZED OFFICER

Sworn to and subscribed before me this 10
day of May, 2021.

David M. Myhan, President
PRINTED NAME AND TITLE

1800 N. Military Trail, Suite 201
MAILING ADDRESS

Boca Raton, FL 33431
CITY, STATE, ZIP CODE

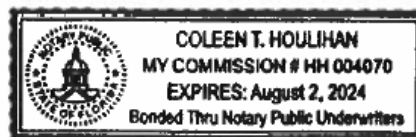
(954) 984-2035
TELEPHONE NUMBER

Coleen T. Houlihan
SIGNATURE OF NOTARY

MY COMMISSION EXPIRES: _____

PERSONALLY KNOWN: ✓

OR PRODUCED IDENTIFICATION: _____



Addendum Page

ADDENDUM PAGE

The undersigned acknowledges receipt of the following addenda to the solicitation (indicate number and date of each Addendum):

Addendum No. <u>1</u>	Dated <u>4/9/21</u>
Addendum No. <u>2</u>	Dated <u>4/17/21</u>
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____

FAILURE TO SUBMIT ACKNOWLEDGEMENT OF ANY ADDENDUM THAT AFFECTS THE BID PRICES IS CONSIDERED A MAJOR IRREGULARITY AND WILL BE CAUSE FOR REJECTION OF THE PROPOSAL.

Waste Management Inc. of Florida
COMPANY

Daniel M. Myham
SIGNATURE

President
TITLE

Drug Free Workplace

DRUG FREE WORKPLACE

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

THIS CERTIFICATION is submitted by David M. Myham the
(INDIVIDUAL'S NAME)

President of Waste Management Inc. of Florida
(TITLE/POSITION WITH COMPANY/VENDOR) (NAME OF COMPANY/VENDOR)

who does hereby certify that said Company/Vendor has implemented a drug free workplace program which meets the requirements of Section 287.087, Florida Statutes, which are identified in numbers (1) through (6) above.

David M. Myham 05/10/21
SIGNATURE DATE

Public Entity Crimes Statement

**CITY OF RIVIERA BEACH
NOTIFICATION OF PUBLIC ENTITY CRIMES LAW**

Pursuant to Section 287.133, Florida Statutes (1995), you are hereby notified that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases or real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 [F.S.] for CATEGORY TWO [\$35,000.00] for a period of 36 months from the date of being placed on the convicted vendor list.

ACKNOWLEDGED BY:

Waste Management Inc. of Florida
FIRM NAME


SIGNATURE

David M. Myhan, President
NAME & TITLE (PRINT OR TYPE)

Proposer's Disclosure Affidavit **Modify**

PROPOSER'S DISCLOSURE AFFIDAVIT

1. Please describe the general development of the Proposer's business during the past ten (10) years, or such shorter period of time that the Proposers has been in business.

See Attachment

2. Are there any lawsuits, administrative actions or litigation to which Proposer is currently a party or has been a party (either as a plaintiff or defendant) during the past ten (10) years based upon fraud, theft, breach of contract, misrepresentation, safety, wrongful death or other similar conduct? If the answer to this question is "NO", then please proceed to question number 4.

YES NO

☒ ☐

3. If "yes" to question number 2, were any of the parties to the suit a bonding company, insurance company, an owner, or otherwise? If so, attach a sheet listing all parties and indicate the type of company involved.

YES NO No Bonding Company was
☐ ☐ involved. See Attachment

4. Has the Proposer been charged with a criminal offense within the last ten (10) years?

YES NO

☐ ☒

5. Has the Proposer received any citations or notices of violation from any government agency in connection with any of Proposer's work during the past ten (10) years (including OSHA violations)? Describe any citation or notices of violation which Proposer received.

YES NO See Attachment

☒ ☐

6. Please state whether any of the following events have occurred in the last ten (10) years with respect to the Proposer. If any answer is yes, explain fully the circumstances surrounding the subject matter of the affirmative answer:

(a) Whether Proposer, or sub-contractor currently or previously associated with Proposer, has ever filed a petition in bankruptcy, taken any actions with respect to insolvency, reorganization, receivership, moratorium or assignment for the benefit of creditors, or otherwise sought relief from creditors?

YES NO

☐ ☒

(b) Whether Proposer was subject of any order, judgment or decree not subsequently reversed, suspended or vacated by any court permanently enjoining Proposer from engaging in any type of business practice?

YES NO

☐ ☒

(c) Whether Proposer was the subject of any civil or criminal proceeding in which there was a final adjudication adverse to Proposer which directly arose from activities conducted by Proposer.

YES NO See Attachment

☒ ☐

12. Has the Proposer, member of Proposer's team or officer of any of them (with respect to any matter involving the business practice or activities of his or her employer been notified within the five (5) years preceding the date of this offer that any of them are the target of a criminal investigation, grand jury investigation, or civil enforcement proceeding?

YES **NO**
☐ ☒

13. Please identify any Personal or Financial Relationships that may give rise to a conflict of interest as defined below *[Please be advised that you may be ineligible for award of contract if you have a personal or financial relationship that constitutes a conflict of interest that cannot be avoided]*:

(a) Personal relationships: executives, board members and partners in firms submitting offers must disclose familial relationships with employees, officers and elected officials of the City of Riviera Beach. Familial relationships shall include spouse, domestic partner, mother, father, sister, brother, and children of an official or employee.

YES NO

☐ ☒

(b) Financial relationships: Proposer must disclose any interest held with a City employee or official, or family members of a City employee or official, which may yield, directly or indirectly, a monetary or other material benefit to the Proposer or the Proposer's family members. Please describe:

YES NO

☐ ☒

Waste Management Inc. of FL has served Palm Beach County and its municipalities since the 1960's. We currently serve 19 Palm Beach County cities and towns, and the Solid Waste Authority. Our customer are long-term customers, satisfied with our service. Our business has seen steady growth. Recent initiatives include: (1) expanding local recycling options for vegetation and man-made materials; (2) increased use of automated collection to protect our workers (3) \$10 million investment in Clean Fuel and the specialized technicians to work on CNG trucks ; and, (4) investment in technology such as Smart Trucks with live streaming video to verify service; (5) investment in customer quality assurance reporting; (6) real time GPS to know where trucks are and when routes are completed and (7) digitalization with route on tablets for drivers.

Riviera Beach RFP 1011-21-1 Citations/NOVs 10 years

WM Manatee Manatee County, Florida						
2020-03-02	Closed	Manatee County Utilities Department	NOV	Alleges the volume of solids in the oil/water separator was unacceptable. Corrective action was to pump out the sump	Manatee County Utilities Department accepted the corrective action as documented on the re-inspection conducted on 03/09/2020.	\$-0-

Southern Sanitation Service Pompano Beach, Florida						
2018-12-07	Closed	Broward County Wastewater Management	NOV	Broward County Wastewater Management Division issued a Notice of Violation for zinc in concentrations above the permit limit. Confirmatory	Confirmatory sampling completed within 30 days of the exceedance showed concentrations of zinc dropped below	\$48

				sampling resulted in zinc concentrations below the permit limit	permit limits. Less aggressive truck wash cleaning chemicals will be used going forward.	
2019-10-02	Closed	Broward County Wastewater Department	NOV	On 08/08/2019, the truck wash water from Southern Sanitation was sampled for the discharge permit monitoring parameters as identified in the Broward County WWTP permit. Results from this sampling event revealed a result for iron at 9.3 mg/L (vs. limit of 6.1 mg/L). Broward County was notified of the result per the permit (as attached). A metal grabber system had been installed at the property in an effort to reduce the levels of zinc. The particular chemical used in the pre-treatment system contained iron, causing the iron in the sample to increase.	The pre-treatment system chemicals were modified, and the truck wash was resampled. The resample result of 0.93 mg/L was remitted to Broward County on September 12th indicating the pre-treatment was operating in compliance with the permit conditions. About September 26th, Broward County alleged a violation of the iron limit and requested a response within 10 days of the notice. Confirmation of the 10-day response was provided by Broward County on October 4, 2019.	\$57.38
2020-06-01	In Progress	Broward County Wastewater Department	NOV	Broward County Wastewater Management Division issued an NOV Industrial Use Permit (IUP) - exceedances of iron and biochemical oxygen demand (BOD) that discharged from the truck wash pretreatment system to their wastewater treatment plant (WWTP) facility. Subsequent to the notice, the pretreatment system must be modified to address the iron exceedance, while WM continues conversations with Broward County to adjust the BOD permit limits.	Corrective actions have been implemented and permit modifications are ongoing.	\$500.00 (waived due to our responsive actions)

WM of Collier County
Naples, Florida

2008-08-27	Closed	FDEP	Non-compliance letter	NPDES compliance inspection performed at WM of Collier County, Naples, FL by SAIC on behalf of FDEP on August 27, 2008.	Repairs implemented. Issue closed	\$ -0-
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				<p>Non-Compliance letter dated October 3, 2008 and received October 9, 2008 alleges the following potential violations:</p> <p>(1) Overspray from truck wash bay onto uncovered area of pavement with potential exposure to stormwater contact</p> <p>(2) Fluid leak/spill and heavy petroleum staining/accumulation in across-street parking lot.</p> <p>(3) Rusty sheet metal not stored under cover and cutting residue on ground with potential exposure to stormwater contact.</p>		
2017-06-20	Closed	FDEP	Compliance Assistance Offer	It is alleged the site was unable to produce operability test records and an isolation valve was not installed on small diameter piping.	Isolation valve was added to the small diameter piping	\$ -0-

WM of Palm Beach County						
Boynton Beach, Florida						
2014-06-02	Closed	South Central Regional Wastewater Treatment and Disposal Board	Compliance Report	Facility truck wash exceeded TRPH discharge limits and is required by permit to resample. Resampling was completed and facility returned to compliance.	Resampling only.	\$-0-
2016-05-05	Closed	FDEP	NOV	A FDEP field inspection identified a minor out of compliance issue with Veeder Root electronic leak detection system not working.	Item corrected.	\$-0-

WM of Wildwood (hauling company)						
Wildwood, Florida						
2016-10-12	Closed	Florida Dept. of Health / Citrus County	NOV	During tank inspection, the regulatory agency identified minor leaks at the fuel dispenser joints.	Corrective action taken.	\$-0-

7) Southern Waste Systems, LLC, n/k/a LGL Systems LLC, et. al v. Waste Management Inc. of Florida – Case No. 17-002422, 17th Judicial Circuit, Broward County, Complex Business Division – This is a companion case to the matter above. This matter concerns a demand for indemnification by WMIF to the seller of the assets and the seller's claim that the indemnity it provided is inapplicable and seller's demand for return of escrow monies. Matter is pending.

8) Carlos Parra, v Waste Management, Inc. of Florida-- Case No. 2018-019-866-CA-01, Miami Dade County Circuit Court, Florida. Employee of WMIF customer alleges injury resulting from WMIF employee rolling container to truck and striking the customer's employee. Matter settled.

9) Tyris Hampton v. Mark Birkins and Waste Management, Inc. of Florida -- Case No. 2017006462-CA-01, Judicial Circuit in and for Miami-Dade County, FL. Temporary worker, after exiting truck, fell and then truck backed over his leg. Matter settled

10) Timothy A. Pazko v. Tracy Lynn Nabergall & Waste Management, Inc. of Florida - Case No. 2020- CA-001114-NC, Judicial Circuit of the Twelfth Judicial Circuit in and for Sarasota County, Florida, Civil Division. Truck traveling on road struck the rear end of a three-wheel bicycle causing damage/injury. Matter is pending.

11) Aletha Antoine-Allison, Et Al., V. Waste Management Inc. Of Florida -- United States District Court for the Southern District Of Florida, Broward Division, Case No. 13-61910-Civ-Rosenbaum – This litigation resulted from alleged offsite odors from WMIF's landfill. Matter settled.

12) Miranda v. Waste Management Inc. of Florida, US District Court for Southern District of Florida, Miami Division, Case No. 20-23257-civ-Scola -- This litigation resulted from alleged offsite odors from WMIF's landfill. Matter is pending.

Disclosure Affidavit #5 Citations/Notices of Violation (10 years)

See attached schedule

Disclosure Affidavit #6(c) Civil /Criminal Proceeding with Adverse Final Adjudication

There are no criminal matters regarding this item. The City of Delray Beach v. Waste Management Inc. of Florida matter listed above (item #1) involved a final adjudication by way of summary judgment adverse to Waste Management but the parties then settled the dispute.

The above information is accurate to the best of WMIF's information and belief. Please note that we have searched the records available to us which we have maintained in the ordinary course of business. Accordingly, although it is possible that some relevant information is missing from this disclosure, we do not believe same would have a material effect on WMIF's performance pursuant to the instant solicitation. WMIF will supplement, modify or amend the above should it become aware of facts that should warrant same.

OSHA

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Inspection Detail

Quick Link Reference

1490662.015 | 1461054.015 | 1417124.015 | 1349301.015 | 1186639.015 | 1181483.015 | 1144315.015 | 1130966.015 | 1045609.015

Case Status: OPEN

Note: The following inspection has not been indicated as closed. Please be aware that the information shown may change, e.g. violations may be added or deleted. For open cases, in which a citation has been issued, the citation information may not be available for 5 days following receipt by the employer for Federal inspections or for 30 days following receipt by the employer for State inspections.

Inspection: 1490662.015 - Waste Management Inc. Of Florida

Inspection Information - Office: Ft. Lauderdale

Nr: 1490662.015	Report ID: 0418800	Open Date: 08/31/2020
Waste Management Inc. Of Florida		
7700 Se Bridge Rd		Union Status: NonUnion
Hobe Sound, FL 33455		
SIC:		
NAICS: 562111/Solid Waste Collection		
Mailing: 7700 Se Bridge Rd, Hobe Sound, FL 33455		
Inspection Type:	Referral	
Scope:	Partial	Advanced Notice: N
Ownership:	Private	
Safety/Health:	Health	Close Conference: 08/31/2020
		Close Case:
Related Activity:	Type	ID
	Referral	1652190
		Safety
		Yes
		Health

Case Status: OPEN

Case Status: CLOSED

Inspection: 1461054.015 - Waste Management

Inspection Information - Office: Tampa

Nr: 1461054.015	Report ID: 0420600	Open Date: 01/21/2020
Waste Management		
21341 Eddge Water Drive		Union Status: NonUnion
Port Charlotte, FL 33952		

SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 25515 Old Landfill Rd , Port Charlotte, FL 33980				
Inspection Type:	Referral			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	01/21/2020	
Emphasis:	L:Forklift, N:Amputate	Close Case:	05/04/2020	
Related Activity:	Type	ID	Safety	Health
	Referral	1535058	Yes	

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1417124.015 - Waste Management

Inspection Information - Office: Tampa			
Nr: 1417124.015	Report ID: 0420600	Open Date: 06/19/2019	
Waste Management			
12100 Young Pine Road		Union Status: NonUnion	
Orlando, FL 32829			
SIC:			
NAICS: 562920/Materials Recovery Facilities			
Mailing: 12100 Young Pine Road, Orlando, FL 32829			
Inspection Type:	Planned		
Scope:	Complete	Advanced Notice:	N
Ownership:	Private		
Safety/Health:	Safety	Close Conference:	06/19/2019
Emphasis:	P:Sstarg16, N:Sstarg16	Close Case:	09/09/2019

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1349301.015 - Waste Management

Inspection Information - Office: Tampa				
Nr: 1349301.015	Report ID: 0420600	Open Date: 09/26/2018		
Waste Management				
3303 Lake Drive		Union Status: NonUnion		
Cocoa, FL 32926				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 3303 Lake Drive, Cocoa, FL 32926				
Inspection Type:	Monitoring			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	09/26/2018	
		Close Case:	10/29/2018	
Related Activity:	Type	ID	Safety	Health
	Complaint	1361189		Yes

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1186639.015 - Waste Management Inc. Of Florida

Inspection Information - Office: Ft. Lauderdale		
Nr: 1186639.015	Report ID: 0418800	Open Date: 10/24/2016

City of Riviera Beach
RFP 1011-21-1 - Solid Waste Services

Waste Management Inc. Of Florida				
5200 Nw 158th Terrace		Union Status: NonUnion		
Miami Gardens, FL 33014				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 8801 Nw 91st Street, Medley, FL 33178				
Inspection Type:	Unprog Rel			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	10/24/2016	
		Close Case:	04/03/2017	
Related Activity:	Type	ID	Safety	Health
	Referral	1150191	Yes	

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1181483.015 - Waste Management Of Florida, Inc.

Inspection Information - Office: Jacksonville				
Nr: 1181483.015	Report ID: 0419700	Open Date: 10/04/2016		
Waste Management Of Florida, Inc.				
425 S. Pace Boulevard		Union Status: NonUnion		
Pensacola, FL 32502				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 6303 Da Lisa Rd., Milton, FL 32583				
Inspection Type:	Referral			
Scope:	Complete	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	10/05/2016	
		Close Case:	11/22/2016	
Related Activity:	Type	ID	Safety	Health
	Referral	1140594	Yes	

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1144315.015 - Waste Management Inc.

Inspection Information - Office: Tampa				
Nr: 1144315.015	Report ID: 0420600	Open Date: 04/29/2016		
Waste Management Inc.				
3510 Rio Vista Ave.		Union Status: NonUnion		
Orlando, FL 32805				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 3510 Rio Vista Ave., Orlando, FL 32805				
Inspection Type:	Referral			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	04/29/2016	
		Close Case:	10/19/2016	
Related Activity:	Type	ID	Safety	Health
	Referral	1084160	Yes	

Case Status: CLOSED

Case Status: CLOSED

Inspection: 1130966.015 - Waste Management Inc. Of Florida

Inspection Information - Office: Ft. Lauderdale				
Nr: 1130966.015	Report ID: 0418800	Open Date: 03/10/2016		
Waste Management Inc. Of Florida		Union Status: NonUnion		
6911 Wallis Road				
West Palm Beach, FL 33413				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 3510 Rio Vista Avenue, Orlando, FL 32805				
Inspection Type:	Referral			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	09/07/2016	
		Close Case:	02/10/2017	
Related Activity:	Type	ID	Safety	Health
	Referral	1069837	Yes	

Case Status: CLOSED

Violation Summary						
	Serious	Willful	Repeat	Other	Unclass	Total
Initial Violations	1			2		3
Current Violations	1			2		3
Initial Penalty	\$8,908	\$0	\$0	\$1,016	\$0	\$9,924
Current Penalty	\$8,908	\$0	\$0	\$1,016	\$0	\$9,924
FTA Amount	\$0	\$0	\$0	\$0	\$0	\$0

Violation Items										
#	ID	Type	Standard	Issuance	Abate	Curr\$	Init\$	Fta\$	Contest	LastEvent
1.	01001	Serious	19100147 C07 I	09/08/2016	09/20/2016	\$8,908	\$8,908	\$0		Z - Issued
2.	02001	Other	19100134 K06	09/08/2016	09/20/2016	\$0	\$0	\$0		Z - Issued
3.	03001	Other	19030019 D01	01/25/2017	03/14/2017	\$1,016	\$1,016	\$0		Z - Issued

Case Status: CLOSED

Inspection: 1045609.015 - Waste Management Inc. Of Florida

Inspection Information - Office: Tampa				
Nr: 1045609.015	Report ID: 0420600	Open Date: 03/11/2015		
Waste Management Inc. Of Florida				
6105 44th Court East		Union Status: NonUnion		
Bradenton, FL 34203				
SIC:				
NAICS: 562111/Solid Waste Collection				
Mailing: 3510 Rio Vista Avenue, Orlando, FL 32805				
Inspection Type:	Complaint			
Scope:	Partial	Advanced Notice:	N	
Ownership:	Private			
Safety/Health:	Safety	Close Conference:	03/11/2015	
		Close Case:	08/14/2015	
Related Activity:	Type	ID	Safety	Health
	Complaint	966061	Yes	

Case Status: CLOSED

Violation Summary						
	Serious	Willful	Repeat	Other	Unclass	Total
Initial Violations				1		1
Current Violations				1		1
Initial Penalty	\$0	\$0	\$0	\$1,000	\$0	\$1,000
Current Penalty	\$0	\$0	\$0	\$750	\$0	\$750
FTA Amount	\$0	\$0	\$0	\$0	\$0	\$0

Violation Items											
#	ID	Type	Standard	Issuance	Abate	Curr\$	Init\$	Fta\$	Contest	LastEvent	
1.	01001	Other	19040039 A02	07/06/2015		\$750	\$1,000	\$0		I - Informal Settlement	

UNITED STATES DEPARTMENT OF LABOR

Occupational Safety and Health Administration
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Washington, DC 20210
☎ 800-321-6742 (OSHA)
TTY
www.OSHA.gov

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February 4, 2013

Mr. Brian Sturtecky
U.S. Department of Labor – OSHA
Ft. Lauderdale Area Office
1000 South Pine Island Road
Suite 100
Ft. Lauderdale, FL 33324
Fax: 954-424-3073

Via Facsimile and Overnight Delivery

RE: Waste Management Response to Complaint Number 764791

Dear Mr. Sturtecky:

Waste Management of Dade reviewed items listed in the complaint received on January 25, 2013 and appreciates the opportunity to provide an explanation regarding the allegations contained in Complaint Number 764791. Please see our response below.

Complaint

1. Rodents are breeding in the trucks and exposing employees to potential health hazards associated with rodents.

Response

A complete inspection of the fleet was conducted from January 28 through January 30, 2013 and no signs of rodent infestation, nesting or droppings were found.

As a precaution, cab cleanliness will continue to be a focus in our Post Inspection Lane process because organic waste is the most common rodent attraction.

In addition, Waste Management of Dade has a Premium Rodent control program with Truly Nolan of America, Inc. The package consists of 23 Alexxon Tubes which is used to eradicate rodents. There are also 15 rodent bait stations on site throughout the parking lot area where the trucks are located, the bait stations are tamper proof making it safe for other large animals and people.

Complaint

2. Rodents are chewing truck electrical wires exposing employees to potential electrical hazards.

Response

Every truck has been inspected for exposed electrical wires and there were none found, all existing wires are under cover. No electrical hazards exist.

Complaint

3. Company trucks are not being cleaned properly exposing employees to potential health hazards.

Response

Waste Management of Dade has a truck wash program onsite with Superior Wash, Inc. The truck wash program consists of the following:

Rear Load Trucks: Tuesdays and Wednesdays, entire cab/body exterior is washed, to include area between the cab and the body, tops of transmission, hopper blades (including valves that can be seen from the ground), hydraulic pump area, frame area, tires and rims.

Front Load Trucks: Mondays and Thursdays, entire cab/body exterior is washed, to include area between the cab and body, tops of transmission, special attention to the bulkhead area including control valves and piping that is visible. The tops of cab and cab shield washed, arm assemblies including fork components with every other wash.

Recycle Trucks: Fridays, entire cab/body exterior is washed to include area between cab and body, tops of transmissions, hydraulic pump area, frame area, tires and rims. Buckets are raised and hydraulic tank and frame cleaned.

Roll-off Trucks: Tuesdays and Wednesdays, entire cab and body washed, to include area between cab and body, tops of transmission, hydraulic pumps area, frame area, tires and rims. Special attention to outside controls, rear window, sill at rear where trash collects and rack area.

In addition, every truck is inspected when traveling through the facility's post inspection lane. If a driver reports or identifies that a truck requires attention, the truck will be flagged for same day wash.

Complaint

4. Flies and maggots infestation in the waste truck.

Response

Every truck is inspected at the post inspection lane and there were no evidence of flies or maggot infestation.

Waste Management of Dade has a Post Inspection lane process to ensure safe vehicles for our drivers and the public. We will continue to focus on cab cleanliness and insure the fleets wash program remains on schedule.

Please rest assured that Waste Management of Dade recognizes its responsibility to provide safe and healthy conditions and to comply with all federal, state and local laws. Waste Management of Dade appreciates OSHA bringing this employee concern to our attention.

Should you have any questions in regards to the information provided, please feel free to contact me.

Respectfully,

Miguel Lantigua
District Manager
Waste Management of Dade
2125 NW 10th Court,
Miami, FL 33127
954-270-6492

Enclosure: Certificate of posting

CC: Chuck Mehlhorn
Rick Kania



TAB 10 | CONCLUSION

Waste Management Inc. of Florida (Waste Management) wants to continue to be your waste services provider. We have provided waste management services to Riviera Beach for many years. You are familiar with our company, our team, and our professional approach over the long term.

We believe this to be a significant contract for both Waste Management and Riviera Beach. Our values align and we are strongly invested in your City. We understand your priorities, the way you work, and what makes your City such a great place to live, work, and play. **Our CNG-fueled trucks make solid waste collection services in Riviera Beach a little cleaner and greener.** These aspects of our service make us uniquely qualified to provide tailored services to meet your operational needs and the ever-evolving expectations.

Secondly, **we are committed to strengthening our current relationship by continuing to provide high-quality, reliable service for the entire term of the Agreement.** We have already shown ourselves to be a dependable partner in our current agreement. We have the resources to make needed adjustments, when necessary, to facilitate continued satisfaction for your residents. Waste Management intends to continue to offer uninterrupted stability backed by innovation, value, and price, and to be an active partner in attaining Riviera Beach's goals and objectives.



Figure 10 International Coastal Cleanup

Lastly, continuing a partnership with **Waste Management will provide your City with uninterrupted, reliable service delivery for an essential and highly regulated operation.** There will be no transition period where costly mistakes and problems are most likely to occur, as our team is intimately familiar with your operations and has developed a strong working partnership with your staff. Our

best-in-class operations, along with our industry-leading safety and environmental practices, should give you the peace of mind that your waste is being managed efficiently and safely. **Waste Management has shown unquestionable support to the people of Riviera Beach and we take pride in supporting the non-profit organizations in the City.**

Waste Management is dedicated to being the best environmental solutions partner for Riviera Beach now and in the future.



ATTACHMENT 1: EXCEPTIONS

Exceptions to RFP 1011-21-1 - City of Riviera Beach

1. WMIF takes exception to the Proposer's Certification to the extent it requires Proposer to certify that it agrees "to abide by all conditions of the proposal" when Addendum 2 (#50) made clear that proposers may take exceptions to the RFP.
2. WMIF takes exception to the price increase language in the RFP (including Attachment D-Draft Contract, Section 17 and Addendum 2, #48) to the extent it fails to make clear that the annual price adjustment is based upon: WST CPI: Water, Sewer, and Trash CPI, Not Seasonally Adjusted, All Areas, Series ID CUUR0000SEHG.
3. WMIF takes exception to the language in the RFP (including Attachment D-Draft Contract and Addendum 2) to the extent it fails to make clear that the franchise fee/administrative fee are pass-through fees --WMIF's proposed rates do not include such franchise/administrative fees (rather, those fees will be added later, to be passed through to the customer).
4. WMIF takes exception to the language in Addendum 2 (#33) to the extent it fails to make clear that roll-off service for waste will be exclusive to the contractor awarded the franchise agreement -- WMIF's proposal is based upon the premise that all roll-off services shall be exclusive to franchise holder.
5. WMIF takes exception to the pricing sheets (pg. 39, Ex.1 & pg. 41, Ex. 1 -- re Multifamily) of Attachment D (Draft Contract) to the extent they request inconsistent pricing metrics (*i.e.* a rate per unit), as compared to the Revised Fee/Price Schedule Form No. 3 (*i.e.* which asks for rate per cubic yard), and to the extent Form No. 3 is unclear as to whether disposal fees should be included in the rates (WMIF has included disposal fees in the rates in Form No. 3).
6. WMIF takes exception to the language in Section 21 of Attachment D (Draft Contract) to the extent it fails to recognize that the Solid Waste Authority is charged with HHZ collection and does not allow others to collect HHZ.
7. WMIF takes exception to the language in pg. 24, Section 30 of Attachment D (Draft Contract) to the extent it states all vehicular equipment shall not be older than five (5) years of age at any time during the contract; it is WMIF's position that the collection vehicle fleet should have an average age of fleet requirement of five (5) years during the term of the contract.
8. WMIF takes exception to the language in Section 35 of Attachment D (Draft Contract) to the extent it seeks to impose an administrative charge for a "failure to complete, either partially or totally, a route" of \$1,000 for each route not completed -- WMIF believes that a "failure to

complete a route” should mean more than 15% of the units on a route were missed (rather than a de minimis number of missed pick-ups).

9. WMIF takes exception to the language in the RFP to the extent it fails to make clear that the CLEAN program will be a part of the scope of work for this RFP – WMIF submits this proposal conditioned upon implementation of the CLEAN program.
10. WMIF takes exception to the language in Section 38 of Attachment D (Draft Contract) in that such section should be broadened to include additional force majeure events and language.
11. WMIF takes exception to the language in Addendum 1 (#4) which appears to require new carts be provided to all residential customers at the start of the contract – WMIF proposes to deliver 2,000 new carts per year (throughout the duration of the contract) as replacements; however, many existing carts are relatively new and need not be discarded and replaced at the outset of the contract
12. WMIF takes exception to the language in the RFP to the extent it fails to make clear that commercial billing will be performed by the contractor.

WMIF requests that the final Contract between the parties contain language specific to waste collection and recycling services as follows:

- a. WMIF requests language that allows rates to be increased in the event of an uncontrollable circumstance and upon 30 days’ notice to the City to offset any change in conditions that uncontrollably increases WMIF’s costs, including but not limited to, increases in disposal costs, changes in local ordinances, federal, or state laws, or changes in rules or regulations, increases in tax, tariffs, franchise fees, or surcharges applicable to WMIF’s services.

WMIF’s response is expressly conditioned on the above exceptions and the parties’ ability to reach a mutually acceptable Agreement. WMIF agrees to work in good faith with the City to negotiate final Contract terms that are acceptable to both parties.



ATTACHMENT 2 SCHEDULES 1 - 4