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## Waste Management Unveils Innovative Driver & Technician Training Center Supporting ‘Safety, People First Culture’



### ***Company Opens Second Facility of its Kind to Serve as Training Hub for the Western and Central United States and Canada***

Waste Management (WM) introduced its second Driver and Technician Training Center in Glendale, Arizona today complementing its first Center in Fort Myers, Florida. The Arizona Training Center extends the Company's commitment to providing centralized training for drivers and technicians across the North American enterprise.

The WM Arizona Training Center is located on a 13-acre property and includes a 30,000 square-foot maintenance shop, a 10-acre driver training course, classrooms, computer labs and technician workstations to simulate experiences at WM facilities.

As part of the onboarding process, drivers and technicians attend a two-week immersive program led by skilled WM trainers designed to enhance their capabilities and ensure they are the most engaged, customer-centric and safest employees in the industry. The program builds on the foundation of Waste Management's Mission to Zero (M2Z) safety initiative – the pursuit of having zero unsafe actions, behaviors or conditions. Waste Management also provides nearby housing and catered meals during the training to welcome participants into the WM family.

“Waste Management's commitment to putting our people first is not just a catchphrase or slogan – we are focused on this as evidenced by our continued investment in the growth and development of our employees,” said Tamla Oates-Forney, Waste Management Chief Human Resources Officer. “We are

differentiating ourselves with the frontline onboarding experience through our world-class Driver and Technician Training Centers.”

The Arizona Training Center is a leading example of the Company’s continued investment in a ‘Safety and People First’ culture. During the two-week training and development experience, drivers learn safety rules, procedures, vehicle inspections, safe lifting, and DOT required curriculum that provide scenarios reflective of day-to-day operations. Trainees spend their first week in the classroom learning and by week two transition to simulated driving courses. Technicians learn the basics of hydraulics, electrical, preventative maintenance practices and safety procedures through two weeks of integrated classroom and hands-on learning at workstations.

At the end of the two-week training course, drivers and technicians receive a comprehensive evaluation of performance prior to returning to their respective locations for additional on the job training programs.

Waste Management Training Centers help address the industry challenge of driver and fleet technician new-hire turnover, while also improving retention. The standardized training translates to better employee performance and a longer career with Waste Management. This unique onboarding program also helps better position WM among other employers in recruiting critical driver and technician roles.

The Arizona Training Center began welcoming WM drivers in late April and WM technicians in early June. At full capacity, the Center expects to train and develop 2,500 drivers and 750 technicians per year.

## **About Waste Management**

Waste Management, based in Houston, Texas, is the leading provider of comprehensive waste management environmental services in North America. Through its subsidiaries, the Company provides collection, transfer, disposal services, and recycling and resource recovery. It is also a leading developer, operator and owner of landfill gas-to-energy facilities in the United States. The Company’s customers include residential, commercial, industrial, and municipal customers throughout North America. To learn more information about Waste Management, visit [www.wm.com](http://www.wm.com) or [www.thinkgreen.com](http://www.thinkgreen.com).