



Environmental Performance

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

Waste Management is the largest environmental solutions provider in North America, serving more than 21 million municipal, commercial and industrial customers in the U.S., Canada and Puerto Rico. We recognize that the best way to build a stronger company is to listen closely to what customers want and then deliver. That's why we have invested in developing waste solutions for a changing world. Today, this includes not just disposal and recycling, but personal counseling to help customers achieve their green goals, including zero waste.

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

Waste Management is also a renewable energy provider, producing enough electricity to power more than one million homes. One of the ways we do this is by recovering the naturally occurring gas inside our landfills to generate electricity, called landfill-gas-to-energy. By the end of 2013, we operated 137 beneficial-use landfill-gas projects, producing enough energy to power nearly 500,000 homes.

We also use waste to create energy through a highly efficient combustion process, called waste-to-energy. Through Wheelabrator Technologies Inc., our waste-to-energy subsidiary, we operate 16 plants that produce enough clean, renewable energy to power 853,000 homes and replace nearly 7 million barrels of oil. In 2013 alone, Wheelabrator converted more than 7.5 million tons of municipal solid waste into approximately 5.2 billion kilowatt-hours of electricity.

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

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

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

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

Sustainability isn't just what we offer. It's who we are. Find out what we have planned for the future.

Sustainability Goals

1. Each year, Waste Management produces enough renewable energy to power more than one million homes. By 2020, we expect to double that output, creating enough to power two million. That's because waste is a renewable energy source. Landfill-gas-to-energy plants use an otherwise powerful greenhouse gas, methane, to generate electricity, while our Wheelabrator waste-to-energy facilities power the same communities they serve.
2. As North America's largest residential recycler, we are committed to reducing waste. By 2020, we expect to manage more than 20 million tons every year, up from the approximately 12 million tons we managed in 2012. Part of that will come from refining proven technology, like the kind we see at our single-stream processing plants, which allows consumers to mix recyclables in a single container. Another part will be investing in technologies for the future, such as diverting organic waste to make high-end compost for local growers.
3. In 2013, Waste Management reached its goals to reduce emissions and increase the efficiency of its fleet by 15 percent. Today, with more than 32,000 vehicles on the road, including more than 3,000 that run on cleaner-burning natural gas, Waste Management is also investing in new technologies to improve our performance even further. Just outside of San Francisco, we've developed the world's largest landfill-gas-to-liquid-natural-gas facility, which converts gas created during waste decomposition into a natural gas our trucks can run on. Nearly 300 of our collection vehicles are using this fuel to operate their routes.
4. In 2007, Waste Management set a goal to achieve a fourfold increase in the number of facilities with certifications from the Wildlife Habitat Council. As of 2013, we've exceeded that goal with 112 certified sites, which collectively protect more than 27,000 acres of wildlife habitat. Today, we are maintaining those numbers by carefully monitoring the environments that surround our facilities, as well as periodically applying for recertification.

Our focus remains on continuing to lead the industry in our core businesses, while also charting the course for the future management of waste, which means extracting greater value from the materials we collect. Today's customers are counting on us to deliver solutions that are not only good for business, but good for the planet. We are doing it every day.

SENIOR MANAGEMENT



David P. Steiner

President & Chief Executive Officer

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

CORPORATE INFORMATION

Financial Highlights

For the year ended December 31, 2013
Total Revenue: \$13.98 billion
Net Income: \$98 million
Diluted Earnings Per Share: \$0.21
Total Assets: \$22.603 billion
NYSE: WM
Fiscal Year Ends: December 31
Shares Outstanding: 464.3 million
52-Week Stock Price Range:
\$33.97 – \$46.38

Operations

48 states, D.C., Canada, and Puerto Rico
Customers Served: More than 21 million
Active Landfills: 267
Transfer Stations: 300
Fleet Vehicles: 32,600
LNG/CNG Vehicles: 3,000
Employees: Approximately 42,700

Recycling

Recycling Facilities: 120
Single-Stream Facilities: 50

Investor Information

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