



July 30, 2021

Dear Waste Management Customer,

Recently several news stories have highlighted a national driver shortage which impacts the delivery of goods and services including grocery stores, retail shops, building supplies, fuel, and even the production of new automobiles. Like these industries, the waste industry is struggling to hire full-time CDL drivers and technicians/mechanics. The driver shortage is now at its highest level in more than a decade, resulting in increased competition throughout the transportation industry.

WM has been impacted by the national driver shortage as well and is taking several steps to address this situation. First, we apologize for any delays you may have experienced in your collection services. Second, to flex our workforce, **we have made the difficult decision to suspend weekly yard waste collection beginning the week of August 9, 2021. By suspending weekly yard waste collection, we can prioritize trash and recycling collection for your home. We will resume weekly yard waste collection the week of October 4. We appreciate your understanding and thank you for your patience during this time.**

Other options for your yard waste during this period include:

- Suburban Lawn & Garden
- Compost Connections
- Johnson County Landfill

As a reminder, yard waste may not be commingled with trash. **Your next invoice will reflect the appropriate credit for yard waste collection services that were not provided.**

In the last 30 days, we have hired twenty new drivers who are completing their onboarding training now. In addition, we are actively seeking new drivers and technicians to join our team by offering same day interviews for qualified walk-in candidates as part of our new recruitment efforts. WM is leading the way by offering competitive wages with a \$7500 sign-on bonus for qualified drivers and technicians along with a great benefit package including:

- Medical, dental and vision coverage
- Company match 401K program
- Paid time off
- Child and elder care through Bright Horizons
- “Your Tomorrow” with Guild Education to pay 100% tuition at select educational and training programs

Your Tomorrow is a first-of-its kind program that provides WM benefit eligible employees the opportunity to choose from a full range of education options, including earning a college degree, at no cost to the employee. Next year, the company will expand Your Tomorrow to include tuition expenses for benefit eligible employees’ dependents and spouses. Interested candidates may find additional information and apply online at careers.wm.com.

We will continue to provide information on any delayed services to you via texts or emails. To create or update your online profile to receive updated information regarding service, go to www.wm.com. **Please utilize this feature as it is the most efficient option to learn of any service delay.**

WM appreciates your understanding during this challenging period as we flex our workforce to prioritize service to your home.

Sincerely,

Ryan White
Sr. District Manager