Always Working For A Sustainable Tomorrow®

2022 Sustainability Report

Contents

GRI | SASB | TCFD

About This Report

WM is committed to consistent and meaningful public disclosure and discussion of our sustainability progress through the publication of our annual Sustainability Report.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option, as well as in alignment with the Sustainability Accounting Standards Board (SASB) guidelines for the infrastructure sector. We publish updates in three formats:

» This annual Sustainability Report, which details progress on our most material issues over the past year, is available as a PDF.

» An Environmental, Social and Governance **(ESG) Resource Hub** that provides detailed information and data related to many aspects of our ESG performance, policies and initiatives. The ESG Resource Hub also houses WM's GRI index, SASB and Task Force on Climate-related Financial Disclosures (TCFD) reports, an ESG Data Center and an archive of past reports.

» A companion **website** related to this report, sharing more stories around the progress we are making.

This report generally covers ESG performance for 2021 and early 2022 and, unless otherwise noted, the report boundary is WM's wholly owned operations, which are in the United States, Canada and India. All data is for the year ended December 31, 2021, except where noted.

WM At-A-Glance

(as of and for the year ended December 31, 2021)

Financial

$17.9B
total revenue

$4.3B
cash from operations

$1.9B
capital expenditures

$2.3B
returned to shareholders

Landfills and Transfer Stations

340
transfer stations

255
active solid waste landfills

5
active hazardous waste landfills

Recycling Facilities

49
single-stream recycling facilities

27
commercial facilities

11
other facilities

9
construction and demolition recycling facilities

26
composting facilities

5
Organics Material Recovery Facilities, including WM CORe® sites

4
Green waste processing sites

4
Wood waste processing sites

Energy

10,832
alternative fuel vehicles

102
landfill gas-to-electricity facilities

177
natural gas fueling stations

26
landfill gas-to-industrial customers as a direct substitute for fossil fuels

16
Renewable Natural Gas facilities

People

48,348
team members

Environmental Conservation

73
certified wildlife habitat programs

70
pollinator programs

177
active habitat, species and education certified projects

13,721
acres actively managed for wildlife preservation

Community Vitality

$12.8M
in charitable giving

$1.5M
in-kind services donated

1,096
community events hosted and/or participated in by WM

Education

536,738
people, including K-12 youth and college students, participated in WM-hosted education and community betterment activities

WM (WM.com) is North America's largest comprehensive waste management environmental solutions provider. Previously known as Waste Management and based in Houston, Texas, WM is driven by commitments to put people first and achieve success with integrity. The company, through its subsidiaries, provides collection, recycling and disposal services to millions of residential, commercial, industrial and municipal customers throughout the U.S. and Canada. With innovative infrastructure and capabilities in recycling, organics and renewable energy, WM provides environmental solutions to and collaborates with its customers in helping them achieve their sustainability goals. WM has the largest disposal network and collection fleet in North America, is the largest recycler of post-consumer materials and is the leader in beneficial reuse of landfill gas, with a growing network of renewable natural gas plants in North America. WM's fleet includes nearly 11,000 natural gas trucks—the largest heavy-duty natural gas truck fleet of its kind in North America—where more than half are fueled by renewable natural gas.

CEO Message

Investing in sustainability today to create a better tomorrow.

WM's brand promise is **Always Working For A Sustainable Tomorrow®**. We live this promise through the services we provide, the sustainable solutions we offer, the innovations we invest in, the people we hire and the future we're committed to. Through our longtime focus on finding sustainable solutions, WM continues to evolve to become so much more than an environmental services company. We aspire to be a For Tomorrow℠ company, committed to creating a more sustainable world.

Making real strides in sustainability requires us to re-think waste. Across our business, we work to minimize our environmental impact by reducing carbon emissions across the value chain, investing in technology and automation that differentiates us, and helping to educate others to act more sustainably. We also provide analytics to customers to inform their environmental strategies, reduce costs, minimize risk and divert more materials for their next best use.

To be successful in these endeavors, particularly in a challenging labor market, we must create an accepting and inclusive culture. Throughout 2021, we continued to help our people thrive. We launched the first enterprise-wide frontline leadership development program, as well as three new Impact Groups to connect and uplift multicultural, female and LGBTQ+ employees. Additionally, we contributed $12.8 million in charitable giving, $1.5 million in donated services and engaged with community members at nearly 1,100 events.

Because we're **Always Working For A Sustainable Tomorrow®**, as we celebrate our continued progress, we are already focused on the future. I am confident that placing sustainability at the center of how we create growth and value will enable a positive impact for our people and the planet for years to come.

Jim Fish
President and Chief Executive Officer

CSO Message

Collaborating for sustainable growth.

Something that is distinctive about WM's business is that we serve such a broad and diverse base of customers. From large national accounts to municipalities to the local pizza shop, each has different needs. We have found, however, that there are three key things that nearly every WM customer wants: a dedicated partner, deeper insights to help them run their business and services that make the biggest impact possible.

WM's new sustainability growth strategy will deliver each of those elements by embracing new technology and incorporating sustainability into all that we do. It will propel our company into the future—taking us from a service provider to a true sustainability partner.

With this new strategy, we aim to help customers increase circularity and accelerate their decarbonization goals. Along with enhanced circular logistics that position us to lead new recycled materials markets as they emerge, we plan to invest in integrated organics and recycling infrastructure. We are also modernizing our landfills and expanding our network of renewable natural gas facilities. Together, these robust solutions will make us a better advisor to our customers while supporting WM's own sustainability goals. Recently, we announced a $1.625 billion planned investment to expand our renewable energy and recycling businesses over the next four years. By 2026, we expect to see six-fold growth in the amount of renewable natural gas (RNG) produced at WM-operated landfills, along with 25% growth in the tons of materials that we divert for reuse.

In 2021, we were proud to achieve several of the targets we set in 2019, including working toward emissions reductions, and expanding our circularity solutions. We continue to enhance safety in the workplace and inclusion, equity and diversity efforts, while investing in social impact programs. In this report, I'm pleased to share our new ESG priorities for 2030 and announce new sustainability goals.

We are on a journey that will evolve as we build, grow and scale new sustainable services. I like to say that our work helps enable vibrant communities, and through our new strategy and priorities, we will continue to do so for generations to come.

Tara J. Hemmer

Tara Hemmer
Chief Sustainability Officer

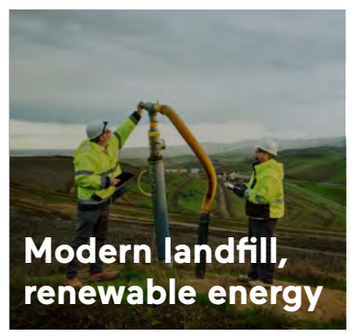
Sustainability Growth Strategy

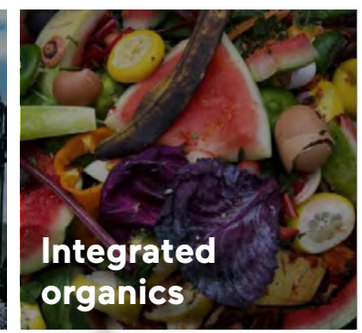
The world is changing fast. Our stakeholders and the environment in which we operate are evolving, from investors' expectations of our environmental performance to the technology we use to measure our impact. Sustainability is in the spotlight as never before, and WM is responding by incorporating sustainability into everything we do, because we are **Always Working For A Sustainable Tomorrow®**.

We are committed to advancing from a service provider to a true sustainability partner by making it easier for communities to reduce waste, decrease emissions and use more recycled materials in a manner that is good for people, communities and the environment. A critical component of our sustainability strategy is expanding services that support a transition to a lower-carbon economy. Underpinning our journey is transparent, science-based tracking of the environmental and social benefits of our work.

We are significantly investing in these sustainable solutions. By expanding customer offerings and incorporating new ones, including data services, consultive program services, specialty remediation, organics collection and processing and other products, WM anticipates building sustainability-related businesses that are equal to the size of our core business.

Five Strategic Growth Areas





$1.625B
planned investments from 2022 through 2025 to grow our recycling and renewable energy businesses

25%
expected growth in tons diverted to recycling by 2026 through accelerated investments in automation and an expanded recycling footprint

6X
expected growth in RNG from 2022 through 2025 captured at WM-operated landfills

2030 Priorities

In 2022, WM aligned on five focus areas for the next decade to help advance climate action, expand environmental solutions, and support our workforce and communities.

The goals in these issue areas help to establish WM as a leader in sustainability impact. In addition to the impact we will make through our services, our focus on inclusion, equity and diversity (IE&D) will support a culture of inclusion and belonging at WM for all employees, regardless of identity. We will continue to work toward previously stated 2025 goals, and provide updates around recycling, emissions and community engagement in our **ESG Data Center**.

Climate Impact

Reduce absolute Scope 1 and Scope 2 GHG emissions

42% by 2032

aligned with the Paris Agreement to limit warming to 1.5°C

Read stories about climate impact

Circularity

Increase WM's recovery of materials by 60% to

25M tons

by 2030, including an interim milestone of a 25% increase by 2025

Read stories about circularity

Social Impact

WM plans to invest the equivalent of

2% of our net income

to targeted social impact programs, positively impacting 10 million people in our communities by 2030

Read stories about social impact

Safety

Reduce Total Recordable Incident Rate (TRIR) by

3% annually,

targeting 2.0 by 2030; and continued focus on prevention of serious injuries

Read stories about safety

Inclusion, Equity & Diversity

Increase overall representation of women to

25% by 2030

Increase representation of racial/ethnic minority employees at manager and above to

30% by 2030

Read stories about Inclusion, Equity & Diversity

UN Sustainable Development Goals

WM has taken a targeted approach to align our sustainability goals with the United Nations Sustainable Development Goals (SDGs).

Learn more about our progress toward specific SDG targets in the **Appendix**.

2021 Sustainability Highlights

More information about WM, including the scope of our business, workforce, financials and charitable giving is available in our **ESG Resource Hub**.

Expanding our positive impact on people and the environment

Focusing on five ESG areas over the next 10 years. **Learn more about them on page 7.**

The leader in beneficial use of landfill gas

$825 million planned investments in our RNG infrastructure from 2022 to 2025. **Learn more on page 13.**

Embracing circularity through recycling

$800 million in planned investment in new and upgraded recycling infrastructure from 2022 to 2025. **Learn more on page 22.**

A path for everyone to advance their education

800 employees and 150 family members working toward degrees through the **Your Tomorrow℠** program. **Learn more on page 32.**

Creating a more inclusive workplace

Three Impact Groups, Unified, Prism and the Women's Empowerment Network, launched in 2021 and 2022, with more to come. **Learn more on page 34.**

Supporting women in corporate supply chains

365 women-owned businesses participated in supplier diversity programs. **Learn more on page 28.**

Awards

We're proud to be recognized for creating a rewarding workplace and operating a sustainable business. Additional awards, including past awards, are listed in our **ESG Resource Hub**.

- **World's Most Ethical Companies 2021**
- **Fortune World's Most Admired Companies 2021**
- **Dow Jones Sustainability Indexes** Category Leader in Commercial & Professional Services
- **Barron's 100** Most Responsible Companies
- **3BL MEDIA** 100 Best Corporate Citizens 2022

2021 Progress

In the spirit of **Always Working For A Sustainable Tomorrow®**, WM aims to make a positive impact on people and the planet. While our new **2030 Sustainability Priorities** will ultimately take the place of these goals, we made meaningful progress in all areas in 2021. Our focus areas are:

Climate Impact

Our overarching climate goal is to reduce GHG emissions. Currently, the services we provide avoid three times (3X) more GHG emissions than we generate in our operations. Our 2038 goal calls for avoiding even more—four times (4X) our operating emissions. To achieve this goal, we aim to reduce emissions from our landfills, fleet and electricity use, while increasing the emissions-avoidance services that we provide to our customers.

Additional climate targets supporting this goal include:

- Achieve a fleet made up of 70% alternative fuel vehicles, of which 50% are fueled with RNG, by 2025. Using RNG collected from our landfills has helped us make significant progress toward this goal, including powering 53% of our CNG fleet with RNG.
- Use 100% renewable electricity at facilities we control by 2025. We are on track to achieve this goal with 27% of our consumption coming from renewable electricity.
- Develop measurement processes for fugitive emissions released from our landfills by 2025. We are on track to achieve this goal, see details in the **Climate Impact chapter**.

Looking ahead, we plan to **target an absolute reduction in Scope 1 and 2 GHG emissions**.

Circularity

Reducing contamination will make our materials recovery facilities (MRFs) more efficient, allowing us to recycle more. This, in turn, will allow more materials to be recycled into new products, avoiding the emissions associated with mining virgin materials. Inbound contamination was 16% in 2021, and we have set a goal to limit inbound contamination to 10% by 2025. With our new sustainability focus areas, we will use materials recovery as a measure of circularity.

Social Impact

WM aims to enhance the safety, resiliency and sustainability of the communities where we live and work. We organize environmental education programs and activities, including facility tours, community events and social media engagement campaigns, with an original goal of reaching 1 million participants by 2038. As of the end of 2021, we had reached a total of 1.29 million people, and are raising our expectations to reach 10 million people by 2030.

People First

WM is always setting a higher standard for the positive impact we can make on our people. By 2025, we aspire to achieve ethnic and racial diversity in each segment of our workforce, with an emphasis on leadership, that is greater than or equal to the estimated availability of minority talent in the marketplace. Also by 2025, we aspire to **lead the industry in female representation at all levels**.

We also set a goal to pay a living wage to all employees, which we achieved in 2020, ahead of our 2025 target and maintained in 2021. For 2030, we have set new targets for representation of women and minorities, and established a new goal for workplace safety.

Read more about how we are making progress toward each of these goals throughout this report.

2022 Sustainability Forum

At the 2022 WM Sustainability Forum, we once again brought together sustainability leaders from the environmental services industry and beyond in a virtual setting. The event focused on the theme of **For Tomorrow℠**, and WM's investments in innovations that will help bring about a better future. As in past years, the Forum included a keynote by WM CEO Jim Fish and conversations with WM executives and corporate sustainability leaders. The event also elevated the voices of youth activists, designers and experts on creating a diverse and inclusive workforce.

We showcased the work of designers who participated in the WM Design Challenge, Powered by Slow Factory. Through this challenge, six teams created design solutions that embrace regenerative practices.

Participants received grants to develop their ideas and mentorship from leaders in the textile recycling supply chain.

We also continued the conversation initiated by **Together Today, For Tomorrow℠** (TT4T) web series that inspires meaningful climate action by connecting individuals and communities in conversation. During the Sustainability Forum, WM hosted an in-person TT4T Executive Session, an invite-only event for customers and leaders.

WM PHOENIX OPEN

The **WM Phoenix Open** is the largest zero waste event in North America. WM has sponsored the tournament since 2010. The event tracks and offsets GHG emissions, uses renewable electricity to power tournament operations, reduces food waste through donation and diversion, and supports large-scale water restoration projects. By engaging with leading brands and fans on sustainability topics, the tournament helps spectators reimagine what a **sporting event** can be.

Climate Impact

Climate Impact

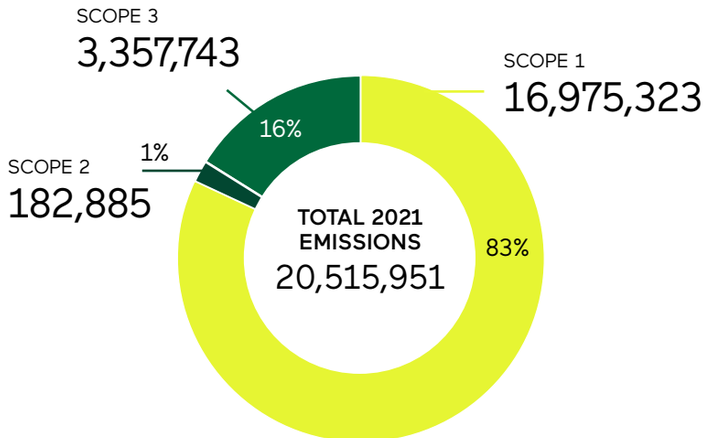
By 2038, we aim to avoid four times more GHG emissions through the services we provide than we generate in our operations.

At WM, we have a long history of reducing our GHG emissions footprint and helping our customers reduce theirs. The services we provide currently decrease and avoid three times more GHG emissions than we generate in our operations, and we aim to reduce and avoid four times the GHG emissions we generate through our operations by 2038, and we reduced fleet emissions by 38% since 2010.

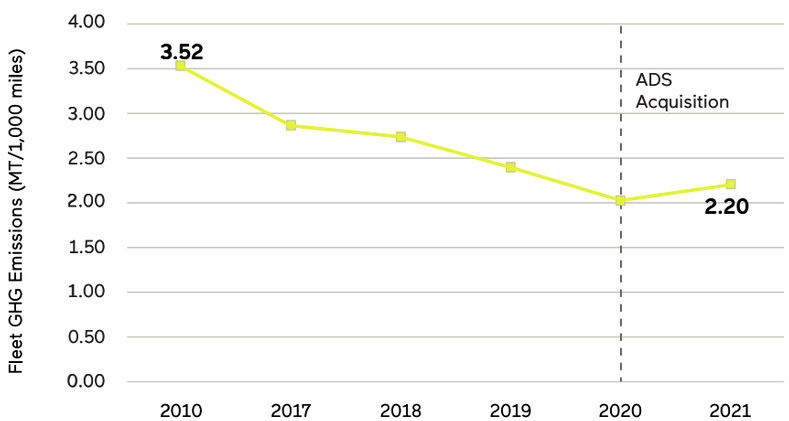
Reaching this goal will require big ideas, bold action and leadership. We're already taking action by making meaningful investments in landfill gas capture, fugitive emissions measurement, running our fleet on RNG, working with major domestic and international vehicle original equipment manufacturers to test and pilot electric vehicles, along with solutions to help customers minimize their own carbon footprints.

In 2020, WM committed to setting a GHG reduction target based on climate science, to be approved by the Science Based Target Initiative (SBTi). In 2021, we worked on a playbook detailing how we aim to reduce our direct Scope 1 and 2 emissions 42% by 2032 using a 2021 base year.

WM'S TOTAL 2021 GHG EMISSIONS



CARBON INTENSITY–EMISSIONS PER 1,000 MILES DRIVEN



SCOPE 1 EMISSIONS

2018	16,272,144
2019	15,624,632
2020	16,083,220
2021	**16,975,323**

The addition of the acquired Advanced Disposal Services (ADS) assets and operations to WM's business for the full year of 2021 is the primary reason for the increase in emissions from 2020.

SCOPE 2 EMISSIONS (MARKET-BASED)

2018	246,091
2019	238,341
2020	236,151
2021	**182,885**

Market-based emissions are WM's emissions from electricity minus renewable energy certificates.

SCOPE 2 EMISSIONS (LOCATION-BASED)

2018	246,091
2019	238,341
2020	236,151
2021	**257,188**

How We Are Making Progress on Our Climate Impact

Modern Landfills

We manage approximately 125 million tons of waste per year safely and sustainably through our network of 255 active solid waste landfill sites across the U.S. and Canada. At every landfill, we implement processes and technologies to reduce environmental impact.

Operational Efficiencies

Predictive maintenance systems enable plant managers to develop more efficient operational practices. We have prototyped an automated gas wellhead for use at closed landfills, which monitors landfill gas levels with little interaction needed from technicians. This system mitigates emissions that occur at closed landfills, while reducing the number of miles that technicians must travel on foot to monitor wellheads.

Beneficial Use of Landfill Gas

WM captures landfill gas and turns it into renewable electricity and fuel at 144 of the active landfills we own or operate and third-party facilities, comprising the largest landfill gas-to-energy program in North America, and our capacity is growing. Today, WM hosts 16 RNG facilities across North America, and by 2026 we plan to invest $825 million to expand our RNG network with 17 new projects in Arkansas, California, Florida, Illinois, Oklahoma, Pennsylvania, Ontario and Quebec. With this investment, we expect that 65% of landfill gas will be captured for beneficial reuse, an anticipated increase of 600% at WM-owned RNG plants, over the next four years. This will generate enough renewable energy to supply the equivalent of 1 million North American homes. Our investment is anticipated to allow WM to fuel our entire natural gas fleet with RNG by 2026.

Measuring Fugitive Emissions

WM continues to explore ways to better measure, and therefore manage, fugitive landfill emissions. This issue has become increasingly important for our industry, and we are working with several technology providers and organizations, including Environment and Climate Change Canada, California Air Resources Board and Carbon Mapper, to tackle this complex challenge. Satellite imagery, aerial flights and on-the-ground sampling will inform and improve ongoing measurement. These technologies will bring a new perspective and offer insight into the location and concentration of emissions. Based on tools implemented to date, we are seeing promising results for leak detection and repair. We will continue to support research and studies on accurate ways to estimate and measure landfill emissions over time. Through these efforts, we expect to develop a system for measuring fugitive emissions by 2025.

6X

growth in RNG from 2022-2025 from our WM-operated plants

$825M

planned investment in RNG

For more information on the beneficial use of landfill gas and how WM engages in landfill stewardship, see the Environment and Social sections of our ESG Resource Hub.

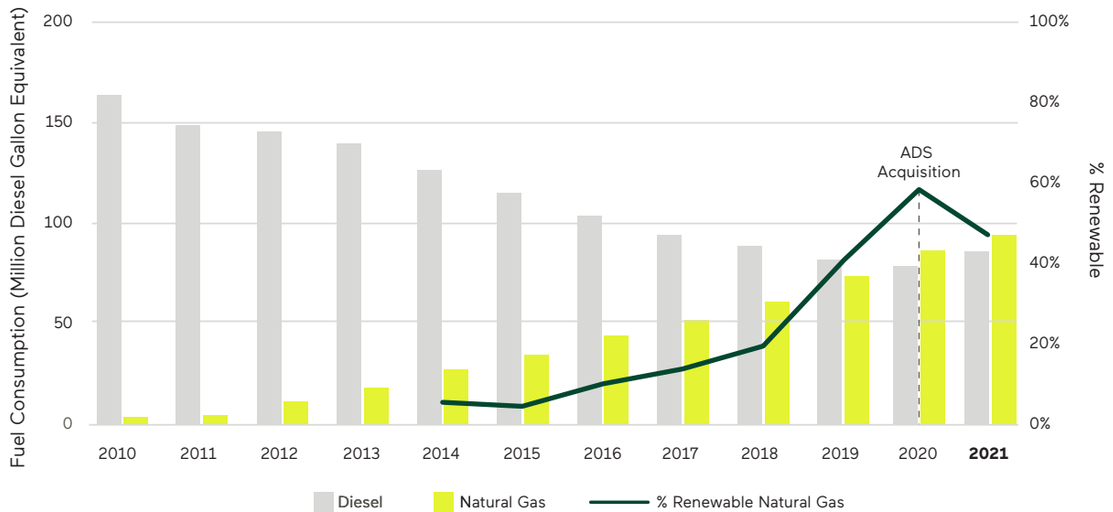
Fleet

We continue to utilize more natural gas than diesel, including the utilization of renewable natural gas (RNG). By the end of 2021, 57% of WM's collection fleet had been transitioned to CNG vehicles, avoiding the use of millions of gallons of diesel fuel per year and comprising the largest heavy-duty natural gas fleet of its kind in North America. In 2021, 47% of fuel for our collection fleet was from a renewable source. Our investment in RNG facilities will allow WM to fuel our entire natural gas fleet with RNG by 2026.

Zero-emissions, battery-electric and hydrogen fuel cell electric vehicles are increasingly available for many passenger and commercial applications; however, weight limitations present a challenge. Our Class 8 heavy-duty collection trucks are limited by legal weight limits on roadways that determine how much various types of trucks can carry, and current battery technology requires these trucks to carry multiple batteries to complete their routes, which adds weight. In order to comply with these limits and have enough battery power, WM would need more trucks on the road to provide the same level of service.

These limitations, combined with cost and availability of trucks to date, have been an impediment to the adoption of this technology. However, as battery technology continues to evolve, we expect electric vehicles to become more compatible with our needs.

COLLECTION FLEET FUEL CONSUMPTION BY FUEL TYPE



BENEFITS OF TRANSITIONING FROM DIESEL TO RNG

8,000 fewer gallons of fuel

14 metric tons
of GHG emissions reduced for every diesel-powered truck replaced with RNG

97% reduction in NOx emissions

94% reduction in particulate matter

80% reduction in CO_2e emissions

Renewable Energy

Complementary to the renewable fuel used in our fleet, we also look for opportunities for use of renewable energy in our facilities.

For example, we are working to increase the use of sources such as wind, solar, waste heat and landfill gas to power and heat many of our facilities. Our 2025 goal calls for the facilities we operate to use 100% renewable electricity.

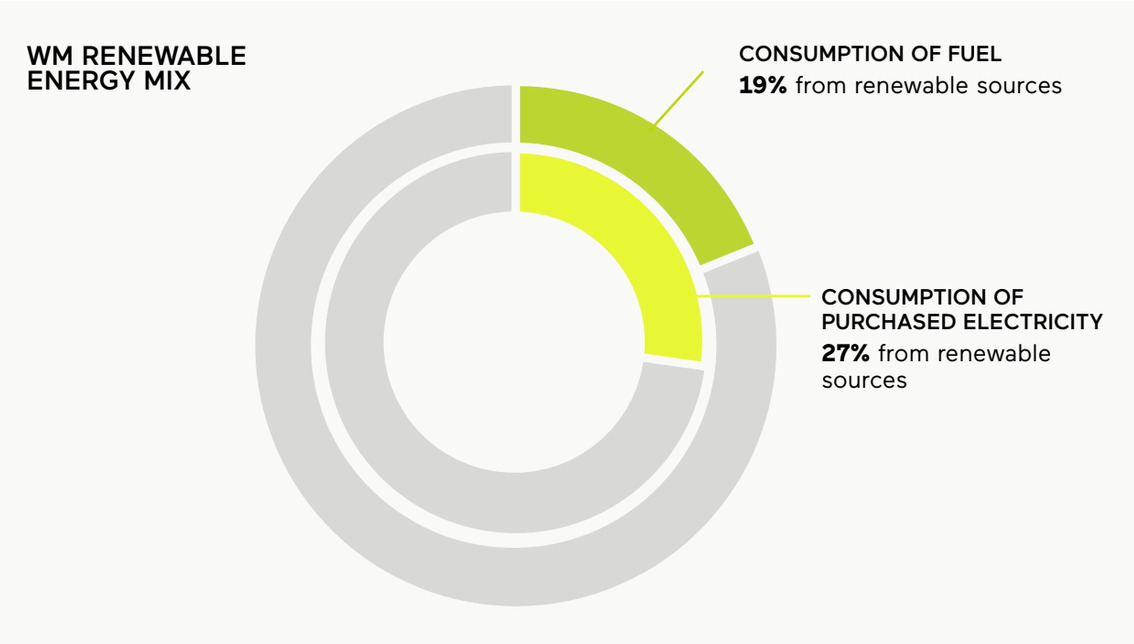
WM also looks for opportunities to support renewable energy adoption by others. In 2021, we continued to host 57.9 MWh of solar and 100 MW of wind power at closed landfills. We also host solar electricity in support of U.S. Environmental Protection Agency's (EPA's) RE-Powering America's Land initiative, which encourages renewable energy development on current and formerly contaminated lands, landfills and mine sites, when it is aligned with the community's vision for the site.

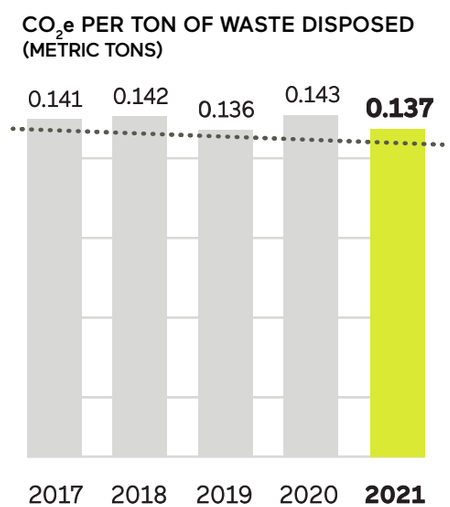
Improving Efficiency

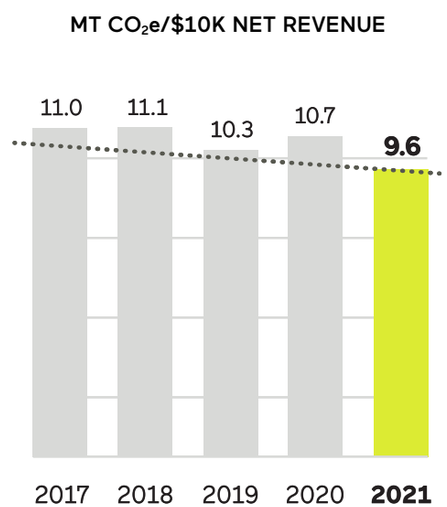
Beyond using cleaner fuel, we are decreasing the amount of fuel we consume via logistics solutions, including route optimization technology that allows us to reach customers while traveling the shortest possible distance. Efficient routing translates into reduced fuel consumption and associated emissions, while also improving the quality of our service by limiting delays.

Safe driving techniques, such as proper acceleration, deceleration and efficient speeds, can also help us save fuel. WM uses tools including DriveCam®, a camera video recorder mounted on the windshield of collection vehicles that is automatically activated by sudden movements, to monitor driving behavior and coach drivers on more fuel-efficient driving techniques. We also use an anti-idling program to reduce fuel consumption. Through this program, all collection vehicles built after 1998 can program idle shutdown timers to five minutes, in accordance with the American Transportation Research Institute's Compendium of Idling Regulations.

We also use advanced telematics that notify technicians when a part is malfunctioning or needs to be replaced, allowing us to be proactive about repairs and keep our most efficient fleet on the road.







For more information on WM's fleet emissions, see the Environmental section of our ESG Resource Hub and Data Center.

Climate Risk and Opportunity

Climate change impacts our business in multiple ways. Extreme weather events such as droughts, floods, wildfires and storms have the potential to disrupt service, damage our facilities and fleet, and affect our employees, customers and the communities where we live and work. Customers want reassurance that services will be provided when natural disasters and emergencies occur, which are becoming increasingly more frequent and severe. These considerations affect all aspects of our operations, services, goals and short- and long-term business strategy.

At the same time, the impacts of climate change present opportunities to operate differently. Our customers are as concerned about these issues as we are and want to use products and services that will not have adverse impacts on the environment. Increasingly, customers seek out companies and suppliers who are reducing or avoiding GHG emissions; embracing recycled, recyclable and reusable materials and products; and using renewable energy.

In response, we are scaling up the low-carbon services and solutions that we provide, including:

- **Using recycled feedstock** in place of virgin resources to decrease mining and processing of raw materials, reducing emissions in the manufacturing process
- **Reducing food waste** and avoiding emissions associated with growing, processing and transporting food
- **Leveraging our CORe® organics recycling process** to transform urban food waste into a source of renewable energy
- **Applying compost products** created from organic materials to improve soil structure and provide nutrients, reducing the GHG emissions associated with fossil-fuel-based fertilizer
- **Creating renewable energy** from waste at our landfills, reducing the need for energy from fossil fuel
- **Installing our Carbon Blocker® fly ash treatment** system at coal-fired power plants, converting fly ash with increased carbon levels into a cement replacement in concrete
- **Working with WM Sustainability Services** to help customers shrink their carbon footprints and achieve climate goals

For more information on:

- **WM's overarching climate change strategy, including details on the risks and opportunities of climate change, see our TCFD report and CDP Climate Change response.**
- **WM's carbon footprint, see the Environmental section of our Data Center.**
- **How and why WM's GHG emissions changed between 2020 and 2021, see our CDP Climate Change response.**

Enabling Climate Reductions

WM's low-carbon products and services reduce, avoid or offset several times the emissions we generate in our operations. We are making progress toward a goal to avoid four times our operating emissions. We report this data to inform our stakeholders of the potential GHG reduction benefits associated with our renewable energy production and the value of the recyclable and compostable materials we collect and process. The impact of emerging regulatory programs that may allocate credits for avoided emissions have not been included in this analysis. Emissions represented here are avoided by our customers; they are not included in our carbon footprint. Avoided emissions are not included in WM's corporate carbon footprint.

EMISSIONS AVOIDED

RENEWABLE ENERGY GENERATION (MMT CO_2e)

2018	2.19
2019	2.10
2020	2.18
2021	**2.16**

Landfill gas is captured, converted and used as a renewable energy resource in the form of electricity or fuel at 144 WM landfills.

REUSE AND RECYCLING OF MATERIALS (MMT CO_2e)

2018	31.32
2019	30.06
2020	28.55
2021	**28.06**

The U.S. EPA's Waste Reduction Model (WARM) is used to calculate the life cycle GHG emission benefits from recycling. COVID-19 impacted the volume of material collected and the associated avoided emissions. Emissions represented here are avoided; they are not included in our carbon footprint.

CARBON PERMANENTLY SEQUESTERED (MMT CO_2e)

2018	20.04
2019	20.74
2020	21.99
2021	**21.86**

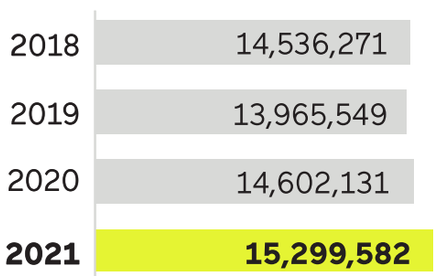
U.S EPA recognizes the value of carbon sequestration at landfills. This number is not included in our carbon footprint.

2021 Carbon Footprint and Key Performance Indicators

The charts on this page represent 100% of WM's Scope 1 and 2 GHG inventory, which is third-party verified and reported to **CDP**. For a discussion of the protocols that govern these calculations, please see our **Carbon Footprint Calculation Methodology**. WM completed the acquisition of Advanced Disposal Services (ADS) on October 30, 2020. 2021 was the first full year that ADS was part of the WM business. This is the primary reason for our increase in emissions from 2020.

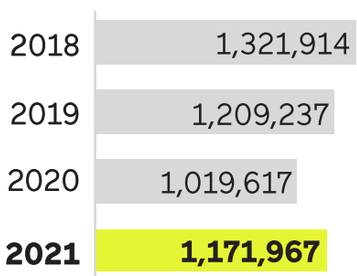
EMISSIONS GENERATED

LANDFILL GAS EMITTED ($MTCO_2e$)



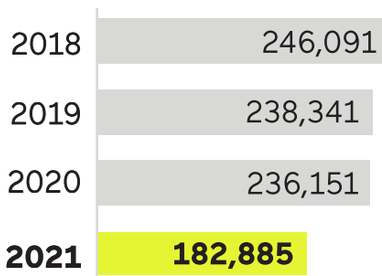
WM's landfill emissions are from active and closed facilities.

COLLECTION FLEET EMISSIONS ($MTCO_2e$)



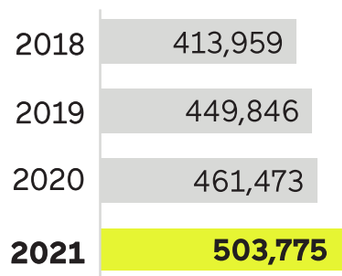
WM's collection fleet emissions includes emissions from diesel, CNG, RNG and gasoline.

MARKET-BASED ELECTRICITY EMISSIONS ($MTCO_2e$)



WM's Scope 2 emissions from purchased electricity are less than 1% of our total emissions. We are currently working with our vendor to implement renewable electricity contracts to meet our 2025 goal of using 100% renewable electricity. In 2021, WM retired 74,303 $MTCO_2e$ worth of Renewable Energy Certificates (RECs).

OTHER ENERGY USE EMISSIONS ($MTCO_2e$)



WM's other energy use includes emissions from our off-road equipment such as forklifts and excavators, heating fuel, jet fuel, propane and a small amount of other fuels.

Per The GHG Protocol's Corporate Accounting and Reporting Standard, biogenic emissions are reported separately and can be found in the Environment section of our **Data Center**.

Circularity

Circularity

WM has recycled more than 15 million tons of material in 2021.

By recycling materials, we help to avoid GHG emissions by preventing the mining and manufacture of products from virgin materials. Therefore, the more we can recycle, the more materials we can keep in the circular economy and the more emissions we can avoid. An important factor that affects how much we can process and recycle is contamination, or unacceptable items being mixed in with recyclables. WM aims to reduce inbound recycling contamination to 10% by 2025. We are reducing contamination through both technology solutions and educating consumers on what items **can—and can't**—be recycled.

Key Performance Indicators

TOTAL RECYCLABLES MANAGED (tons)

2018	15,161,672
2019	15,510,697
2020	15,030,654
2021	**15,337,456**

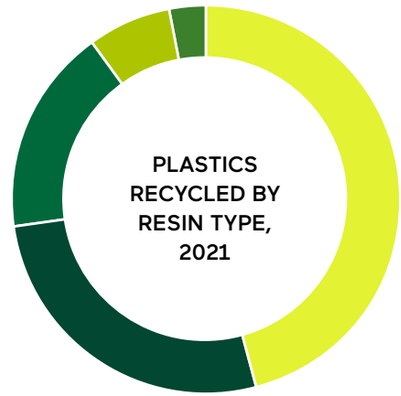
INBOUND RECYCLING CONTAMINATION

2018	18%
2019	17%
2020	16%
2021	**16%**

RECYCLED MATERIALS IN 2021 (tons)

Paper **7,780,337**	Mixed organics **3,919,198**	Metal **417,452**
C&D/wood **1,226,043**	Fly ash **884,281**	E-waste/lamps **3,567**
Glass **584,756**	Plastic **516,717**	Other **5,105**

Total materials recycled: **15,337,456** tons



- LDPE: **46%**
- PET: **27%**
- HDPE: **17%**
- Mixed Plastics: **7%**
- PP #5: **3%**

LDPE—low-density polyethylene
PET—polyethylene terephthalate
HDPE—high-density polyethylene
PP—polypropylene

How We Are Contributing Toward a Circular Economy

Services We Offer

As North America's leading provider of comprehensive waste management environmental services, WM helps customers manage the waste they generate in an environmentally responsible manner that seeks to maximize resource value, and we are making investments across our business to better meet those needs. We serve residential customers, small businesses, large corporations, manufacturing companies, universities and large public venues by collecting, transporting and finding new uses for the waste they generate.

In addition, we offer consulting services that help manage and reduce waste and operate more sustainably. Our services and solutions include:

- Evaluating reduction and recycling service options and managing customers' programs on site through WM Sustainability Services
- Educating customers on ways to reduce waste through our Recycle Right® program
- Collecting trash, recyclable and organic materials from homes and businesses
- Operating MRFs where materials like paper, metal, glass and plastics are sorted to be transformed into new goods
- Developing organics processing facilities where food and yard waste are converted into compost, soil products and renewable energy
- Operating landfills where, in many cases, the gas generated by decomposing waste is processed into renewable energy
- Safely handling specialized waste streams, like fly ash, electronics and industrial and medical waste
- Helping sports stadiums and other large event venues divert waste and operate more sustainably
- Developing and promoting new markets for recycled materials
- Offering business waste compaction services

Our customers have expectations to reduce waste from operations, food and textiles, enhance their sustainability reporting, and contribute to a circular economy. WM, in turn, is continuing to adapt to meet these needs and become a true sustainability partner to our customers. Over the course of 2021 and into 2022, we have built and tested new customer offerings, including improved MRF infrastructure and recycling of plastic into roofing boards through our investment in Continuus Materials. During 2023 and 2024, we plan to offer products to new market segments and ultimately scale offerings nationwide.

Here are a few ways that WM already participates in creating a circular economy:

Recycling

WM has become North America's most trusted post-consumer recycling leader. We not only collect materials from households and businesses across the U.S. and Canada, we also sell them to manufacturers to be recycled and sold in North American markets.

The recycling process begins when manufacturers demonstrate demand for recyclable materials, which leads companies like WM to build the infrastructure to collect and process them. This complex cycle is complete only when materials are converted into new products that can be used again.

Demand for recycled materials is growing. Several states have recently passed minimum-recycled-content mandates, and many companies are responding to requirements for recycled content from their own customers and to meet sustainability targets. In California, **manufacturers** of plastic beverage containers must use 50% post-consumer resin in their bottles by 2030. The opening of new paper mills that rely on recycled input has created even more domestic recycling opportunities. WM is helping expand the availability of recycled materials by investing in infrastructure, increasing access to recycling services and educating customers through our Recycle Right® program.

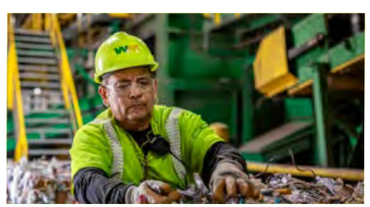
Investments in Infrastructure

WM is investing in enhanced MRF technology at new and existing facilities to support increased recycling volumes while allowing for dynamic adjustments to respond to evolving end-market demands. Recently, we have opened new MRFs in Chicago, Illinois; Salt Lake City, Utah; Raleigh-Durham, North Carolina; and Sun Valley, California. These facilities are equipped with state-of-the-art recycling technology, including robotics, intelligent sorting equipment, volumetric scanners, cameras, fire suppression technology and more. Our Chicago MRF was the pilot location for many of these innovations and was named the National Waste and Recycling Association (NWRA) 2021 Recycling Facility of the Year. In addition to these new facilities, we are renovating MRFs in Houston, Texas; Cleveland, Ohio; Washington State; and Maryland.

Here's how it works:

Mixed recyclables are collected curbside by a WM truck.

Trucks travel to an MRF, where recyclables are unloaded onto a tip floor.



Material is unloaded, inspected and stored until it's ready to be transferred to a conveyor.

Sortation equipment separates cups, cans, containers and bottles from paper. An eddy current sorts aluminum into a metals-only stream.

Sorted materials are baled and shipped to customers, where they are used as feedstock for new products.

Here's a look at the scope and impact of the investments we are making:

$800M
planned investments from 2022 through 2025

15M tons
of materials recycled in 2021

10%
increase in plastics capture since 2019

3.9M tons
of organic material processed

Customer Engagement and Education

Having infrastructure ready to support increased recycling is only half of the puzzle. The other half involves providing education that makes recycling easy. Many misconceptions remain around which materials can and cannot be recycled. Customer confusion leads to contamination, or unacceptable items being mixed with recyclables. Contamination is an ongoing challenge, and one that will likely increase with a growing stream of recyclables entering our MRFs. We are addressing this issue in a number of ways.

WM continues to educate consumers on how to properly recycle through our **Recycle Right® program** and celebrations such as America Recycles Day. Our Recycle Right® program is the first national, comprehensive recycling education and outreach program built to provide open-source tools to help customers understand how to recycle correctly. WM closely collaborates with states, cities and businesses across North America to increase awareness of the impact of individual behavior on sustainable consumption and production patterns. We measure the number of people we reach through this program and count these engagements toward our **Social Impact goal**.

Through resources, explanations of common recycling myths and lists of acceptable recycling materials, our Recycle Right® program provides answers for residents, businesses, educators, property managers and government institutions seeking recycling information. Brochures, posters, decals, videos and other resources are all available for download as part of our toolkits. Plus, municipalities and commercial customers can take advantage of a free widget that directs consumers to our **website** for Recycle Right® information and tools. For educators, we offer a standards-based, interactive learning recycling curriculum designed to align with the **Next Generation Science Standards**. WM recently became a sponsor of the Recycling Truck exhibit at the **Children's Museum** of Findlay, Ohio, which lets children step into a kid-sized recycling truck and pretend to drive down the street while learning how to recycle through our Recycle Right® program.

Our research confirms that giving customers immediate, specific feedback about contamination in their carts is the best way to improve the quality of recyclables collected for processing. WM Smart Truck℠ technology uses cameras mounted on collection trucks to monitor contamination in bins. We are also improving services by providing larger collection bins and expanding recycling services into new and underserved markets.

Organics

Creating new value from discarded materials goes beyond traditional recycling. A growing number of states and municipalities are enacting or considering regulations that would promote diversion of organics, particularly food waste. We are investing in a range of technologies and programs to proactively grow our infrastructure for handling food waste and other organic materials at the end of life. As a result of our efforts, WM was named NWRA's **2021 Organics Recycler of the Year**.

Food Waste

Food that is no longer suitable for human or animal consumption can become a source of renewable energy. Through CORe® processes, WM's proprietary organics recycling process, food waste from residential, commercial and industrial sources such as grocery stores, municipalities, schools, event spaces and food manufacturing is collected and screened to remove contaminants, such as plastic and packaging, before it is blended into an engineered bioslurry. The slurry is injected into anaerobic digesters at existing water resource recovery facilities. This process increases the biogas produced by the digester by as much as 200% without notably increasing its residual digestate. This gas can then be used as a renewable power source, enabling municipal customers to produce heat and power from their own food waste.

In the early days of the pandemic, we saw a slowdown in food waste volumes due to business closures and the suspension of residential organics programs. Now, these food waste volumes have started to rebound. In addition, over the past year, WM expanded the volume of liquid wastes we recycled at our CORe® facilities. Liquids streams like grease trap food waste and liquid byproducts from food manufacturing that were previously wasted are now being recovered through the CORe® process, providing additional sources of renewable energy.

Another example of food waste being converted to energy is at WM's Sun Valley Recycling Park in Los Angeles. There, we have deployed an extrusion technology—imagine the world's largest garlic press—to separate food waste from other solid waste and produce a "wet fraction" similar to cake batter. That material is further processed to remove smaller contaminants like bits of plastic, and digested at a third party facility to create renewable energy.

1,000 tons

daily recycling and organics processing capacity at our Sun Valley facility

Compost

Composting and mulching are proven approaches for recycling large volumes of organic materials, including yard waste and food waste. WM has 26 facilities that process organic material into compost and mulch. Compost products are used to improve soil structure and quality by supplying macro- and micronutrients and beneficial microflora. The high amount of organic matter in compost also increases soils' capacity to hold water. This is particularly important in areas where drought conditions make water an especially precious resource. Much like the recycling process, WM's composting services help create a closed loop: food and yard waste becomes compost, which in turn helps feed the next season's crops.

WM Sustainability Services

Another way WM helps our customers operate more sustainably is through **WM Sustainability Services** (WMSS). Through a suite of long-term advisory and implementation services, WM works closely with customers to achieve their sustainability goals. WMSS team members provide on-site support at the facilities of our industrial customers, advising on and providing solutions for cost savings, sustainable materials management, regulatory compliance, sustainability reporting, waste characterizations and energy studies. WMSS also advises sports teams, venues and organizations along the path to sustainability, leveraging knowledge of the complex needs and environmental impacts of stadiums and major events.

WMSS's Sports and Entertainment Division is helping the Indianapolis Motor Speedway and New York Road Runners operate more sustainable events. Learn more

Social Impact

Social Impact

WM has reached over 1 million people through our environmental education programs.

As a major employer, landowner and member of communities across North America, there are many ways that WM can make a positive social impact. We are committed to leveraging our people, time and resources to fund programs that make a difference in people's lives. In 2022, we achieved our social impact goal—more than 15 years ahead of schedule.

WM aspires to enhance the safety, resiliency and sustainability of the communities where we live and work. We do this by providing them with our essential services in a way that safeguards human health and the environment, and through education focused on the importance of living sustainably and taking care of the natural places in our neighborhoods. We also organize events including facility tours, community events and social media engagement campaigns. After a decrease in outreach during the pandemic, we saw more participants in our programs in 2021 than ever before.

1.29M

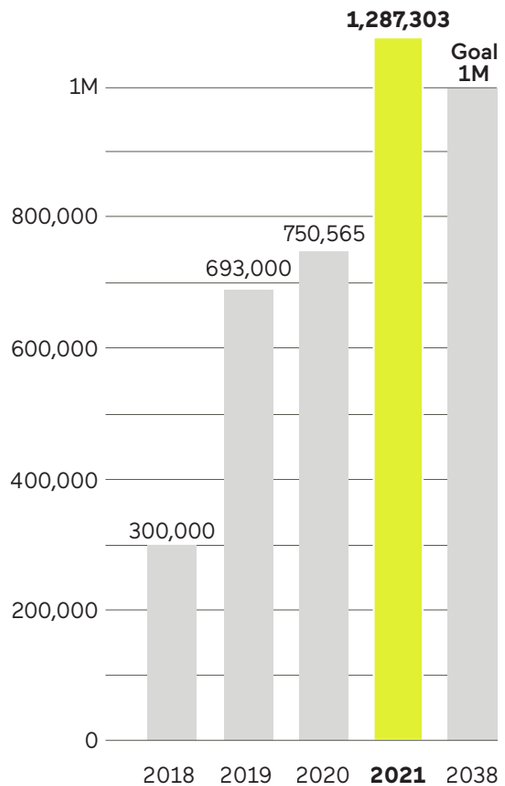
CUMULATIVE COMMUNITY MEMBERS IMPACTED

73

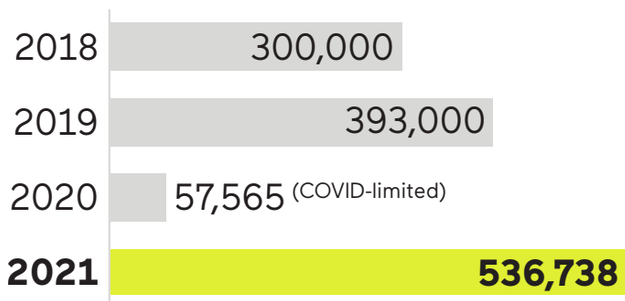
WILDLIFE HABITAT COUNCIL-CERTIFIED SITES

Key Performance Indicators

PARTICIPANTS IN WM-SUPPORTED/HOSTED EDUCATION EVENTS AND PROGRAMS (CUMULATIVE)



PARTICIPANTS IN WM-SUPPORTED/HOSTED EDUCATION EVENTS AND PROGRAMS



See more detail in WM's ESG Data Center under Social.

How We Are Making Progress on Social Impact

Environmental Conservation

One way we benefit people and communities is by supporting biodiversity in the communities where we operate. Nature-based solutions, in the form of wildlife habitat programs and other projects, can yield many benefits, from improving air quality and reducing water runoff to providing spaces for people to relax and play.

For 30 years, WM has enhanced and protected thousands of acres of land for wildlife with Wildlife Habitat Council (WHC), the conservation program for businesses. Through this, we transform land—primarily closed landfills and smaller buffer zones at transfer stations, recycling facilities and other facilities—into certified wildlife habitats. We currently promote sustainability, wildlife preservation, biodiversity and environmental education at over 70 WHC-certified sites across North America. Through certification, WHC confirms the ecosystem benefits of WM's wildlife habitat management and community environmental education programs.

Community Vitality

Our employees are often the driving force behind our support for people and communities in need. For example, in 2021, we organized food drives throughout the year, with several special events in honor of Martin Luther King Jr. Day as well as during the holiday season. We observed Earth Day with beach and park cleanups, tree planting events, scrap collection drives and educational programs for schools. WM Recycle Corps helps to tag carts, performs recycling and garbage audits and applied fresh decals to containers to help take the guesswork out of curbside recycling. We also help educate people about the importance of sustainability and recycling through landfill tours, virtual events and participation at local festivals.

Employees also step up to respond to extreme weather events across North America. For example, when the town of Waverly, Tennessee, experienced catastrophic flooding, WM and the local team delivered our "Dumpster Diner"—a 30-yard open-top container filled with nonperishable food, hand sanitizer and cleanup supplies. We also made a $500,000 donation to the American Red Cross in 2021 to help people who were impacted by extreme winter weather in Kentucky and surrounding states.

Environmental Justice

WM strives to be a good neighbor in the communities in which we operate. This includes considering matters of environmental justice (EJ), which the U.S. EPA defines as "the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation and enforcement of environmental laws, regulations, and policies."

Over the past several decades, we have worked closely with the U.S. EPA and other stakeholders in developing unique tools related to EJ, including **EJSCREEN**. EJSCREEN maps WM's facility locations against factors like race and income to determine who is most affected by our operations. See a breakdown of income and demographic data for **all of our facilities**.

States and municipalities are increasingly adopting requirements including examining the potential for projects to disproportionately impact low-income and minority communities. WM supports policies that advance high standards of environmental performance and the fair treatment of people of all races, cultures and incomes.

Recognizing the increased focus on EJ, WM is marshalling experience from our existing best practice programs that have been implemented in communities across the country to develop a comprehensive, enterprise-wide program. Through the sharing of best practices throughout the company and the data-driven assessments, WM is developing programs to maintain a leadership role through our ongoing efforts to create an inclusive and equitable EJ program.

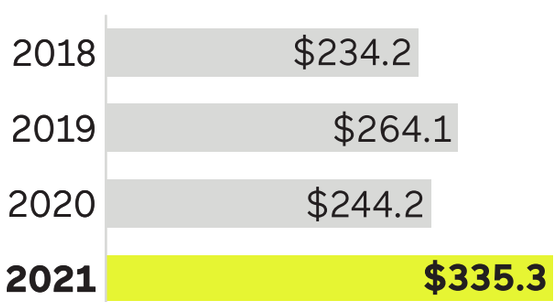
See more detail in WM's ESG Resource Hub under Environmental Justice.

Supplier Diversity

WM promotes supplier diversity, with a goal of achieving 10% growth in annual addressable spend with diverse suppliers through 2038. Between 2020 and 2021, we were proud to increase the amount of addressable spend toward diverse suppliers by over $90 million.

Following the inaugural Share the Mic & the Money Now event in 2020, in 2021 we hosted the Share the Green℠ event, an initiative to advance female diversity in corporate supply chains. The virtual event engaged hundreds of women-owned businesses across the U.S. Leading up to the event, we provided a forum for business owners to learn and exchange ideas. After a 10-week selection period, 365 businesses had the opportunity to showcase their capabilities to major corporations. Of the businesses that qualified to pitch their ideas, 125 were chosen by at least one company for further discussions. Beyond benefiting women-owned businesses, the Share the Green event sparked newfound accountability among WM leaders regarding their role in increasing supplier diversity. Looking ahead, we plan to scale our supplier diversity program beyond our company, hosting events at industry conferences to educate other vendors and corporations on how to source from a diverse set of suppliers.

DIVERSE SUPPLIER SPEND (MILLIONS)



Workforce Development

WM people do essential work. It is critical that we maintain a stable workforce so that we can continue to provide reliable service to our customers. There is high demand for the skilled workers we employ, including truck drivers, route managers and maintenance technicians, and we compete for talent with employers in multiple industries.

We continue to strengthen WM as a workplace of choice through competitive pay, benefits, work environment and opportunities for growth. With opportunities for rewarding careers for people from a broad range of backgrounds, we help contribute to the health and prosperity of the communities where we operate.

We are committed to providing a living wage, which is defined as the minimum pay received for the basic number of working hours to ensure coverage of workers' and their families' basic needs. During the pandemic, we also guaranteed all full-time hourly employees' pay for a 40-hour work week, regardless of COVID-19-related service decreases. With approximately 8,500 union employees—about 20% of our workforce—we treat all employees fairly according to the practices and expectations of our collective bargaining agreements.

As we seek to strengthen our talent pipeline, we are connecting with prospective employees in new ways. In 2021, we streamlined our recruiting model for many high-volume roles, such as drivers and technicians. Rather than having to travel to a WM site multiple times for an interview, candidates can now conduct multiple interviews in a single visit. We have also launched a campus connection strategy through which we are engaging with high school students and encouraging them to consider future careers with WM.

As a result of these and other efforts, WM increased its hiring in 2021, filling more than 16,000 positions, more than double the number of positions filled in 2020.

Through the **Innovative Employment Pathways** (IEP) program, WM and others are providing second-chance employment opportunities to overlooked and underserved community populations, including those who have experienced homelessness, displacement, incarceration and significant employment gaps. Together with leading organizations specializing in job readiness programs, we are casting a wider net to reach nontraditional applicants.

The program begins with core training for all participants and a survey to determine what skills individuals bring and what additional training they might need. Participants then attend a "welcome day" at a WM facility where they learn more about the program and a typical day on the job. If they choose to enroll in IEP, individuals spend 90 days working as helpers, sorters and laborers at WM MRFs. During this period, they learn more about possible career paths as drivers, technicians and customer service representatives. After the 90-day period, IEP participants may have the opportunity to transition from temporary to permanent positions at WM. Since the program launched in 2019, IEP has engaged 456 participants. At our Philadelphia MRF, we've seen a 22% reduction in turnover since the program began.

When Michael Taber found himself homeless and unemployed, a job at WM—which he found through IEP—offered a path forward. Read his story

See more detail in WM's ESG Resource Hub under Supply Chain.

Support for Veterans and People with Disabilities

WM continues to create a more inclusive workplace for veterans and people with disabilities. We post all open positions on military and veteran network sites that specialize in promoting placement of veterans with private-sector employers, as well as government-owned job placement sites. We also engage in strategic alliances and marketing efforts with the Department of Labor Career One-Stop centers, Hirepurpose, Corporate Gray, U.S. Veterans Magazine and job fairs. To help retain the service members on our teams, we offer a military leave policy and donate to military causes in the U.S. and Canada.

We are continually working to better accommodate the needs of individuals with disabilities within our workforce. To support this effort, we survey our employees every five years, using the Department of Labor self-identification form CC-305, and employ a tracking system to identify commonly requested accommodations and describe best practices to address them.

WM has been proactive in assisting people with disabilities through our **Transition to Recovery Program** and by working with the Department of Labor on regulatory proposals to support people with disabilities. We participate in various professional and industry groups, including National Industry Liaison Group (NILG) and local chapters such as the Greater Houston Industry Liaison Group. NILG is the largest consortium of private-industry federal contractors working directly with the Department of Labor in shaping equal employment regulations and understanding their impact on the workforce.

People First

Our People First Strategy

WM is committed to People First. We strive to give our 48,000-plus people the tools they need to develop and excel in their careers, and we empower employees to take care of our customers, neighbors and the environment. Whether managing routes, working in our facilities or serving our customers, WM employees play a vital role in the success of our business.

In all actions and decisions regarding our employees, we are guided by our Commitments & Values, which are:

Commitments

- **People First:** The proud, caring and resilient members of the WM family are the foundation of our success. We commit to taking care of each other, our customers, our communities and the environment.
- **Success With Integrity:** Our success is based not only on the results we achieve, but on how we achieve them. We are committed to being accountable, honest, trustworthy, ethical and compliant in all we do.

Values

- **Inclusion, Equity & Diversity:** We embrace and cultivate respect, trust, open communication and diversity of thought and people.
- **Customers:** We place our customers at the center of what we do and aspire to delight them every day.
- **Safety:** We have zero tolerance for unsafe actions and conditions, making safety a core value.
- **Environment:** We are responsible stewards of the environment and champions for sustainability.

In the simplest terms, our Values come down to this: "Do the Right Thing. The Right Way." We continuously socialize our Commitments & Values through site-based programs; resources in English, Spanish and French; and through the support of our Culture Council and Ambassadors, who help educate fellow employees on the importance of these principles.

48,348
EMPLOYEES

80.3% **HOURLY** | **19.7%** **SALARIED**

30
AVERAGE HOURS OF TRAINING PER EMPLOYEE

100%
OF EMPLOYEES TRAINED ANNUALLY

How We Are Making Progress Putting Our People First

Training and Development

WM offers learning and development solutions to help team members better perform their jobs and deepen their skills and educational backgrounds. By making these programs widely available, we are helping create a more level playing field that allows more people to thrive at WM. A few of our training and development offerings include:

Frontline Leadership Program

In 2021, we launched Leading Today, For Tomorrow, our first-ever enterprise-wide frontline leadership development program. The program is a 26-week immersive learning experience in which frontline managers progress through carefully selected trainings and activities designed to enable and empower them with the foundational leadership skills that all managers at WM should have. Managers also have access to digital coaches through the BetterUp platform, making coaching available to this population for the first time. The first cohort of participants completed the program in 2022, and 960 leaders registered for the second cohort. Participants included 31% women and 48% people of color. **Hear from managers who participated in the first cohort of this program**.

Engineer Training Program

Each of our active landfills is distinct and requires the construction of complex infrastructure like lined disposal cells, gas controls, roads and stormwater features. Our new Engineer Training Program aims to cultivate the next generation of talent doing this important work—as well as giving them an understanding of the full scope of WM's business. The 16 participants in the program's first cohort, including 44% women and 6% people of color, consisted of new hires as well as junior- to mid-level engineers. They completed 65 on-the-job-trainings over the course of 2021 and had the opportunity to meet with executives, including WM President and CEO Jim Fish, attend financial meetings, complete leadership exercises and tour disposal facilities.

Waste Watch®

For more than a decade, WM's Waste Watch® program has trained thousands of drivers to recognize and handle situations that don't seem right. Program participants learn to properly observe and report suspicious activities and emergencies to local public safety and law enforcement agencies. To become a Waste Watch®-certified driver, an employee must complete a formal training program, which includes instruction from WM corporate security and local law enforcement personnel and a written exam. The Waste Watch® program has received national acclaim, earning recognition from local municipalities and the National Sheriffs' Association's Award of Excellence in Neighborhood Watch.

Your Tomorrow℠

Your Tomorrow℠ program, an education benefit created together with Guild Education, pays 100% of benefits-eligible employees' and dependents' tuition for 135+ business, technology, science and mathematics bachelor's degrees and master's programs, as well as specialized programs such as a certificate for women in leadership. WM was the first company to extend this type of benefit to family members. The program is currently available to U.S.-based team members, and we are reviewing offerings for employees in Canada and India.

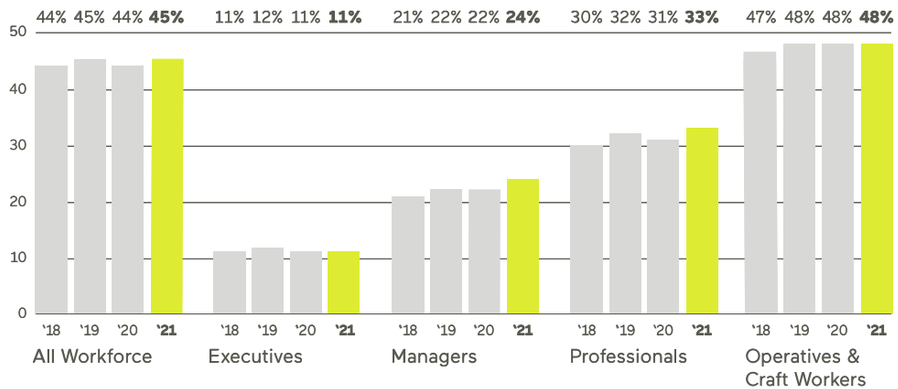
Inclusion, Equity & Diversity

For female and ethnic and racial diversity, we continue to strive for representation of our workforce equal or greater than available talent across the our industry.

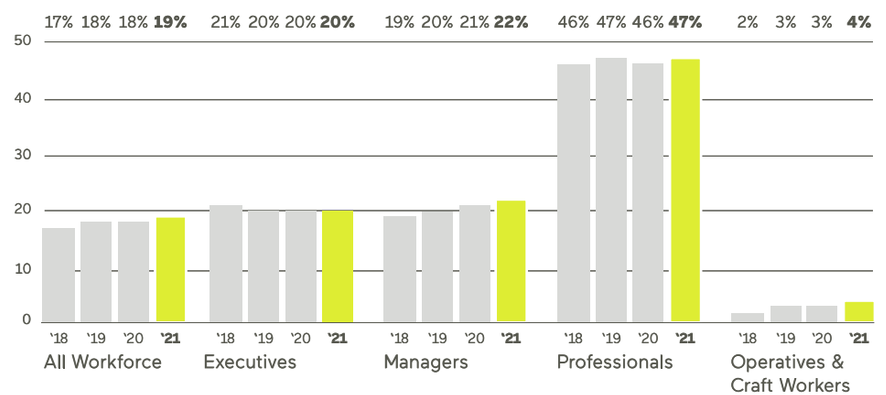
WM's efforts to create a more diverse and inclusive workforce represent a long-term commitment—indeed, respecting diversity is one of our core Values.

Since setting our representation goals, we have identified policies, practices and procedures that could enhance our ability to meet these goals; incorporated IE&D metrics into each market's monthly and quarterly business reviews; and launched internal and external campaigns to highlight employees from underrepresented groups in an effort to inspire current and future employees.

ETHNIC DIVERSITY—U.S. EMPLOYEES[1]



FEMALE REPRESENTATION—U.S. WORKFORCE[1]



[1]Based on voluntary identification.

"I hope my presence helps pave the way for more women to follow." Hear from Taylor Krause and other WM women in driver roles.

Connecting Diverse Groups at WM

In 2020, WM launched its IE&D Leadership Council, which was tasked with making recommendations to ensure that our IE&D efforts are sustainable and are tied to the business strategy. One of the Council's accomplishments was the creation of our first employee Impact Groups. We launched two Impact Groups in 2021 and one in 2022:

- **Unified**, our multicultural Impact Group, serves to attract, retain, celebrate and develop team members of all cultures. This group works to empower all employees through networking, mentoring, development, resource sharing and community engagement activities.
- **Prism**, our LGBTQ+ Impact Group, serves as a welcoming space for employees who understand that sharing their authentic identity is powerful in fostering an inclusive environment where everyone can bring their full selves to work each day.
- **Women's Empowerment Network (WEN)** Impact Group is focused on creating a workplace that empowers, encourages and supports women. WEN is dedicated to helping women advance their skills and leadership potential through growth, development and allyship.

WM is also actively growing our early career employee population through our newly formed Campus Connections group focused on establishing relationships with universities, technical and trade schools, military and high schools.

Programs and Networks for Women

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 WM currently approaches or exceeds industry averages, and we aspire to lead the industry in female representation at every level.

To further address gender diversity challenges in frontline positions, we're taking steps to actively recruit, hire and develop women. We are a Gold level member of **Women in Trucking** (WIT), an organization that encourages women to explore careers in transportation and works to address the barriers that women in this industry face. WM leaders serve on WIT's board and work closely with the organization and other trucking industry participants to address recruitment efforts. WM also works with The Mom Project, a talent marketplace for mothers looking to return to the workforce after a pause, or seeking jobs that fit with their lives, and Hirepurpose, an organization that helps connect women veterans with new roles.

3 Impact Groups

19 business champions

39 market-area chapters

Safety

Continuing Our Mission to Zero

We engage employees on safety practices through the Mission to Zero (M2Z) program, where the "Zero" represents zero tolerance for unsafe actions or conditions. By engaging employees around prevention rather than simply tracking outcomes, we strive to address hazards before they endanger employees.

In 2021, we focused on taking our already strong safety performance to the next level. We modernized our safety data reporting system, allowing for real-time tracking of safety assessments, issues and corrective actions. WM also conducted a comprehensive safety cultural assessment involving thousands of interviews and surveys and hundreds of site visits across the company. As a result of this work, we developed new workstreams designed to improve our safety culture and drive improvement in our safety metrics.

Driver Safety

Drivers on their collection routes face many safety risks that are beyond WM's control on a daily basis. We prepare them for the risks they may face with in-depth training. For example, the WM SAFETY Defensive Driving System provides safe driving instruction that is specific to waste-collection vehicles. The system is refreshed monthly with videos that address hazards in drivers' daily operating environments. Topics include safe backing, following distances, pedestrians, bicyclists, rollover prevention and more.

In 2021, we were pleased to reopen our training centers for drivers and technicians after a closure early in the pandemic. The centers, located in Glendale, Arizona, and Fort Myers, Florida, include maintenance shops, driver training courses, classrooms, computer labs and technician workstations to simulate typical experiences at WM facilities. Newly hired drivers and technicians selected from across the country travel to these centers for two-week, immersive onboarding programs designed to enhance their capabilities.

We also introduced a new driver retention framework and a professional development series for managers that provides monthly training on safety and compliance topics.

Beyond training, we are investing deeply in technology to keep drivers safe. We continue to transition from manual to automated collection technologies, which reduce the number of times our employees must exit the truck while collecting trash and recyclables. This technology helps reduce fatigue and the potential for incidents. A few features that we are incorporating into our trucks include:

A better collection truck

WM Smart Truck℠

Through WM Smart℠ Truck technology, cameras mounted on collection trucks take photos of contamination in bins, which are used to provide feedback to customers. Beyond addressing contamination, this technology reduces the number of times drivers must leave the cabs of their vehicles.

Better brake lights

The more visible our trucks are on the roads, the safer we are. To help reduce rear-end collisions, we are upgrading to new brake lights that flash repeatedly to catch the attention of other drivers.

DriveCam®

DriveCam® camera is a video recorder that is automatically activated by sudden movements, allowing managers to see drivers' behavior and, if necessary, coach them on safer driving techniques.

Automatic side loading

Safety data tells us that our highest incident rate comes on residential rear-end-load collection routes. We are in the process of transitioning from rear-loading to side-loading trucks, which removes collection employees from the back of trucks where they could be at higher risk.

Advanced Driver Assistance Systems (ADAS)

Advanced driver systems include features like collision mitigation, active braking technology and vehicle telematics that communicate any needed repairs to our shops. Beyond the safety benefits, these enhancements lead to greater driver satisfaction and retention.

Facility Safety

WM has robust safety programs to protect employees in our post-collection facilities, which include transfer stations, MRFs and landfills. Worker absences and attrition pose safety risks to all employees in a facility, so we are diligent not only about keeping people safe, but also creating a workplace where people will want to stay long term.

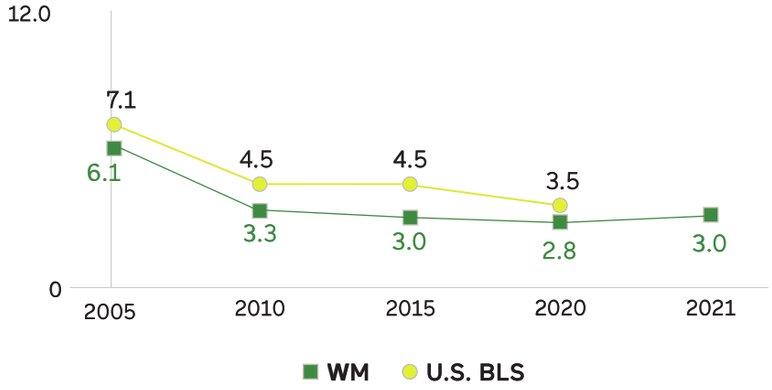
Automation is a critical way we can improve safety in MRFs. WM's investments in **recycling infrastructure** will incorporate technology like optical sorters and robotics into these facilities. By automating some of the sorting that was once done manually, these technologies will help reduce injuries and free people up to work on other tasks. This enhances WM's ability to **attract new talent**.

Our MRF operations are subject to the risk of fires, often due to lithium-ion batteries incorrectly placed in recycling bins that can ignite when the casing is compromised. Unfortunately, as the use of such batteries in consumer goods has increased, so has this risk. WM uses a fire suppression technology that automatically detects fire or smoke in the recycling stream, even when no workers are present. If needed, the system deploys a foam cannon to put out flames, reducing potential risks to our people and significant damage to our facilities. We expect to have this technology installed in all MRFs by the end of 2022.

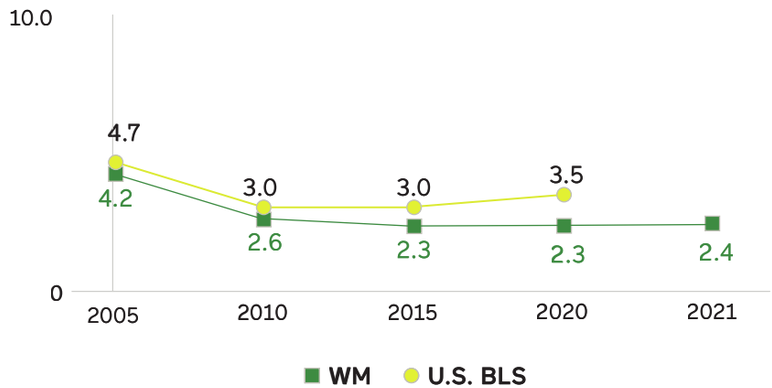
Certain closed landfills, renewable energy plants, maintenance shops and recycling drop-off facilities are staffed by a single person. We monitor the safety of these "lone workers" by using mobile devices that send an alert signal when certain conditions are sensed, such as a gas leak, a fall or an impact, or when manually activated by the employee. The signal is then transmitted to a monitoring service, staffed 24/7, which notifies local emergency response personnel and operations teams.

Key Performance Indicators

TOTAL RECORDABLE INJURY RATE (TRIR)[1] (INCIDENTS PER 100 EMPLOYEES) WM VS BLS[2] INDUSTRY AVERAGE



DAYS AWAY/RESTRICTED OR TRANSFER (DART) WM VS BLS[2] INDUSTRY AVERAGE

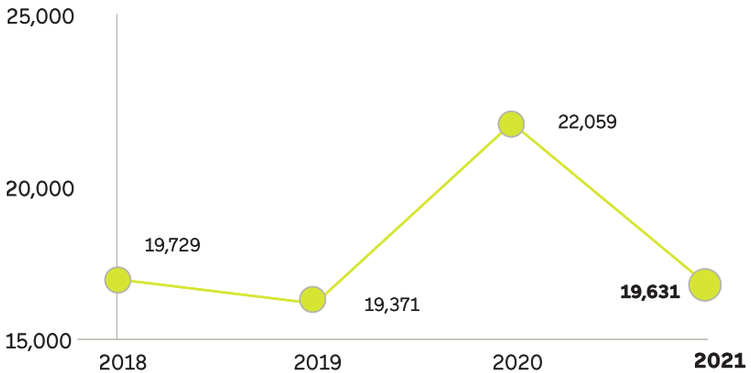


[1]TRIR data is for the U.S. and Canada only.

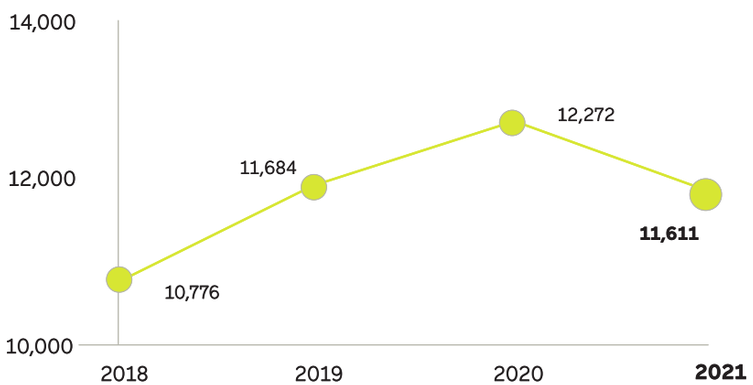
[2]BLS stands for U.S. Bureau of Labor Statistics.

Key Performance Indicators

WM VEHICLE ACCIDENT RECORDABLE RATE (VARR) (HOURS BETWEEN INCIDENTS)



WM HOURLY ACCIDENT RECORDABLE RATE (HARR) (HOURS BETWEEN INCIDENTS)



For more information on how we are always striving for a safer tomorrow, see the Social section of our **ESG Resource Hub**.

Appendix

UN SDGs

The United Nations introduced Sustainable Development Goals (SDGs) in 2015 to provide targets and indicators for broad global sustainability achievements. WM has been contributing to each of these goals since, and in 2020 we refined our approach by aligning our 2025 and 2038 goals with eight of the SDGs. We are committed to action that provides the greatest contributions locally to affect positive change globally.

Over the past year, we made positive contributions to the SDGs through our core services, employee benefits and training programs, renewable energy infrastructure, recycling investments, community support and more. The SDGs that WM aligns with are:

- » Honored employees for safe and effective work through the WM Driver, Operator and Technician of the Year Program.
- » Incorporated new safety features into our collection trucks to protect drivers.
- » Reopened our driver training centers and trained 5,648 drivers in 2021.

- » Continued to use landfill gas to create renewable electricity and renewable fuel, some of which is used in WM's fleet.
- » Piloted zero emissions electric truck at multiple sites to facilitate commercialization of this technology.
- » Hosted 57.9 MWh of solar, 100 MWh of wind, as well as solar electricity, at our closed landfills.

- » Provided employment opportunities to overlooked and underserved community populations.
- » Paid tuition for employees and their family members to earn degrees in 135+ business, technology, science and mathematics bachelor's degrees and master's programs.
- » Launched a frontline leadership program to help develop our managers and supervisors.

- » Continued to convert our fleet to run on CNG and increased our investments in dairy biogas.
- » Used technologies like WM Smart Truck℠ to decrease recycling contamination, allowing us to recycle more effectively.
- » Announced plan to invest $825 million in landfill gas infrastructure by 2025.

- » Made strides to hire female employees and team members from diverse backgrounds, with an emphasis on hiring them into leadership roles.
- » Launched Impact Groups to connect employees and plan initiatives that drive IE&D.

- » Provided access to sustainable fuel for public transportation at natural gas fueling stations.
- » Collected trash, recyclables and organics from homes and businesses across North America.

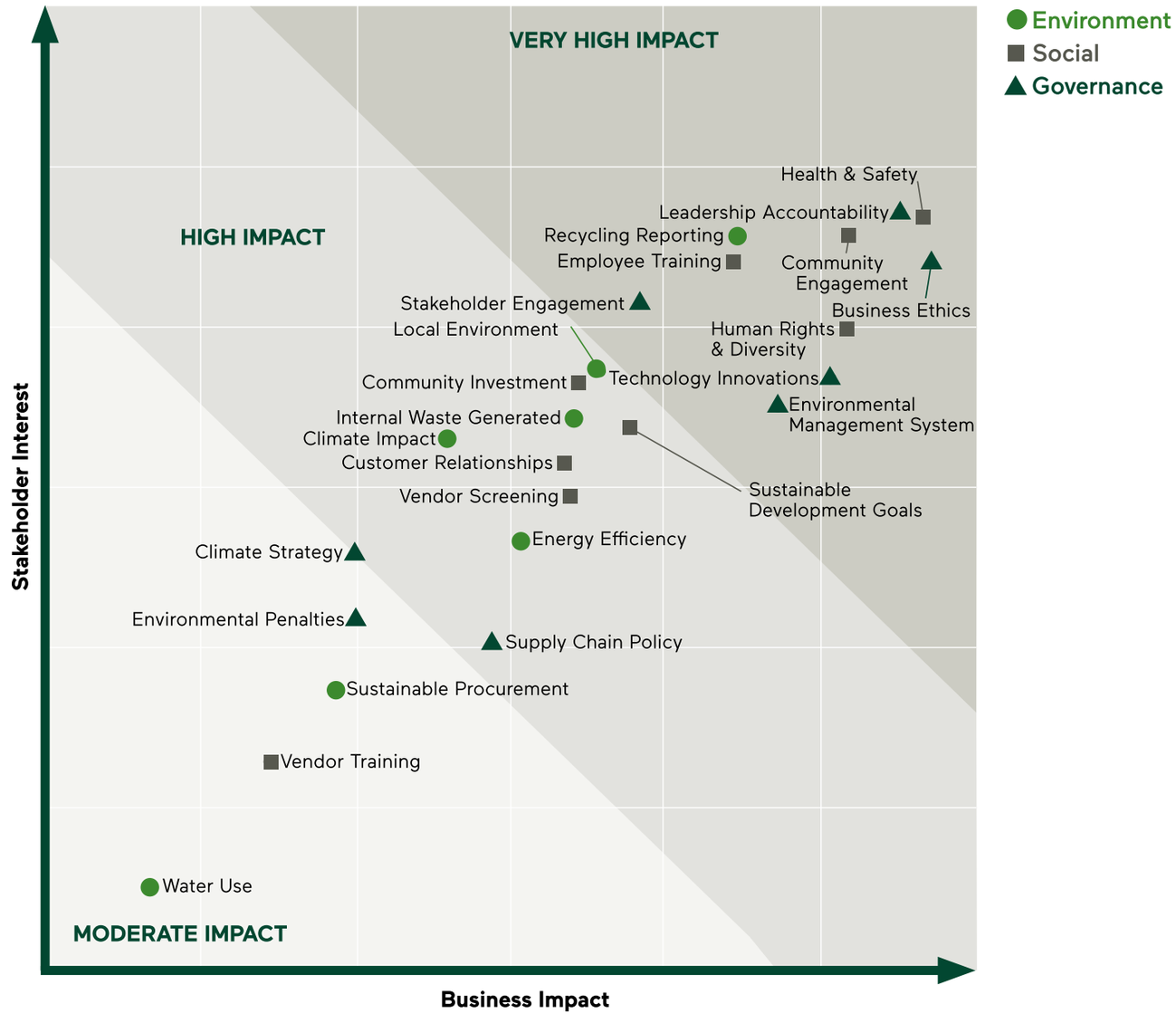
- » Maintained a suite of programs designed for safe disposal of hard-to-handle materials.
- » Hosted in-person and virtual events about recycling and environmental protection.

- » Recognized the risks climate change poses to our business, as severe weather has the potential to disrupt service and damage our facilities and fleet.
- » Collaborated with a half-dozen organizations, including NASA, to measure and better manage fugitive emissions released from landfills.
- » Prepared for natural disasters so we can better respond and support our customers when they occur.

Materiality[1]

The content of this report has been compiled and organized based upon insights from a materiality assessment conducted by an internal team. Our assessment examines issues, risks and opportunities that are material to our sustainability strategy. This helps us identify topics that are strategically important to our company and stakeholders while guiding decision-making across our value chain. Our material issues also help inform our aspirations, such as the new 2030 ESG Priorities established in 2022.

To learn more about WM's approach to reporting and materiality assessment process, visit the ESG Resource Hub.



[1]Our discussion of materiality and material topics or issues in this report is not an indication that such information is necessarily material to our company's investors in general pursuant to SEC disclosure requirements.

Data Center

Below you can find WM's ESG data for the past five years. View this data online in our **ESG Data Center** and find more information on our **ESG Resource Hub**.

Economic Impact	2017	2018	2019	2020	2021
Total Revenue ($ in billions)	14.48	14.91	15.46	15.22	17.93
Adjusted Income from Operations ($ in billions)	2.63	2.74	2.81	2.65	3.03
Adjusted Operating Margin	18.2%	18.4%	18.2%	17.4%	16.9%
Adjust EPS	3.22	4.20	4.40	4.03	4.84
Free Cash Flow ($ in billions)	1.77	2.08	2.11	2.66	2.53
Adjusted Operating EBITDA ($ in billions)	4.00	4.21	4.38	4.32	5.03
Adjusted Operating EBITDA Margin	27.7%	28.3%	28.4%	28.4%	28.1%
Cash Dividends ($ in millions)	750	802	876	927	970
Share Repurchases ($ in millions)	750	1,004	248	402	1,350
Returned to Shareholders ($ in billions)	1.5	1.8	1.1	1.3	2.3
Cash from Operations ($ in billions)	3.2	3.6	3.9	3.4	4.3
Capital Expenditures ($ in billions)	1.5	1.7	1.8	1.6	1.9

Operations	2017	2018	2019	2020	2021
Customer Service & Satisfaction					
Enterprise Net Promoter Score	—	—	—	50.2	34.7
Overall Customer Satisfaction	54.9	55.3	58.7	68.3	60.5
Post-Contact Survey Customer Satisfaction	—	—	4.19	4.25	4.06
In 2020, WM engaged in activities to support employees, customers and communities as COVID-19 was declared a Public Health Emergency of International Concern (see pages 7 and 31 of our 2021 Sustainability Report for details). The reaction of our customers, who were grateful that WM continued to provide reliable service, is reflected in our 2020 NPS score. A decrease was anticipated in 2021.					
Fleet					
Collection Vehicles	17,200	17,269	17,000	19,690	18,927
Alternative Energy Vehicles	6,536	7,944	8,924	10,388	10,832
Percentage of Alternative Fuel Vehicles in Collection Fleet	38%	46%	50%	53%	57%
Percentage of Alternative Fuel Vehicles Using Renewable Natural Gas	30%	30%	40%	55%	53%
Facilities					
Renewable Energy—Landfill Gas Beneficial Use Projects					
Landfill Gas-to-Electricity Facilities	102	101	97	104	102
Landfill Gas-to-Natural Gas Facilities	13	15	15	16	16
Landfill Gas to Industrial Customers as a Direct Substitute for Fossil Fuels	18	14	12	26	26
Natural Gas Fueling Stations	107	132	145	171	177
Landfills					
Active Hazardous Waste Landfills	5	5	5	5	5
Active Solid Waste Landfills	244	247	244	263	255
Transfer Stations	305	314	302	348	340
Materials Recovery Facilities (MRFs)	85	88	103	103	96
Organics Processing	4	4	44	42	39

Operations continued	2017	2018	2019	2020	2021
Recycling					
Recycled Material (tons)					
Paper	9,025,439	8,635,161	8,079,346	7,744,197	7,780,337
Mixed Organics	3,376,683	3,591,346	3,577,122	3,358,832	3,919,198
Fly Ash	972,894	1,168,061	1,149,000	996,799	884,281
Glass	771,043	720,594	666,838	615,853	584,756
Metal	487,770	475,278	476,645	384,404	417,452
Plastic	433,040	349,499	403,484	502,459	516,717
C&D/Wood	115,036	202,329	1,149,152	1,381,865	1,226,043
E-waste/Lamps/Batteries	31,295	19,404	9,110	32,122	3,567
Other	121,608	—	—	14,123	5,105
Total Recyclables Managed (tons)	15,334,808	15,161,672	15,510,697	15,030,654	15,337,456
The 2% increase in Total Recycled Materials in 2021 primarily comes from increased recycling of paper and organic material. "Other" material includes recycled concrete and other inert aggregate material in 2017, used oil in 2020 and used oil, tires and textiles in 2021.					
Percentage of Inbound Recycling Contamination	15%	18%	17%	16%	16%
Supply Chain					
Diverse Supplier Spend ($ in millions)	191.0	234.2	264.1	244.2	335.3
Energy Intensity					
MWh/Tons Waste	0.07434	0.06971	0.07021	0.07399	0.07845
MWh/$ Net Operating Revenue	0.00058	0.00054	0.00055	0.00055	0.00055
MWh/Employee	198.32	185.00	188.51	172.88	203.62
Fleet MWh/Tons Waste	0.05174	0.05156	0.05170	0.05943	0.05737
Other Energy MWh/Employee	60.27	48.18	49.68	47.31	54.71
MWh includes fuel associated with fleet, off-road vehicles, facilities and jet fuel; in other words, Fleet MWh and Other Energy MWh (off-road vehicles, facilities and jet fuel) combined make up Total MWh.					

Environment	2017	2018	2019	2020	2021
Greenhouse Gas Emissions (Metric Tons CO_2e)					
Our 2021 carbon footprint includes a full year of emissions from Advanced Disposal Services (ADS), an acquisition completed on October 30, 2020, while our 2020 carbon footprint includes only two months of ADS emissions. Most of the increase in emissions in 2021 is due to the acquisition.					
Scope 1					
Landfill	13,633,140	14,536,271	13,965,549	14,602,131	15,299,582
Collection Fleet	1,345,898	1,321,914	1,209,237	1,019,617	1,171,967
Other Energy Use	710,955	413,959	449,846	461,473	503,775
Total Scope 1	15,689,993	16,272,144	15,624,632	16,083,220	16,975,323
The methodology used to calculate landfill emissions relies on multiple variables to estimate annual emissions, such as the amount of methane collected, and the tons and categories of waste received. The methodology relies on tons of waste that is in place as of January 1 of each year to estimate emissions for the rest of the reporting year, and therefore is not synchronized with other operational information or data in the reporting year, which runs from January through December.					
Scope 2—Purchased Electricity					
Location-Based	244,828	246,091	238,341	236,151	257,188
Market-Based	244,828	246,091	238,341	236,151	182,885
Location-Based reflects emissions from total electricity consumption. In 2021, WM retired RECs in accordance with the Greenhouse Gas Protocol Accounting Standard, reflected in the Scope 2 Market-Based emissions.					
Scope 3					
Purchased Goods & Services	470,255	428,823	1,610,356	1,515,191	1,136,734
Capital Goods	7,962,954	8,348,931	1,338,238	1,372,479	1,613,209
Fuel & Energy-Related Activities	—	—	—	423,504	325,520
Business Travel	20,545	19,693	20,672	9,037	9,266
Employee Commuting	208,391	215,288	221,200	177,563	199,333
Upstream Leased Assets	—	—	285	2,813	7,918
Downstream Leased Assets	1,934	2,409	1,716	1,250	1,163
Investments	—	30,228	19,198	1,157	1,108
Use of Sold Products	—	—	—	—	823
Downstream Transport	317	363	—	—	62,668
Total Scope 3	8,665,586	9,047,233	3,211,665	3,502,994	3,357,743
Our 2021 greenhouse gas (GHG) emissions inventory has received limited **third-party verification**. We currently do not seek external assurance for other elements of this report. We continue to improve our Scope 3 accounting and transparency year over year by working closely with the Supply Chain team and our suppliers. On occasion this leads us to shift emissions into different categories, eliminating some while expanding others. In 2021, WM was able to parse third-party transportation, reflected as Downstream Transport, from Purchased Goods and Services.					

Environment continued	2017	2018	2019	2020	2021
Biogenic Emissions					
Biogenic Scope 1	11,760,390	11,957,838	12,432,517	12,689,901	12,969,522
Biogenic Scope 3	2,964,528	3,024,651	2,944,529	2,797,824	1,146,269
Carbon Intensity					
CO_2e/$ Net Revenue	0.00110	0.00111	0.00103	0.00107	0.00096
CO_2e per Tons of Waste Disposed (metric tons)	0.141	0.142	0.136	0.143	0.137
Emissions per 1,000 Miles Driven	2.87	2.74	2.40	2.02	2.20
Avoided GHG Emissions (Million Metric Tons CO_2e)					
Renewable Energy Generation	2.40	2.19	2.10	2.18	2.16
Reuse and Recycling of Materials	32.59	31.32	30.06	28.55	28.06
Carbon Permanently Sequestered	19.48	20.04	20.74	21.99	21.86
Total Avoided GHG Emissions	54.47	53.55	52.90	52.72	52.08
Landfill Gas Emissions					
Landfill Gas Emitted ($MTCO_2e$)	13,633,140	14,536,271	13,965,549	14,602,131	15,299,582
Percentage of Total	22%	23%	21%	22%	22%
Landfill Gas Captured ($MTCO_2e$)	49,010,808	49,655,869	51,088,479	51,136,297	53,562,528
Percentage of Total	78%	77%	79%	78%	78%
Landfill Gas Flared	45%	48%	47%	49%	55%
Landfill Gas Recovered for Beneficial Use	54%	52%	53%	51%	45%
WM Landfill Gas—Beneficial Use					
Equipment Capacity					
Landfill Gas-to-Electricity (MW)	410	416	402	380	377
Landfill Gas-to-Natural Gas (MW)	25	29	33	51	64
Total Equipment Capacity for Landfill Gas (MW)	443	444	435	431	441
Landfill Gas Converted to Energy for Sale/Use (MMBTU)	56,960,000	58,630,000	58,060,000	56,130,000	55,510,000
Energy Consumption (MWh)					
Non-Renewable Fuels	6,852,233	7,033,506	6,651,407	6,348,664	7,389,804
Non-Renewable Electricity	530,903	583,680	602,321	639,516	502,594
Total Non-Renewable Energy	7,383,136	7,617,185	7,253,728	6,988,180	7,892,398
Renewable Fuels	283,136	467,328	1,208,877	1,992,642	1,763,896
Renewable Electricity	0	122	1,362	958	188,542

Environment continued	2017	2018	2019	2020	2021
Total Renewable Energy	283,136	467,449	1,210,238	1,993,600	1,952,438
Total Fuels	7,135,369	7,500,833	7,860,284	8,341,305	9,153,700
Total Electricity	530,903	583,802	603,682	640,474	691,136
Total Energy	7,666,272	8,084,635	8,463,966	8,981,779	9,844,836
Percentage Renewable Energy	3.7%	5.8%	14.3%	22.2%	19.8%
Percentage Renewable Electricity	—	—	0.23%	0.15%	27.3%
Non-Compliance Associated With Environmental Impacts					
Number of Environmental Compliance Violations	1	7	1	7	5
Number of Significant Spills	4	6	4	4	8
TRI Chemical Containment at WM Hazardous Waste Facilities (Pounds)					
RCRA Subtitle C	30,177,412	255,687	30,885,281	25,209,739	26,777,679
Underground Injection	10,134,130	76,596	7,940,553	6,466,667	4,983,532
Transfer Off-Site to Treatment / Containment	183,050	194,160	64,585	193,810	76,776
TRI data is reported a year behind.					
Waste Generated					
Total Waste Generated (metric tons)	3,964	4,032	4,138	3,588	4,469
Total Waste Recycled (metric tons)	1,075	1,068	1,099	904	1,185
Percentage Recycled	27%	26%	27%	25%	27%
Total Waste to Landfill (metric tons)	2,889	2,964	3,039	2,684	3,284
Percentage Landfilled	73%	74%	73%	75%	73%
Total Waste to Incinerated (metric tons)	0	0	0	0	0
Percentage Incinerated	0%	0%	0%	0%	0%
Total Waste Generated per Employee (pounds)	210	209	208	192	203
Total waste generated in operations is calculated using an average waste and recycling generation tonnage per employee, per day for each of our facility types. Each WM facility type has its own waste factor, developed from audits conducted on site.					
Water Consumption (million cubic meters)					
Total Municipal Water Supplies (or from other water utilities)	2.30	2.90	3.50	2.80	3.34
Fresh Surface Water (lakes, rivers, etc.)	—	—	—	—	—
Fresh Groundwater	0.08	0.06	0.07	0.06	0.13
Total Withdrawal	2.38	2.96	3.57	2.86	3.46
Total Net Fresh Water Consumption	0.48	0.46	0.57	0.54	0.84
Water Returned to the Source of Extraction at Similar or Higher Quality as Raw Water Extracted	1.90	2.50	3.00	2.30	2.62

Workforce

Workforce data is for WM's total workforce unless otherwise stated.

	2017	2018	2019	2020	2021
Employees					
Total Employees	41,958	43,624	44,758	48,042	48,348
Employees by Region					
U.S.	39,430	40,873	41,822	44,993	45,226
Canada	2,048	2,169	2,196	2,153	2,055
India	480	582	740	896	1,067
Employees by Payment Type					
Percentage Hourly	—	80.7%	80.3%	80.4%	80.3%
Percentage Salaried	—	19.3%	19.7%	19.6%	19.7%
Employee Turnover					
Voluntary Employee Turnover Rate	15.0	14.8	15.0	12.4	20.9
Employee Turnover Rate	20.9	20.5	20.4	16.7	25.4

WM was impacted by labor challenges facing many other companies as it relates to employee turnover in 2021. During this time of the "Great Resignation," WM remains committed to attracting, hiring and retaining employees and providing them a great place to work.

Diversity					
By Age					
Percentage <30 Years Old	—	—	11.8%	10.9%	11.5%
Percentage 30–50 Years Old	—	—	50.0%	49.4%	48.8%
Percentage >50 Years	—	—	38.2%	39.7%	39.7%
Senior Leadership Team[1]					
Percentage Ethnic Minority	—	—	22.2%	22.2%	20.0%
Percentage Women	—	—	33.3%	33.3%	30.0%
Company Officials and Managers[1]					
Percentage Ethnic Minority	—	—	20.5%	20.2%	21.5%
Percentage Women	—	—	20.8%	21.5%	22.6%
Total Workforce (including United States, Canada & India)[1]					
Percentage Ethnic Minority	—	—	41.6%	41.2%	42.0%
Percentage Women	—	—	18.1%	18.4%	19.3%
Percentage Women in All Management Positions	—	—	20.8%	21.5%	22.6%
Percentage Women in Top Management Positions	—	—	21.2%	23.0%	23.3%
Percentage Women in Junior Management Positions	—	—	20.8%	21.5%	22.7%
Percentage Women in Management Positions in Revenue-Generating Functions	—	—	—	8.1%	8.5%
Ratio of Basic Salary and Remuneration of Women to Men	—	—	1	1	0.97

[1] Based on voluntary identification.

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated.

	2017	2018	2019	2020	2021
Ethnic Diversity—U.S. Employees[1]					
Percentage Executives	13.6%	11.4%	12.2%	11.3%	10.5%
Percentage Managers	20.9%	20.9%	22.0%	21.9%	23.5%
Percentage Professionals	29.2%	30.3%	31.5%	30.5%	33.0%
Percentage Operatives & Craft Workers	45.8%	46.9%	48.0%	47.7%	48.2%
Percentage All Workforce	42.4%	43.6%	44.5%	44.0%	44.9%
Female Representation—U.S. Workforce[1]					
Percentage Executives	21.2%	21.4%	20.3%	19.7%	19.7%
Percentage Managers	18.2%	18.7%	19.8%	20.6%	21.7%
Percentage Professionals	45.3%	46.2%	47.3%	46.4%	47.1%
Percentage Operatives & Craft Workers	1.7%	2.1%	2.5%	2.9%	4.0%
Percentage All Workforce	17.1%	17.4%	18.0%	18.3%	19.1%
Self-Identified as Disabled[1]	**—**	**—**	**—**	**20%**	**20%**
Veterans[1]	**—**	**—**	**—**	**5.30%**	**5.00%**
Share as Percentage of Total Workforce[1]					
Asian	—	—	—	1.5%	1.5%
Black or African American	—	—	—	18.0%	18.6%
Hispanic	—	—	—	20.8%	20.9%
White	—	—	—	51.5%	50.3%
Indigenous or Native	—	—	—	0.9%	1.0%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	—	—	—	7.3%	7.7%
Share in All Management Positions, as Percentage of Total Management Workforce[1]					
Asian	—	—	—	1.8%	1.9%
Black or African American	—	—	—	7.1%	7.6%
Hispanic	—	—	—	11.0%	11.5%
White	—	—	—	73.6%	72.1%
Indigenous or Native	—	—	—	0.4%	0.5%
Other (includes: Employee chose not to report, not specified and employees in Canada and India)	—	—	—	6.1%	6.4%

[1] Based on voluntary identification.

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated.

	2017	2018	2019	2020	2021
Safety					
Days Away/Restricted or Transfer (DART)—Employees	2.7	2.9	2.2	2.3	2.4
Days Away/Restricted or Transfer (DART)—Contractors and Contingent Labor	0.130	0.150	0.110	0.110	0.087
Vehicle Accident Recordable Rate (VARR)	19,376	19,729	19,371	22,059	19,631
Hourly Accident Recordable Rate (HARR)	9,090	10,776	11,684	12,272	11,611
Total Recordable Injury Rate (incidents per 100 employees)	2.8	2.9	2.8	2.8	3.0
Hires					
Total Number of New Employee Hires	9,250	10,616	11,645	8,369	12,744
Percentage of Open Positions Filled by Internal Candidates (internal hires)	33%	16%	9%	29%	22%

2021 EEO-1 TABLE (U.S. Only)

Job Categories	Hispanic or Latino		Non-Hispanic or Latino												Overall Totals
			Male						Female						
	Male	Female	White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	
Executive/Senior Officials & Managers	1	1	56	1	0	2	0	1	11	2	0	1	0	0	76
First/Mid Officials & Managers	458	156	3,027	287	9	76	12	27	742	128	2	34	5	11	4,974
Professionals	84	93	574	64	3	107	1	11	476	92	4	79	1	7	1,596
Technicians	1	0	4	3	0	0	0	1	5	0	0	0	0	0	14
Sales Workers	148	230	817	104	1	19	2	8	832	218	5	16	9	24	2,433
Administrative Support	322	766	650	220	6	17	7	17	2,075	842	14	52	27	56	5,071
Craft Workers	855	18	2,399	327	11	55	27	32	67	9	0	1	0	3	3,804
Operatives	5,942	188	11,460	5,227	96	167	165	185	358	418	8	8	15	23	24,260
Laborers & Helpers	631	217	812	927	16	79	17	32	124	135	1	26	4	5	3,026
Service Workers	8	1	13	5	0	0	0	2	3	2	0	0	0	0	34
Total	8,450	1,670	19,812	7,165	142	522	231	316	4,693	1,846	34	217	61	129	45,288
Previous Year Total	8,402	1,619	20,154	7,053	144	484	233	286	4,636	1,585	27	195	54	104	44,976

Workforce continued

Workforce data is for WM's total workforce unless otherwise stated.

	2017	2018	2019	2020	2021
Training					
Average Hours of Training per Employee	—	—	30	30	30
Average Spend on Training per Full-Time Employee (using blended learning techniques)	—	—	$600	$600	$650
Total Annual Training Hours Among Full-Time Employees	—	—	492,770	332,578	438,631
Percentage New and Current Employees Trained on Code of Conduct	—	—	100%	100%	100%
Percentage Employees Offered Training	—	—	100%	100%	100%
Percentage Operational Divisions Receive Training Annually	—	—	100%	100%	100%
Percentage Environmental Professionals Received Safety Training Annually	—	—	100%	100%	100%
Percentage Drivers Received Safety Training Annually	—	—	100%	100%	100%
Percentage Employees Trained Annually	—	—	100%	100%	100%

Average hours of training per employee includes training completions tracked in WM's Talent Central System and an estimate of blended learning techniques (e.g., daily training huddles, weekly safety training, monthly observations and post-training reinforcement methods such as videos and practice sessions) that occur in the field.

Total annual training hours among full-time employees includes learning and development team salaries/contract labor, development costs, learning management system, travel, external products and services, materials.

New and current employees trained on Code of Conduct includes trainers' salaries, facilities, trucks and equipment, materials, travel/lodging/meals.

Employees trained annually includes training completions tracked in WM's Talent Central System and an estimate of blended learning techniques (e.g., daily training huddles, weekly safety training, monthly observations and post-training reinforcement methods such as videos and practice sessions) that occur in the field.

Community	2017	2018	2019	2020	2021
Community Vitality					
Charitable Donations ($ in millions)	17.2	13.0	14.8	14.2	12.8
In-Kind Services ($ in millions)	1.9	1.9	1.6	1.2	1.5
Total Charitable Giving ($ in millions)	17.2	14.9	16.4	15.4	14.3
Community Events Hosted and/or Participated in by WM	—	>4,000	3,496	860	1,096
Environmental Conservation					
Wildlife Habitat Council Certified Programs	90	83	79	75	73
Gold- and Silver-Certified Programs	—	—	38	32	35
Acres Actively Managed for Wildlife Preservation	20,000	19,823	17,917	14,709	13,721
Pollinator Gardens and Wildflower Meadows Projects	38	63	63	63	70
Habitat, Species and Education Certified Projects 'On-the-Ground'	—	255	217	190	177
Environmental Education					
Participants in WM-Supported/Hosted Education Events and Programs	—	300,000	393,000	57,565	536,738

Participants in WM-supported/hosted education events and programs number is significantly lower in 2020 due to constraints related to the pandemic.

Governance	2017	2018	2019	2020	2021
Board of Directors					
Percentage Ethnic Minority	20%	20%	33%	22%	22%
Percentage Women	20%	20%	22%	33%	33%
Annual Total Monetary Contributions to and Spending for Political Campaigns, Political Organizations, Lobbyists or Lobbying Organizations, Trade Associations and Other Tax-Exempt Groups					
Federal Lobbying, Interest Representation or Similar	$411,000	$264,344	$250,000	$260,000	$310,000
Local, Regional or National Political Campaigns/Organizations/Candidates	$400,724	$572,558	$392,814	$210,350	$223,817
Trade Associations or Tax-Exempt Groups (e.g., think tanks)	$686,345	$550,241	$989,392	$860,605	$916,341
Other (e.g., spending related to ballot measures or referendums)	$18,500	$18,500	$18,500	$10,500	$0
Total Contributions and Other Spending	$1,516,569	$1,405,643	$1,650,706	$1,341,455	$1,450,158
Contributions to or Expenditures to Trade Associations to Influence Political Campaigns or Public Policy and Legislation					

Note the amounts are based on the information provided by the association or organization. WM PAC contributions are excluded and can be found in our publicly available disclosure **Participation in the Political Process**.

Name of Organization	Type of Organization	Description	2021
National Association of Manufacturers (NAM)	Trade association	WM works with NAM to address key issues facing the waste and recycling industries, including trade barriers to recycling, renewable electricity and fuel policies, congressional engagement on sustainability matters and environmental justice.	$26,220
Environmental Technology Council (ETC)	Trade association	WM works with ETC to address specific issues facing our hazardous business units, including advocacy and agency outreach on improvements to the tracking of hazardous waste shipments, destruction and disposal of materials containing per- and polyfluoroalkyl substances, and the long-term storage and management of elemental mercury.	$21,889
National Waste & Recycling Association (NWRA)	Trade association	WM works with NWRA to address a wide range of federal and state issues, including tax reform, incentives to increase domestic recycling infrastructure, environmental policies impacting landfill and recycling operations, extended producer liability, international recycling standards, vehicle safety and employee health issues, infrastructure permitting, safety, the impacts of tariffs on recycling markets, recycling infrastructure legislation, the emerging contaminant PFAS (commonly found in discarded household products) and other workforce development issues.	$43,268
The Coalition for Renewable Natural Gas		WM advocates EPA's Renewable Fuel Standard Program as well as federal and state incentives to produce and use renewable transportation fuel and renewable electricity.	$3,090
Institute for Scrap Recycling Industries (ISRI)		ISRI represents the interests of the scrap recycling industry and its members at the federal and state level as well as regulatory agencies and international bodies around the world. WM participates in several committees including the Paper Stock Industries (PSI), the Plastics Division and the MRF Committee.	$12,971

Governance continued

Issue or Topic	Corporate Position	Description of Position / Engagement	2021
Renewable energy: WM has invested in infrastructure to collect landfill gas for a variety of applications to create renewable energy. First, WM has installed 124 landfill gas-to-energy facilities, where we use the processed methane to generate electricity that is sold to utilities. EPA endorses landfill gas as a renewable energy resource, putting it in the same category as wind, solar and geothermal resources. Second, WM has installed four facilities that generate RNG from landfill gas. RNG, which is recognized as a renewable fuel by EPA, is used as transportation fuel in over 55% of our natural gas trucks. Third, WM collects, processes and cleans landfill gas to natural gas quality for delivery of the RNG to transmission pipelines to be used in the normal applications for natural gas. In each of these renewable energy applications, WM has reduced its reliance on fossil fuels.	Support	WM supports federal and state energy policies that facilitate the widespread development and use of renewable energy sources, including electricity and transportation fuel derived from landfill gas. With a third of our trucks running on RNG produced from landfill biogas, federal and state policies play an important role in our efforts to make significant investments to reduce GHG emissions associated with fossil fuel consumption. WM thus supports policies—including the Federal Renewable Fuel Standard, the California Low Carbon Fuel Standard, the Oregon Clean Fuels Program and state renewable portfolio standards—that encourage production of electricity and fuel from renewable sources such as municipal solid waste and provide attractive and stable returns to generators of renewable electricity and producers of RNG.	$24,979
Recycling: Governments continue to seek ways to divert waste from landfills, while product manufacturers have established lofty recycling goals in order to find circular solutions for their packaging through increased recycling and recovery. Increased pressure by producers has led to efforts along the supply chain to recycle a broad range of materials. WM supports such programs when they make economic sense and strongly supports the development of education programs and market development to increase demand for recycling.	Support	WM has taken a national leadership role in support of policies to improve recycling education to ensure that a clean feedstock is delivered to our MRFs, and to support the development of domestic markets for recyclables. Material processed through our MRFs is recycled only after it has been manufactured into a new product, reducing the use of virgin materials. In 2019, WM made a commitment to purchase curbside carts with 10% post-consumer curbside plastic. We also continue to support education efforts through our Recycle Right® program. WM advocates for both education and market development for post-consumer content legislation.	$82,459

Reports of Potential Misconduct

Discipline for substantiated allegations included: counseling, warnings, suspensions and terminations.

Reports of Potential Misconduct	2019	2020	2021
Number of Reports of Potential Misconduct	2,558	2,938	3,489
Percentage of Reports Made Through Confidential Integrity Helpline	N/A	62%	62%
Percentage of Reports Through Other Avenues Including People Organization (which includes our independent Investigation Team), Corporate Security, Internal Audit, Senior Leadership, and Compliance and Ethics	N/A	38%	38%
Percentage of Total Reports Made Anonymously	N/A	39%	33%
Percentage Employment Practices Matters (harassment, discrimination, unprofessional behavior, employee relations, etc.)	75%	76%	83%
Percentage Fraud-Related Matters (bribery, business practices, fraud, payroll fraud, etc.)	9%	8%	6%
Percentage Security-Related Matters (burglary, identity theft, privacy concerns, property damage, workplace violence, etc.)	9%	6%	6%
Percentage Other Code of Conduct Matters (conflicts of interest, gifts and entertainment, etc.)	7%	10%	5%

Forward-Looking Information

This report contains forward-looking statements, including but not limited to statements of opinion, view or belief about the future; sustainability and business goals; plans and strategies to achieve such goals; business and growth plans and strategies; and any other future events, performance or results. You should view these statements with caution. All forward-looking statements are subject to risks and uncertainties that could cause actual results to be materially different, including but not limited to failure to implement our optimization, growth and overall business strategies; environmental and other regulations, including developments related to emerging contaminants, gas emissions and renewable fuel; significant environmental, safety or other incidents resulting in liabilities or brand damage; failure to obtain and maintain necessary permits; failure to attract, hire and retain key team members and a high quality workforce; changes in wage and labor related regulations; significant storms and destructive climate events; public health risk and other impacts of COVID-19 or similar pandemic conditions, including related regulations, resulting in increased costs and social, labor and commercial disruption; macroeconomic pressures and market disruption resulting in labor, supply chain and transportation constraints and inflationary cost pressure; increased competition; pricing actions; commodity price fluctuations; impacts from Russia's invasion of Ukraine and the resulting geopolitical conflict and international response; failure to identify acquisition targets, consummate and integrate acquisitions; international trade restrictions; disposal alternatives and waste diversion; declining waste volumes; weakness in general economic conditions and capital markets; adoption of new tax legislation; fuel shortages; failure to develop and protect new technology; failure of technology to perform as expected; failure to prevent, detect and address cybersecurity incidents or comply with privacy regulations; negative outcomes of litigation or governmental proceedings; and decisions or developments that result in impairment charges. Please also see Waste Management, Inc.'s filings with the SEC, including Part I, Item 1A of its most recently filed Annual Report on Form 10-K, for additional information regarding these and other risks and uncertainties. We assume no obligation to update any forward-looking statement.

Assurance

Notes on the scope of the data, including changes to methodology from the prior reporting period, are included either with charts or in footnotes. Our 2021 greenhouse gas (GHG) emissions inventory has received **limited third-party verification**. We currently do not seek external assurance for other elements of this report.

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