

Glossary

| Term | Acronym | Definition |
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| Adjusted Operating EBITDA | | Management defines operating EBITDA as GAAP income from operations before depreciation, depletion and amortization. When adjusted, operating EBITDA is a non-GAAP measure. See the Appendix for more information on use of non-GAAP measures. |
| Autoclave | | A treatment process that uses heat and steam to kill pathogens. In the healthcare waste industry, autoclaves are commonly used to treat regulated medical waste and sharps waste, rendering these wastes non-infectious prior to disposal. |
| Automated Side Loader | ASL | Refuse vehicle designed to lift and empty trash bins into the truck's hopper without requiring the driver/operator to exit the vehicle. |
| Biosolids | | A product of the wastewater treatment process. During wastewater treatment the liquids are separated from the solids. Those solids are then treated to produce a semisolid, nutrient-rich product. |
| Compressed Natural Gas | CNG | Natural gas compressed to less than 1% of its volume at standard atmospheric pressure; typically used to fuel vehicles as a lower-emission alternative to gasoline or diesel |
| Construction and Demolition | C&D | Construction and demolition materials are any substance, matter or thing which is generated as a result of construction and demolition work. It is a mixture of materials arising from site clearance, excavation, construction, refurbishment, renovation, demolition and road works. |
| Core Price | | A performance metric used by management to evaluate the effectiveness of our pricing strategies; it is not derived from our financial statements and may not be comparable to measures presented by other companies. Core price is based on certain historical assumptions, which may differ from actual results, to allow for comparability between reporting periods and to reveal trends in results over time. |
| Customer Lifetime Value | CLV | Using data and analytics to analyze and improve customers' experiences to drive lower churn and increase the long-term profitability. |
| Elements® | | A reporting platform used by our customers or sales team to monitor spend, service quality, sustainability-related impact, continuous improvement opportunities related to service optimization, and portfolio reporting at a customer or segment level. |
| Extended Producer Responsibility | EPR | A policy approach where producers (manufacturers, brands, importers) are given responsibility for the entire life cycle of their products — especially for take-back, recycling, and final disposal — after the product is no longer useful to the consumer. |
| Free Cash Flow | FCF | Management defines free cash flow as net cash provided by operating activities, less capital expenditures, plus proceeds from divestitures of businesses and other assets (net of cash divested). See the Appendix for more information on use of non-GAAP measures. |
| Free Cash Flow Conversion | | Free Cash Flow divided by Adj. Operating EBITDA. |
| Greenhouse Gas | GHG | Gases in the Earth's atmosphere that trap heat, keeping the planet warm by allowing sunlight in but preventing some of the heat from escaping back into space — this is known as the greenhouse effect. |
| Incineration | | A treatment process that uses high temperatures to kill pathogens in medical waste. In the healthcare waste industry, Hospital, Medical, and Infectious Waste Incinerators (HMIWI) thermally treat specific wastes, including pathological, trace chemotherapy, and non-hazardous pharmaceutical wastes, as required by some state regulations as well as by WM Healthcare Solutions' waste acceptance policies. HMIWIs render the waste non-infectious prior to disposal. |
| Landfill | LF | A discrete area of land or excavation that receives and stores waste. |
| Landfill Gas | LFG | Landfill gas is a natural byproduct of the decomposition of organic material in landfills. |
| Landfill Gas-to-Electricity | LFGTE | A process involving the collection, processing, and combustion of landfill gas in engines or turbines, producing electricity that can be used on-site or fed into the power grid. |
| Medium BTU | | A process involving the collection and processing of landfill gas for direct thermal applications like boilers, kilns or dryers in industrial facilities, while maintaining a BTU (British Thermal Unit) content between 300 and 700 BTU per standard cubic foot. |



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| Megawatt/Megawatt Hour | MW/MWh | Measurements of electric power capacity and usage, respectively. |
| Million British Thermal Units | MMBtu | Measurement of heat. |
| Net Promotor Score | NPS | A metric used to measure customer loyalty and satisfaction by asking customers how likely they are to recommend a company, product, or service to others. |
| Per- and Polyfluoroalkyl Substances | PFAS | Synthetic chemicals characterized by strong carbon-fluorine bonds, which make them highly stable and resistant to breaking down in the environment — earning them the nickname “forever chemicals.” |
| Regulated Medical Waste | RMW | Waste known or reasonably expected to contain a pathogen. Examples may include items saturated with human blood or other potentially infectious materials (OPIM), such as bandages, gauze, or Personal Protective Equipment (PPE). |
| Renewable Fuel Standard | RFS | The RFS program requires refiners and importers either to blend volumes of renewable fuel such as ethanol or biodiesel into the transportation pool (gasoline and diesel fuel) or to purchase renewable fuel credits known as renewable identification numbers (“RINs”). Producers of qualifying renewable fuels are permitted to generate and sell RINs associated with their production. |
| Renewable Identification Number | RIN | RINs are credits used for compliance and are the “currency” of the RFS program. RINs are generated when renewable fuel is created and retired when they are used to demonstrate compliance. A RIN can be assigned directly to a batch of fuel or separated from the fuel it was originally assigned to. RINs can then be bought/sold to obligated parties such as non-renewable fuel producers and importers. WM is a renewable fuel producer and matches its CNG vehicle fleet’s fuel demand with renewable natural gas production, thereby generating RINs. |
| Renewable Natural Gas | RNG | Renewable natural gas (RNG) is a pipeline-quality gas derived from Biogas that is fully interchangeable with conventional natural gas and thus can be used in natural gas vehicles. Like conventional natural gas, RNG can be used as a transportation fuel in the form of compressed natural gas (CNG) or liquefied natural gas (LNG). Landfill RNG qualifies as a cellulosic biofuel under the Renewable Fuel Standard. |
| Renewable Volume Obligation | RVO | Annual renewable fuel usage requirement for “obligated parties” determined by the EPA. |
| Return on Invested Capital | ROIC | A financial metric that measures how efficiently a company generates profit from the capital it has invested. Management defines Return on Invested Capital as income from operations less provision for income taxes, each as adjusted for certain acquisition, divestiture, asset impairment and other expenses, divided by WM’s invested capital, including debt, stockholder’s equity and noncontrolling interests, less cash. See the Appendix for more information on the use of non-GAAP measures. |
| Secure Information Destruction | SID | Secure Information Destruction services, a business that primarily provides confidential customer material shredding services and recycling of shredded paper. Hard drive destruction is also available in some areas as well as specialty shredding services. |
| Sharps | | Sharps are objects contaminated with a pathogen that are also capable of cutting or penetrating skin or packaging materials. Examples of sharps waste may include needles, syringes, scalpels, broken glass, slides, and culture dishes. |
| WM Legacy Business | | Total WM results excluding the WM Healthcare Solutions segment and net of intercompany eliminations. |
| WM Smart Truck® | | A patented system of smart cameras and GPS devices which automatically identifies all services associated with each customer and then reconciles photos and videos using AI to identify overloaded and contaminated containers, allowing for proactive customer outreach. |
| Standard Cubic Feet per Minute | SCFM | Measurement of gas flow rate. |
| Total Addressable Market | TAM | The total revenue opportunity that is available for a product or service. |
| Total Recordable Incident Rate | TRIR | A measure of the number of recordable incidents per 100 full-time workers during a one-year period. |
| Waste Water Treatment Plant | WWTP | A facility designed to clean and treat wastewater (from homes, businesses, industries, and stormwater) so it can be safely released into the environment or reused. |
| Weighted Average Cost of Capital | WACC | The minimum return a company needs to generate to satisfy its creditors and shareholders. |
| WM One Solution | | An integrated approach to providing to our customers solutions for all of their waste streams. |