



Environmental Performance

Today's customers want to know that the waste they generate is handled in the smartest way possible. They want solutions that are better for the environment and, at the same time, better for the bottom line. They want services that focus on reducing, recycling and recovering waste. And more. They want waste to be used in beneficial ways, like generating renewable energy or creating alternative fuels that vehicles can run on. They want options for every waste stream, whether it comes from a house, restaurant, hospital or elsewhere. And so do we.

Waste Management is the largest environmental solutions provider in North America, serving more than 20 million municipal, commercial and industrial customers in the U.S., Canada and Puerto Rico. We recognize that the best way to build a stronger company is to listen closely to what customers want and then deliver. That's why we have invested in developing waste solutions for a changing world. Today, this includes not just disposal and recycling, but sustainability services that help customers achieve their green goals, including zero waste.

With the largest network of recycling facilities, transfer stations and landfills in the industry, our entire business can adapt to meet the needs of every distinct customer group, including municipalities, construction sites, healthcare providers, commercial property owners and many others.

Waste Management is also a renewable energy provider, producing more than twice the amount of renewable electricity than the entire US solar industry. One of the ways we do this is by recovering the naturally occurring gas inside landfills to generate electricity, called landfill-gas-to-energy. By the end of 2012, we operated over 138 beneficial-use landfill-gas projects, producing enough energy to power nearly 500,000 homes.

We also use waste to create energy through a highly efficient combustion process, called waste-to-energy. Through Wheelabrator Technologies Inc., our waste-to-energy subsidiary, we operate 17 plants that produce enough clean, renewable energy to power 705,000 homes and replace nearly 7 million barrels of oil. In 2012 alone, Wheelabrator converted over 7.6 million tons of municipal solid waste into approximately 4.7 billion kilowatt-hours of electricity.

In addition to collection, recycling and disposal, Waste Management is expanding its service offerings to meet the industry demands of our customers.

LampTracker® – North America's largest bulb recycler, handling the collection and processing of CFLs and fluorescent lights.

Sustainability ServicesSM – an offering that helps businesses identify savings through waste reduction and energy efficiency.

Bagster® – the company's newest innovation that allows customers to purchase a "Dumpster in a Bag."

IN 2012, WASTE MANAGEMENT:

Worked with 109 Fortune 500 companies
Helped over 150 communities become green
Operated over 2,000 natural gas trucks

Waste Management produces more than twice the amount of renewable electricity than the entire US solar industry.

Sustainability Goals

1. Waste Management produces enough energy to power more than one million homes every year. By 2020, we expect to double that output, creating enough power for more than two million homes. That's because waste is a renewable energy source. Landfill-gas-to-energy plants use an otherwise powerful greenhouse gas, methane, to generate electricity, while our Wheelabrator waste-to-energy facilities power the same communities they serve.

2. As North America's largest residential recycler, we are committed to reducing waste. By 2020, we expect to manage more than 20 million tons every year, up from the more than 12 million tons we handled in 2012. Part of that is coming from expanding on proven technology, like the kind we see at our single-stream processing plants, to make recycling easier for consumers. Another part will be investing in technologies for the future, such as diverting organic waste from the materials stream to make high-end compost for local growers.

3. In 2012, Waste Management reached its goals to reduce emissions and increase the efficiency of our fleet by 15 percent. Today, with more than 32,000 vehicles on the road, includes over 2,000 that run on cleaner-burning natural gas. Waste Management is also investing new technologies to improve our performance even further. Just outside of San Francisco, we've developed the world's largest landfill-gas-to-liquid-natural-gas facility, which converts gas created during waste decomposition into a natural gas our trucks can run on. In fact, nearly 300 of our vehicles are using this fuel to run their routes.

4. Waste Management set a goal to achieve a fourfold increase in the number of facilities with certifications from the Wildlife Habitat Council. As of 2012, we've exceeded that goal with a total of 116 facilities that have received certification, protecting more than 28,000 acres of wildlife habitat. Today, we are looking to keep those numbers by carefully maintaining the environments that surround our facilities, as well as periodically applying for recertification.

Our focus remains steadfastly on continuing to lead the industry in our core businesses of collection and disposal, while also charting the course for the future management of waste. We will extract greater value from the wide range of materials we collect. This is our goal, since today's customers are counting on us to develop and deliver solutions that are not only good for business, but good for the planet, too. We are doing it every day.

SENIOR MANAGEMENT



David P. Steiner

President & Chief Executive Officer
Mr. Steiner joined the company in November 2000 as Vice President and Deputy General Counsel and was appointed Senior Vice President, General Counsel and Corporate Security in July 2001. In April 2003, he was elected CFO before being elected CEO in March 2004.

CORPORATE INFORMATION

Financial Highlights:

For the year ended December 31, 2012:
Total Revenue \$13.64 billion
Net Income \$817 million
Diluted Earnings Per Share \$1.76
Total Assets \$23.097 billion
NYSE: WM
Fiscal Year Ends: December 31
Shares Outstanding: 464.2 million
52-Week Stock Price Range:
\$30.82 – \$36.35

Operating Areas:

48 states, D.C., Canada, and Puerto Rico

Customers Served: More than 20 million

Active Landfills: 269

Transfer Stations: 297

Fleet Vehicles: More than 32,000

LNG and CNG Vehicles: Over 2,000

Employees: Approximately 43,500

Recycling:

Recycling Facilities: 114
Single-Stream Facilities: 42
Materials Managed: Over 12M tons

Investor Information

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