



WASTE CONNECTIONS
Connect with the Future®

2020 SUSTAINABILITY REPORT



ABOUT WASTE CONNECTIONS

Waste Connections is an integrated solid waste services company that provides non-hazardous waste collection, transfer and disposal services, along with recycling and resource recovery, in mostly exclusive and secondary markets across 42 states in the U.S. and six provinces in Canada. The Company serves more than seven million residential, commercial and industrial customers. Waste Connections also provides non-hazardous oilfield waste treatment, recovery and disposal services in several basins across the U.S., as well as intermodal services for the movement of cargo and solid waste containers in the Pacific Northwest.

IN THIS REPORT

Letter from the Chief Executive Officer	2	Employee Engagement	28
COVID-19 Focus	4	— <i>Servant Leadership</i>	30
Summary Statistics	8	— <i>Engagement</i>	32
Operating Values	10	— <i>Diversity and Inclusion</i>	33
Targets	12	— <i>Safety</i>	34
Environmental Stewardship	16	Community Impact	36
— <i>Zero Waste</i>	18	— <i>Giving Back</i>	37
— <i>Environmental Management System</i>	19	— <i>Community Engagement</i>	41
— <i>Recycling</i>	20	Governance and Ethics	42
— <i>Landfill Gas Recovery</i>	22	GRI Emissions Disclosure	47
— <i>Leachate Management</i>	24	Sustainability Accounting	50
— <i>Fleet Initiatives</i>	26	Standards Board Disclosure (SASB)	



OUR PURPOSE

Honoring our commitments provides our stakeholders peace of mind and establishes us as the premier waste services company in the markets we serve. This creates a safe and rewarding environment for our employees while protecting the health and welfare of the communities we serve, thereby increasing value for our shareholders.

SUSTAINABILITY INITIATIVES THAT BENEFIT ALL STAKEHOLDERS



ENVIRONMENTAL

Committed to environmental stewardship and the advancement of new technologies.



SOCIAL

Investing in our people by enhancing safety, training and inclusion; supporting communities through charitable programs.



GOVERNANCE

Maintaining sound governance policies that align the interests of shareholders with the Board and Management.



LETTER FROM THE CHIEF EXECUTIVE OFFICER

Thank you for your interest in sustainability efforts at Waste Connections. We recognize the importance to our stakeholders of our commitments to minimize our impact on the environment, invest in our employees, expand the positive impacts we have on the communities we serve, maintain the strong financial health of our Company, and increase returns to our shareholders. We view sustainability as an integral part of our business, with initiatives consistent with our objective of long-term value creation.

We recognize that our employees identify and lead many of our sustainability efforts at a local level. As a result, the safety, welfare and development of our employees is critical. Our corporate culture is centered on the principles of Servant Leadership, which hold management accountable to employees in their professional and personal lives. We analyze and track our success in improving Servant Leadership scores, reducing voluntary employee turnover, improving safety performance, and providing fair compensation and attractive employee benefits.

We also dedicate a significant amount of management time and resources to leadership training and

personnel development to improve the skills, promotability and career paths of our employees. At Waste Connections, we are committed to diversity and inclusion in our workforce, as we strive to foster an environment in which all employees feel valued and are positioned for success.

Our culture and values have guided every decision we've made to confront this year's unprecedented health, economic and social challenges, and Waste Connections has differentiated itself thanks to the tireless efforts of all employees. As an essential services provider during these uncertain times, we knew that reducing employee concerns regarding income, healthcare and family obligations would enable us to meet our customer commitments, reduce voluntary turnover and further improve safety performance. Discretionary supplemental pay and bonuses, increased minimum wages, emergency wages, flexible scheduling, liberal use of PTO, enhanced medical benefits, extended benefits coverage, increased support from our Employee Relief Fund, and the launch of the Waste Connections Scholarship Program have all been part of our efforts to address such employee concerns, provide a sense of normalcy to customers, and drive further operating improvements.



OUR CULTURE AND VALUES HAVE GUIDED EVERY DECISION WE'VE MADE TO CONFRONT THIS YEAR'S UNPRECEDENTED HEALTH, ECONOMIC AND SOCIAL CHALLENGES, AND WASTE CONNECTIONS HAS DIFFERENTIATED ITSELF THANKS TO THE TIRELESS EFFORTS OF ALL EMPLOYEES.

Moreover, in spite of the macro challenges, we advanced our own sustainability initiatives, including, but not limited to, the following:

- :: Introduced long-term, aspirational targets that reflect the Company's sustainability priorities and its commitment of over \$500 million for investments to meet or exceed such targets;
- :: Appointed a Vice President–Engineering and Sustainability, with responsibility for managing many of our sustainability efforts;
- :: Added new recycling facilities and expanded the use of robotics to improve quality and enhance safety;
- :: Invested in fully–electric collection vehicles for beta testing;
- :: Upgraded fleet-based video telematics to introduce machine vision and artificial intelligence and further improve our industry-leading safety performance;
- :: Advanced our commitment to diversity and inclusion at the Board, corporate and senior field leadership levels; and
- :: Increased our commitments to serve and give back to our communities, including supporting organizations with a focus on women and children at risk and racial inequities.

As a leading environmental services company, sustainability is not a new concept for us, and everything we do today is with an eye towards the future. We constantly monitor and evaluate new technologies and investments that can enhance our commitment to the environment and improve our competitive positioning.

We owe our success not only to our employees, but also to the communities we serve. Our employees support more than a thousand local organizations, and we back their efforts with financial support for many of these groups. We accept the responsibility we have to increase corporate giving and broaden sustainability efforts as our Company expands.

Environmental, organizational and financial sustainability initiatives have been key components of our success since we were founded in 1997. We remain committed to growing and expanding these efforts as our industry and technology continue to evolve.

Worthing F. Jackman
President and Chief Executive Officer





OUR SAFETY-FOCUSED AND SERVANT LEADERSHIP DRIVEN CULTURE GUIDED OUR DECISIONS TO ADDRESS UNPRECEDENTED CHALLENGES STEMMING FROM COVID-19.

At Waste Connections, we believe that our safety-focused, Servant Leadership-driven culture leads to differentiated results, and therefore investing in our people, our greatest asset, is always our highest priority. As an essential services provider, we recognized from the onset of the COVID-19 pandemic that our communities would count on us and we on each other to honor our commitments; therefore, protecting the health, safety and welfare of our over 18,000 employees has guided every decision we have made.

To support and protect our employees, we established protocols and implemented operational changes focused on the health and safety of our frontline employees and achieved seamless transitions to remote work environments for customer service representatives and other support personnel. In addition, we looked to provide a safety net for our employees on issues of income and family health. To that end, we provided full wages for employees

feeling ill, under quarantine, or caring for family members, and two-thirds wages for up to 12 weeks for those with childcare issues. Through these efforts, we enabled our employees to make the right decisions about the health of their families and the well-being of their colleagues, which resulted in continuity of service to the communities we serve.

Recognizing the potential for financial hardship and the challenges unique to this period, we committed over \$35 million in incremental COVID-related costs, primarily supplemental wages which have been provided to all hourly employees, whether union or non-union, remote or on site, as well as temporary workers. We also expanded our Employee Relief Fund for those experiencing financial hardship, launched the Waste Connections Scholarship Program to assist our employees' children in pursuing their educational goals, fully covered COVID-19 related testing and

medical costs, improved medical benefits and extended access to medical benefits.

In addition to our near-term COVID-19 related financial commitments, we raised our minimum hourly wage target to \$15/hour, which exceeds state and local wage requirements and will positively impact the earnings of over 800 employees. Looking beyond our people, we also recognized the needs of the communities where we live and work, increasing the level of charitable contributions to assist food banks, families at risk, and organizations with a focus on addressing racial inequities at a local or national level, providing meals for healthcare workers and higher risk populations, and donating critical personal protective equipment.

We recognized that reducing employee concerns regarding income, healthcare and family obligations during the pandemic would be critical to providing continuity of service and a bit of normalcy for customers. Our strong operating performance during this chaotic and unprecedented period reflects the benefit of this focus and is a testament to the dedication and tireless efforts of every Waste Connections employee, whether in the field or working remotely.

SUPPORTING OUR FRONTLINE



\$35M

Discretionary COVID-19 related expenses, primarily for supplemental employee wages.



\$15/hr

Increased our minimum hourly wage target.



OUR 
HEROES
WEAR
SAFETY
VESTS



SUMMARY PERFORMANCE STATISTICS¹

	2017	2018	2019
Health and Safety			
Employee Hours	37,911,385	40,460,877	44,637,413
Reportable Incident Rate ²	17.4	16.3	17.4
Total Recordable Injury Rate (TRIR)	3.4	2.8	2.9
Experience Modifier Rate	0.76	0.72	0.54
People			
Total Employees as of Year End	15,283	16,356	18,204
Voluntary Turnover	15.6%	17.8%	17.8%
% of Employees that are Women ³		16.0%	16.0%
% of Employees that are Ethnic Minorities ³		41.0%	46.0%
% of Employees from Armed Services ³		9.0%	8.0%
Training/Leadership Development			
Employees in Virtual or in-Person Training Sessions	4,179	4,444	5,215
% of Total Employees	27.3%	27.2%	28.6%
Financial Statistics (\$000s USD)			
Revenue	\$ 4,630,488	\$ 4,922,941	\$ 5,388,679
Net Cash Provided by Operating Activities	\$ 1,187,260	\$ 1,411,235	\$ 1,540,547
Facilities			
Hauling Operations	261	279	300
Landfills	90	93	97
Transfer Stations	146	162	175
Intermodal Facilities	6	6	6
Recycling Facilities	66	64	66
E&P Liquid Waste Injection Wells	22	22	23
E&P Waste Treatment and Oil Recovery Facilities	19	19	19
Total	610	645	686



	2017	2018	2019
Fleet			
Total Trucks	12,765	13,360	11,903
Routed Trucks	9,069	9,752	9,476
Alternative Fuel Trucks	1,076	1,144	1,153
Routed Alternative Fuel Trucks as % of Routed Trucks	11.3%	11.3%	11.7%
Landfill Tons (tons per year)			
Municipal Solid Waste	24,297,387	27,158,637	28,922,292
Special Waste	11,225,829	11,539,499	11,943,036
C&D	5,635,951	6,821,864	7,098,672
Total	41,159,167	45,520,000	47,964,000
Recycled Commodities (tons per year)			
Old Corrugated Cardboard	463,687	436,971	452,668
Old Newspaper	121,030	60,460	39,939
Mixed/Other Paper	150,023	232,863	395,511
Glass	90,038	117,277	108,034
Metal	40,571	137,361	64,459
Aluminum	3,354	5,268	5,726
Plastics	44,750	27,219	95,134
Commingled/Other	582,765	519,625	538,046
Total	1,496,218	1,537,044	1,699,517
Landfill Gas Recovery Systems			
# of Landfill Gas Recovery Systems	50	52	53
# of Power Generation Systems	18	23	23
Standard Cubic Feet (billions)	29.4	24.2	32.5
LFG Sales as % of Revenue	1.4%	1.4%	1.0%

¹All data provided here has been subject to internal review and is believed to be correct at the time of reporting. No third party assessment of the data was obtained.

²12-month rolling incident rate, defined as the number of all reportable incidents per 200,000 employee hours worked, preventable and non-preventable.

³WCN began tracking diversity statistics as of 12/31/2018; percentage of employees calculation excludes non-respondents from the denominator.





OUR OPERATING VALUES

Safety

We strive to assure complete safety of our employees, our customers and the public in all of our operations. Protection from accident or injury is paramount in all we do.

Integrity

We define integrity as “saying what you will do and then doing it.” We keep our promises to our customers, our employees and our shareholders. Do the right thing, at the right time, for the right reason.

Customer Service

We provide our customers the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve.

To Be A Great Place To Work

We maintain a growth culture where our employees can maximize their potential personally and professionally. Our objective is to provide an environment where people enjoy what they do and take pride in their work. We wish to embody a work hard, play harder culture.

To Be The Premier Waste Services Company In The U.S. and Canada

We continue to provide superior returns, remain environmentally responsible, and grow in a disciplined way, deploying resources intelligently and benefiting communities we live in. We remain a “different breed”.

INTRODUCING OUR TARGETS:

Sustainability initiatives with clear objectives are not new to Waste Connections. In fact, they have been an integral part of our business model as a leading environmental services company.

Moreover, we have demonstrated annual progress towards their achievement over the last several years, including a safety record that is materially better than the industry average. As part of our commitment to provide increased transparency on our sustainability efforts, we are introducing fifteen-year aspirational sustainability targets utilizing 2018 as the base year. These targets reflect our sustainability priorities, and are integral to and consistent with our strategy and focus on sustainable, long-term value creation for our shareholders.

Our progress to date on these targets, detailed on the following pages, is emblematic of our commitment and reflects the investments we have already made towards furthering these objectives. With over \$500 million committed to achieve our targets, we look forward to providing regular updates on our key sustainability efforts similar to the updates we provide on financial results and other key performance metrics. Advancing sustainability by generating additional offsets to our emissions, increasing resource recovery and on-site leachate management, and continuing improvement to our safety record, voluntary turnover and Servant Leadership scores is core to who we are at Waste Connections, and we are excited to share our ongoing progress in these areas.



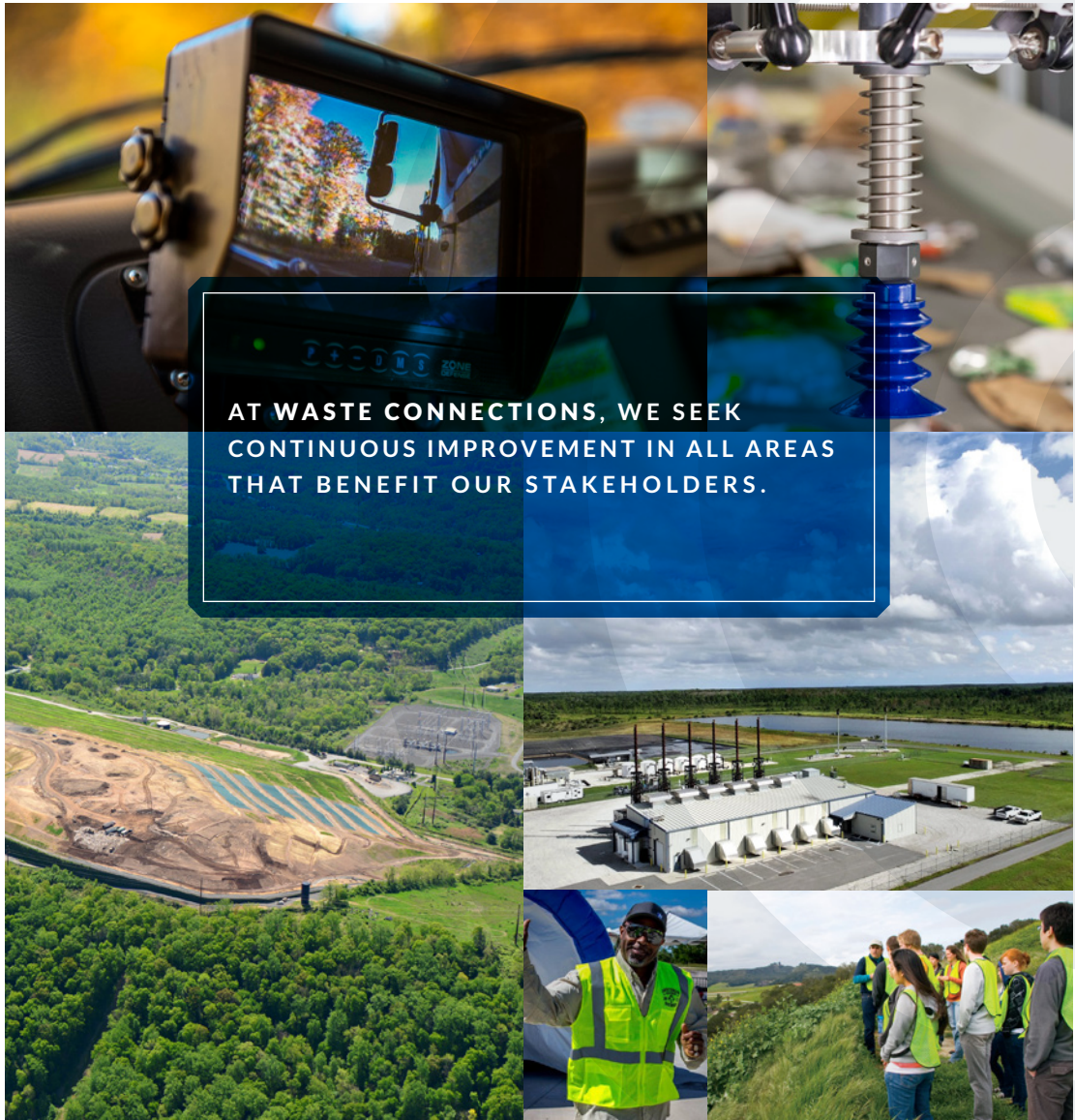
ENVIRONMENTAL



SOCIAL




GOVERNANCE




**AT WASTE CONNECTIONS, WE SEEK
CONTINUOUS IMPROVEMENT IN ALL AREAS
THAT BENEFIT OUR STAKEHOLDERS.**

OUR SUSTAINABILITY TARGETS

REDUCING ENVIRONMENTAL IMPACT

 **50%**
Increase offsets to emissions by at least 50%

 **50%**
Increase resources recovered by at least 50%

 **40%**
Increase biogas recovery by at least 40%

 **50%** Process at least 50% of leachate on-site

EMPLOYEE SAFETY AND ENGAGEMENT

 **25%**
Reduction in Incident Rate

 Continuous Improvement in Voluntary Turnover

 Continuous Improvement in Servant Leadership Scores

Environmental Stewardship





OUR TARGET



Increase offsets to
emissions by 50%.

As an environmental services company, Waste Connections is committed to environmental stewardship and we consider it integral to managing and growing our business. As more fully described in the aspirational targets we established in 2020 and consistent with the efforts we have been undertaking since our founding, we are committed to efforts to expand resource recovery, enhance emissions offsets and achieve greater self-sufficiency in our leachate management. Moreover, we consider these investments to be part of running a responsible business and achieving our mission to be the premier waste services provider in North America.

Organizationally, we recently announced the appointment of a Vice President–Engineering and Sustainability, with responsibility for managing many of our sustainability efforts

and progress towards achieving our fifteen-year aspirational targets, as well as oversight of our Environmental Management System. We are committed to expanding our resource recovery capacity through a number of investments, including enhanced optical sorting technology, robotics and new screening equipment at recycling facilities, and construction or acquisition of additional resource recovery facilities. We are also expanding landfill gas recovery and biogas generation through enhanced gas collection systems and the development of additional high Btu gas facilities, which may qualify for renewable energy credits. In addition to these post-collection initiatives, we anticipate taking delivery of fully electric, zero emission collection trucks for beta testing, with the expectation of expanding our deployment of alternative fuel vehicles in the future.

ZERO WASTE

We believe our sustainability initiatives align with and support the efforts of our customers and the communities we serve. We regularly work with customers to increase resource recovery and facilitate their pursuit of zero waste goals. Whether providing services like composting of yard waste and food waste or supporting the introduction of new technologies, such as anaerobic digesters, we partner with communities and industrial customers to advance their objectives to reduce their reliance on landfills, decrease waste disposal costs and reduce emissions. Our easy-to-use

reporting and analytics tool, Recycle 360°, enables our customers to develop waste management plans and track ongoing performance against waste reduction and recycling targets.





ENVIRONMENTAL MANAGEMENT SYSTEM

As part of our operating practices and risk mitigation strategy, we maintain a robust Environmental Management System (EMS). Our EMS is an all-encompassing approach to environmental protection and regulatory compliance with oversight by our Vice President–Engineering and Sustainability, along with our Executive Vice President–Engineering and Disposal, and Associate General Counsel and Director of Compliance. It is managed by our Corporate Environmental Manager along with more than 70 trained professionals in the field. Our EMS policies are designed to prioritize environmental protection and promote the rapid flow of information from the field to those overseeing the EMS.

In order to ensure and track regulatory compliance, we employ a proprietary compliance-tracking tool called *the Cube*, which provides notifications, tracking and reporting of all regulatory and permit-related tasks. *The Cube* notifies facility managers of upcoming regulatory and permit-

related tasks, documents their completion and uploads to each respective site’s operating record. Monthly progress reports are provided to corporate environmental managers, resulting in follow up at multiple levels of management.

Annually, one or more of our environmental professionals audits each of our disposal sites, reviewing operating records, infrastructure and the physical conditions at each site with potential risks of non-compliance entered into the Cube for remediation and documentation. Our EMS also regulates the day-to-day handling and documentation of waste streams generated from operations, with all wastes disposed or recycled by third party customers inventoried and tracked through our audit function to demonstrate proper handling.

All sites incorporate emergency response planning, which, depending on geography, may incorporate contingencies for responding to various natural disasters or addressing other regional or local needs.

RESOURCE RECOVERY: RECYCLING

At Waste Connections, resource recovery is a key element of sustainability and includes recycling through our material recovery facilities (MRFs). An integral part of our service offerings, we recycle or divert over 50% of our collected waste volumes in many markets, in some cases over 70%, and we continue to expand these efforts.

In fact, in spite of recent industry headwinds from recycling resulting from lower recycled commodity values and COVID-19-related operating challenges, Waste Connections has added recycling processing capacity through the acquisition of state-of-the-art facilities and the enhancement of operating capabilities at our existing MRFs through technology additions.



RECYCLING:

Key Initiatives

The quality of recycled commodities is largely dependent on front-end source separation efforts, which can vary widely and impact MRF processing costs. Source separation education includes local training efforts, coupled with our *WasteConnect* app that helps customers determine the products that are available to be recycled locally.

At the plant level, we are investing in additional optical sorters and robotics to manage headcounts at MRFs, increase productivity and improve the quality and value of recycled commodities through reduced contamination rates. We currently utilize this technology in a number of facilities and recently signed an agreement to deploy an additional 24 robots across our MRF footprint.

We see the potential for the development or acquisition of incremental recycling capacity to more fully integrate our operations, including the opportunistic acquisition of distressed recycling operators, or assets that could complement or enhance our competitive footprint in various markets. As such, our fifteen-year aspirational goals target expansion of resources recovered by at least 50%.

OUR TARGET

50%

Increase resources recovered.



RESOURCE RECOVERY: LANDFILL GAS

Resource recovery also extends to our landfills, where we deploy gas recovery systems and provide renewable energy to many of the communities we serve. We have installed gas collection systems for the capture of methane gas generated at over 50 of our solid waste landfills with most of our remaining sites accepting substances such as construction and demolition debris or contaminated soils that do not generate sufficient methane gas for recovery.

From 23 of these gas recovery systems, including one of the largest such recovery plants in North America, we utilize the methane to generate electricity for local households, fuel local industrial plants, power alternative fuel vehicles, or qualify for carbon emission and renewable fuel credits. In many instances, our gas recovery systems exceed regulations in order to convert additional methane to renewable gas or to mitigate the environmental impact.




LANDFILL GAS RECOVERY:

Key Initiatives

The environmental benefits of utilizing landfill gas to generate electricity or produce pipeline-grade natural gas is compelling, with the economic benefit dependent on several factors, including landfill size, age, gas generation rates, and infrastructure costs, as well as the value of the energy produced. At our 23 existing landfill gas generation facilities, we annually process approximately 32.5 billion Standard Cubic Feet (SCF) of gas for conversion to energy, or the equivalent needed to power roughly 333,000 homes. We are pursuing a number of additional opportunities for renewable gas systems at existing landfills and look forward to expanding our biogas recovery by at least 40% to achieve our fifteen-year aspirational targets.



OUR TARGET

 **40%**
Increase
biogas recovery.



LEACHATE MANAGEMENT

When it rains or snows, water infiltrates the buried materials at landfills and mixes with the liquids and soluble substances contained in municipal solid waste, resulting in leachate, which is collected through a network of perforated drains installed at the bottom of each landfill cell. Subsequently, leachate is separated, treated and either sent to a third-party disposal facility, such as a municipal or industrial wastewater treatment plant, or treated on-site through wastewater treatment facilities or evaporation.



LEACHATE MANAGEMENT:

Key Initiatives

Through our current operations, we generate over 600 million gallons of leachate per year, over two-thirds of which has historically been disposed of off-site. Our fifteen-year aspirational target is to mitigate the environmental impact of transporting and disposing of leachate through the reduction of off-site disposal to less than 50% of leachate generated. By reducing our reliance on third party disposal outlets, Waste Connections can reduce miles driven by trucking firms and more effectively mitigate and manage the costs associated with leachate treatment and disposal.

In order to increase self-sufficiency with respect to leachate management, we will expand utilization of evaporator technology at our largest landfills, install on-site wastewater facilities where appropriate, and pursue other landfill practices such as working face reduction or installation of temporary cover to minimize penetration of rain or snow. Always looking for a more cost effective and environmentally conscious way to treat and/or dispose of leachate and other waste, we are independently funding research into new leachate disposal methods with an annual commitment of \$1 million over the next five years.

OUR TARGET

↑ 50%

Process at least 50%
of leachate on-site.



FLEET EMISSIONS AND EFFICIENCY

As a route-based business, a portion of our carbon footprint is linked to our fleet, and therefore we look to selectively utilize alternative fuel vehicles as part of our efforts to reduce fleet emissions. In addition to utilizing Compressed Natural Gas (CNG) trucks, we will soon begin beta testing fully electric collection trucks.

In addition, we focus our efforts on reducing consumption of fuel and petroleum-based products through replacement of older trucks

with newer, more efficient trucks, utilizing transfer station networks to consolidate waste onto fewer trucks, installing controls to minimize idling time, switching to synthetic motor oils with longer replacement intervals, and reducing emissions by installing more advanced engine filters. In addition, we utilize technology, including on-board tablets and route optimization software to minimize driving time, and engine diagnostics software to anticipate issues to avoid downtime.



Innovation

With the expected payload and route capacity of commercial electric collection trucks comparable to diesel trucks, we will soon begin beta testing the first production application of fully electric collection vehicles (EVs) in North America developed by The Lion Electric Co. and Boivin Évolution Inc. In addition, we will be testing a hybrid EV as well. Although at a significant initial cost premium, the fully electric trucks operate quietly, generate zero emissions and are expected to provide considerable savings in fuel and maintenance expenses relative to comparable diesel trucks. We look forward to expanding the use of alternative fuel vehicles in Waste Connections' fleet over time.



Employee Engagement





Waste Connections has a track record of superior results since its founding in 1997. We attribute that success to a differentiated strategy and a purposeful culture. Our market selection strategy, along with disciplined capital allocation, has produced superior financial results and shareholder returns. However, we believe that while strategy may have positioned us for success, it is our culture of accountability and commitment to excellence that has driven the value creation.

We maintain that our greatest differentiator is not our physical or financial assets; instead, it is our people and our purposeful culture. Our foundation is built on caring for our over 18,000 employees, prioritizing safety as our #1 Value and integrating the principles of Servant Leadership – a philosophy we have embraced and expanded upon for almost fifteen years – into our day-to-day operations.

CULTURE MATTERS

AT WASTE CONNECTIONS,
WE BELIEVE OUR CULTURE
DRIVES DIFFERENTIATED
RESULTS, AND THEREFORE
INVESTING IN OUR PEOPLE,
OUR GREATEST ASSET,
IS ALWAYS OUR PRIORITY.

THE SERVANT LEADERSHIP JOURNEY

Servant Leadership has defined our Company since 2006. The Servant Leadership concept inverts the traditional management hierarchy, positioning leaders to serve their employees both professionally and personally. The philosophy empowers employees by prioritizing their needs, sharing responsibility and driving personal development.

Our leadership development efforts include multi-day Servant Leadership training sessions, district management training, dozens of varying leadership webinar topics, and other safety, sales, maintenance, operations and financial training courses engaging every employee level throughout the Company. This year, we held a leadership summit focused on the effects that unintended biases can have on diversity and inclusion. We also incorporated diversity and inclusion topics into Servant Leadership training and manager assessments in order to ensure that all employees are valued, feel empowered to contribute and are positioned for advancement opportunities.

As an organization, we look to continually raise the level of accountability through our annual Servant Leadership survey, which provides employees the opportunity to grade their managers on an anonymous basis. The score, along with several other metrics such as talent development, are incorporated into the leader's compensation plan. We raise our level of accountability by putting Servant Leadership into action, not just words. Accordingly, we are targeting continuous improvement in Servant Leadership scores as an element of our long-term, aspirational goals.

Recognizing that we have a responsibility to those we have the privilege to lead, we look to position our employees for success, which begins with our most important value: safety. Holding every employee accountable for safety and scoring our leaders on Servant Leadership has driven accountability and produced results, evidenced by industry-leading financial metrics as well as safety and employee turnover levels that are significantly better than the industry average.





THE SERVANT LEADERSHIP
CONCEPT INVERTS THE
TRADITIONAL MANAGEMENT
HIERARCHY, POSITIONING LEADERS
TO SERVE THEIR EMPLOYEES
BOTH PROFESSIONALLY
AND PERSONALLY

ENGAGEMENT → RELATIONSHIPS = RESULTS

We identified Engagement as the foundation of our 2020 Vision, as we looked to position Waste Connections for the future with continued focus on the core values that have been integral to our success. That vision of engagement included expanding our offerings for training and development of our leaders and frontline employees, and innovating new technology platforms to increase connectivity with our employees, customers and communities in which we operate.

Specifically, we announced or expanded the following engagement-driven initiatives in 2020:

- :: Launch of *WeConnect*, our internal social networking application designed to facilitate communication, celebrate successes and build relationships across our over 400 operating locations;

- :: Implementation of our enhanced Learning Management System to expand content and increase access and visibility on training and development opportunities;
- :: Expansion of employee resource groups, including the Waste Connections Women’s Network and the Veterans S.E.R.V.E. Network; and
- :: Expansion of training and onboarding tools for new employee transition and development.

Our 2020 focus on engagement was timely, as the COVID-19 pandemic necessitated the use of remote alternatives to in-person training and development and highlighted the importance of connectivity both inside and outside of the Company. We believe that our investment in technology to enhance connectivity and its effectiveness during the pandemic will result in a stronger, more engaged team as we emerge from this period, and over time, lower voluntary turnover.



DIVERSITY AND INCLUSION

At Waste Connections, we are committed to building and developing diverse teams that function in an environment of mutual respect, where employees feel empowered to contribute. Operating across hundreds of markets in the United States and Canada, we recognize the benefits of diversity and the importance of ensuring that employees feel respected and included, encouraged to bring their unique perspectives, ideas and best skills to work each day. In keeping with our efforts to support and encourage diversity and inclusion, we have undertaken several initiatives, including the 2019 introduction of a formal Diversity Policy for our Board of Directors and Senior Management with aspirational targets for female Board representation and additional disclosure on workforce composition.

In 2020, we incorporated diversity and inclusion into Servant Leadership training, focused our leadership summit on understanding and mitigating unintended biases, expanded our Servant Leadership assessments of managers by employees to include diversity and inclusion, enhanced recruiting practices to ensure the broadest candidate pools, established financial commitments to organizations that focus on racial inequities and that support women and children at risk, and supported the development of resource groups including our Women's Network and Veterans' S.E.R.V.E. Network.

Waste Connections is a signatory to the *CEO Action for Diversity & Inclusion*, the largest CEO-driven business commitment to advance diversity and inclusion within the workplace.



TAKING SAFETY TO THE NEXT LEVEL

We believe that safety is the responsibility of each and every employee; it is ingrained in our commitment-based, safety-driven culture. Moreover, as servant leaders are responsible for each employee's success at work and beyond, safety is an integral component of this commitment. We have relied on those

relationships along with tools to develop employee risk-profile rankings and to facilitate effective communication and behavior based coaching. In 2019, our behavioral-based approach to safety resulted in over 55% of our operating locations either posting zero safety-related incidents or reducing incident frequency.



SAFETY:

Key Initiatives

While we attribute our successful safety record to our culture and behavioral based approach, we acknowledge that technology can be an important tool in identifying risky behaviors and providing coaching opportunities to address them. As we focus on our goal of a 25% reduction in incident rates, we believe that advances in fleet design and technology will help us to achieve this goal.

In 2020, we initiated a two-year, \$10 million fleet-wide upgrade of our onboard camera systems, which are the foundation for establishing our risk-based scoring approach to encouraging safe driving practices. In contrast to existing systems which largely track inertial movements in vehicles, the next generation systems utilize artificial intelligence and “Machine Vision” to identify additional risks both inside and outside of the cab. Such risk factors inside the cab include unbelted drivers, as well as distracted driving from handheld devices, food and beverages and smoking. Outside of the cab, the units can detect lane departures, rolling stops, unsafe following distances and other critical distances. We believe that this upgrade and our utilization of the additional information these new systems generate should help us drive continuous improvement in our safety performance.

Another 2020 addition to our safety program was the introduction to our fleet of Freightliner EonicSD trucks with an overhauled cab design that incorporates many of the safety features already included in passenger vehicles, as well as an integrated collision mitigation system, enhanced visibility, and several ergonomic improvements. We expect more manufacturers to incorporate these technology advances into their product offerings and believe this should also help enhance our drivers’ safety over the longer term.



Community Impact





GIVING BACK AND MAKING AN IMPACT

At Waste Connections, we also attribute our success to the support we receive from communities we serve, where our employees also live and work. We provide opportunities for our employees to get involved in their communities and consider it a privilege for Waste Connections also to give back through charitable donations or sponsoring community events.

Giving Locally - Waste Connections and our employees support more than a thousand organizations through direct contributions, volunteering and/or fundraising at a local level. Each year, we donate millions of dollars to various charities, including an increasing number of organizations identified by our frontline employees that focus on racial inequities at a local or national level, and that support women and children at risk in disadvantaged communities.

Our Company-wide Culture of Giving - In addition to our local efforts, we are proud of our Company-wide traditions. In 2019, we achieved a 20-year Waste Connections Christmas Promise goal one year ahead of schedule, as employees

across the Company assembled and donated over 10,000 bicycles to deserving children, bringing our total donated since inception of Christmas Promise to approximately 65,000 bicycles. In addition, at our 11th Annual Waste Connections Golf Classic for Kids in 2019, we once again achieved our annual goal of raising more than \$1 million for charities that support at-risk youth and their families.

Sustainability and Giving - Waste Connections aligns its major financial contributions with its goal to further advance environmental sustainability. For example, our first major grant helped establish the Global Waste Research Institute (GWRI), developed in conjunction with California Polytechnic State University, San Luis Obispo. The GWRI's mission is to advance state-of-the-art research and development of sustainable technologies and practices to more effectively manage existing and emerging wastes and byproducts. We also regularly contribute to the Environmental Research Education Foundation and fund over \$1 million per year in research related to the environmental industry.

SELECT ORGANIZATIONS WE SUPPORT:

100 Black Men of Bradley County	Canadian National Autism Foundation	Girl Power 2 Cure
Alzheimer's Association	CASA	Habitat for Humanity
Alzheimer Society of Hamilton Halton	Cayuga Seneca Community Center	Hamilton-Burlington SPCA
American Cancer Society	CEOs Against Cancer	Helping Hands House
American Diabetes Association	Charleston Area Justice Ministry	Homes4Families
American Heart Association	Child & Family Center	Home with Heroes
American Lung Association	Children's Miracle Network Hospitals	Hope House
American Red Cross	Children's Wish Foundation	Illinois Special Olympics
Angel Reach	Columbia Pacific Food Bank	Inner City Outreach
Appalachian Children's Home	Daybreak Youth Services	Inspiration Ranch
Association québécoise de prévention du suicide	Disabled American Veterans	Interfaith of The Woodlands
Autism Awareness Canada	Elm Grove Elementary School	Juvenile Diabetes Research Foundation
Autism Speaks	Equal Justice Initiative	Kids 'n Kinship
Beyond Batten Disease	Feed My Starving Children	Leukemia & Lymphoma Society
Big Brothers Big Sisters	Fondation – CSSS Du Sud De Lanaudiere	Littleton Firefighter Association
Boys and Girls Clubs	Food Bank of Eastern Michigan	Love Fosters Hope
Brantford Community Food Bank	Fort Vancouver National Trust	Make-a-Wish Foundation
Canadian Association of Chiefs of Police	Freedom From Unnecessary Negatives	March of Dimes
Canadian Diabetes Association		Meals on Wheels



Mission of Hope

Montgomery County Food Bank

Multiple Sclerosis Society of Canada

Muscular Dystrophy Association

National Children's Cancer Society

National Kidney Foundation

National Multiple Sclerosis Society

National Wildlife Federation

National Women's Hall Of Fame

Northwest Association
for Blind Athletes

Open Door Mission

Pink Lemonade Project

Relay for Life

River City Youth Foundation

Roger Clemens Foundation

Ronald McDonald House Charities

Save the Children Canada

Seneca Falls Rotary

Six Nations' Christmas Baskets

Sommet socio-économique pour

le développement des jeunes des
communautés noires

Special Olympics

St. Jude Children's Research Hospital

Susan G. Komen

Take Steps for Crohn's and Colitis

The Marfan Foundation

The Salvation Army

SMART

Take Pride Winnipeg

The Children's Hospital Volunteers

The Conservation Fund

The Menninger Clinic

The Star of Hope

Tim Horton Children's Foundation

Toby Keith Foundation

Toys for Tots

Tri-City Youth & Family Center

UNCF

United Way

Veterans Legal Initiative

Veterans Miracle Center

WayOut Kids

Women in Need

Working Against Violence

Wounded Warriors in Action

Wreaths Across America

YES to Youth



GIVING BACK TO EMPLOYEES

In 2017, we created the Waste Connections Employee Relief Fund to help employees and their immediate families who have experienced significant financial hardship following a natural disaster or other catastrophic event. In 2020, we expanded its applicability to address unexpected hardships experienced during COVID-19. Through contributions from Waste Connections, our employees and vendors, we assist impacted employees by helping to pay for essential living

expenses, such as food, clothing, utilities, temporary housing, property repairs, and other basic necessities.

In 2020, we also introduced the Waste Connections Scholarship Program, which awards renewable scholarships of \$2,500 each per academic year for up to four years to assist our employees' children to pursue and achieve their vocational, technical and university education goals.



COMMUNITY ENGAGEMENT

Now more than ever it is critical to increase engagement within our communities and connectivity with our customers. Through our *WasteConnect* app, customers can confirm their collection dates, search our Waste Wizard database to know if a waste stream is recyclable, pay their bills, and communicate with their local service provider. We have also simplified the customer onboarding process with streamlined online sign-up and service routed through our proprietary artificial intelligence-enhanced C2O software.

We partner with our communities and in many instances deploy recycling coordinators to schools, community events and residences to provide educational sessions about the benefits of recycling and proper waste management. In 2019, we launched the *Bob Davis Award for Leadership in Sustainability* to recognize employees who demonstrate exemplary leadership in advancing sustainability through implementing or serving on community projects, programs, outreach, education, initiatives or services that benefit their community, customers, coworkers or Waste Connections.



Governance and Ethics

Since our inception, we have been committed to well-defined principals of corporate governance. Our Corporate Governance Guidelines and Board Charter align the Board of Directors and its four distinct committees with management in order to promote the best interests of the Company. More recently, the Board of Directors adopted a Diversity Policy for the Board of Directors and senior management, which provides for annual progress reviews by the Board. Similarly, the Board will provide oversight of our aspirational ESG targets approved by the Board and introduced in 2020.

Highlights of what we believe exemplify our adherence to sound principles of corporate governance include:

- :: Directors are elected individually;
- :: Majority voting policy for the election of our Directors;
- :: Separate CEO and Chairman of the Board of Directors, or Board Chairman positions;
- :: Having a strong, Lead Independent Director serve on the Board of Directors;
- :: Women account for 33% of independent Board members and 25% of total Board members;
- :: Annual Board of Directors and committee evaluation processes;
- :: Board of Directors' oversight of risk;
- :: Robust risk management program related to compensation;
- :: Share ownership requirement for Directors and corporate officers;
- :: Diversity Policy including aspirational targets for Board of Directors composition;
- :: Regular executive sessions of only independent directors; and
- :: Director retirement policy.



Our Board of Directors has four standing committees: the Executive Committee, the Audit Committee, the Compensation Committee, and the Nominating and Corporate Governance Committee. Except for the Executive Committee, the committees are composed entirely of independent, non-employee directors.

The Board of Directors' Role in Oversight of Risk

The Board of Directors and its committees have an active role in overseeing management of the Company's risks. The Board of Directors regularly reviews information from members of senior management regarding the Company's safety performance, employee retention, financial performance, financial outlook, balance sheet, credit profile and liquidity, as well as the risks associated with each. The Board of Directors also receives reports from members of senior and regional management on areas of material risk to the Company, including market-specific, operational, legal, information technology, regulatory and strategic risks. The Board of Directors, with recommendations from the Audit and Compensation Committees, approves and maintains a succession plan for the

CEO and other senior management of the Company, including policies and principles for selecting and evaluating a new CEO in the event of an emergency or retirement of the CEO. The Audit Committee oversees management of financial, financial reporting and internal controls risk. The Compensation Committee assesses and monitors risks relating to the Company's corporate officer compensation policies and practices. The Nominating and Corporate Governance Committee is responsible for overseeing the management of risks associated with the independence of the Board of Directors and potential conflicts of interest.

Communications with the Board

Shareholders and other interested parties may communicate with the Board of Directors generally, with the non-employee directors as a group or with a specific director at any time by writing to the Board of Directors, the non-employee directors or a specific director, care of the Company's Secretary, at our principal administrative offices located at Waste Connections, Inc., 3 Waterway Square Place, Suite 110, The Woodlands, Texas 77380.

Shareholder Outreach

We believe that our relationship with and accountability to multiple stakeholders are critical to our success. Engaging with our shareholders helps us to understand how they view us, to set goals and expectations for our performance, and to identify emerging issues that may affect our strategies, corporate governance, compensation practices or other aspects of our operations. Our shareholder and investor outreach includes investor road shows, analyst meetings and investor conferences, either in-person or virtual. We also communicate with shareholders and other interested parties through various media, including our annual and quarterly reports, proxy statement and other SEC and Canadian securities filings, press releases and our website. Our conference calls for quarterly earnings releases and major corporate developments are open to all. These calls are available in real time and are also archived as webcasts on our website. Our President and CEO, Board Executive Chairman, Chief Financial Officer and other senior management also regularly meet with investors to discuss our strategy, financial and business performance and to update investors on key developments.

Code of Conduct and Ethics

We have adopted a Code of Conduct and Ethics that applies to all of our directors, officers and employees. Our Code of Conduct and Ethics

details Company principles to guide employee decision-making in many areas, including:

:: *Conflicts of Interest:*

No officer, director or employee may be subject to influences, interests or relationships that conflict with the best interests of the Company.

:: *Full, Fair and Accurate Disclosure:*

It is the Company's policy that the information in its public communications, including its SEC filings and filings with the Canadian Securities Administrators, be full, fair, accurate, timely and understandable.

:: *Compliance with Laws, Rules and Regulations:*

It is the Company's policy to comply with all laws, rules and regulations applicable to the Company and its operations. The Company's strict compliance policy also extends to all other applicable laws and regulations, including compliance with the U.S. Foreign Corrupt Practices Act (FCPA), the Canadian Corruption of Foreign Public Officials Act (CFPOA), and other applicable anti-corruption laws; antitrust laws; tax laws; environmental and safety regulations; equal opportunity; non-discrimination and fair employment; and foreign asset control regulations.

:: *Prohibited Accounting Practices:*

The Company's policy is to make and keep books, records and accounts that accurately and fairly reflect the transactions of the Company.



:: *Reporting Illegal or Unethical Behavior:*

All officers, directors and employees should promptly report to senior management all actual or potential illegal or unethical behavior of Company personnel that they observe. The Company encourages and expects full and open communication with senior management even when it appears that less candor may be desirable to protect the Company or members of management.

:: *Compliance and Discipline:*

Violations of this Code by officers, directors or employees will result in disciplinary action that may include termination, referral for criminal prosecution and reimbursement to the Company for any losses or damages resulting from the violation.

:: *Fair Dealing; Moral and Ethical Standards:*

Each officer, director and employee must endeavor to deal fairly with the Company's customers, suppliers, competitors and employees and not to take unfair advantage of anyone through manipulation, concealment, abuse of privileged or misappropriated confidential information, misrepresentation of material facts or any other unfair dealing practice. More generally, each officer, director and employee must adhere to and comply with the highest moral and ethical standards of our society in conducting business on behalf of the Company.

:: *Insider Trading:*

Buying or selling securities, directly or indirectly through family members or other persons or entities, while possessing material nonpublic information or selectively disclosing such information to others who may trade based on it is prohibited by applicable securities laws.

:: *Contributions:*

Officers, directors and employees may not (directly or indirectly) contribute Company funds to, or spend Company funds in support of, any kind of political party, political action committee or other committee in the United States or Canada or to any candidate for, or holder of, any office of any national, state or local government in the United States, or any national, provincial or local government in Canada. Exceptions may be permitted for state, provincial and local contributions in jurisdictions that permit corporate political contributions, but only upon approval by the Company's Chief Executive Officer and in consultation with the General Counsel. In countries other than the United States or Canada, the policy will be determined in accordance with local law and practice as well as laws applicable to the Company.

No political contribution by any officer, director or employee may be made, or even appear to be

made, with the Company's funds, or be reimbursed from the Company's funds; nor should the selection of a candidate or a party be, or seem to be, coerced by the Company. Officers, directors and employees are prohibited from using their positions to induce, coerce or in any way influence any person, including subordinates, to support or contribute time or money to any political party, to the campaign of any candidate for office or to any charitable activity.

The Nominating and Corporate Governance Committee is responsible for, among other matters, the development and implementation of the Company's corporate governance principles, including the review of and compliance with our Corporate Governance Guidelines and Board Charter and our Code of Conduct and Ethics.

The Nominating and Corporate Governance Committee is responsible for monitoring the implementation of the Company's diversity policy on a periodic basis, and at least annually, to assess its effectiveness, monitoring and reviewing the Company's progress in achieving its aspirational targets and reporting the results to the Board, and making recommendations to the Board regarding any revisions to this policy that may be necessary or appropriate.

The Board is responsible for reviewing strategy, policies and performance related to the Company's management of environmental, social and governance (ESG) issues, including reviewing any reports on the Company's performance against ESG targets, any ESG programs, products and disclosures, and any corporate responsibility policies and programs, in coordination with other committees of the Board, as appropriate.

Copies of our Corporate Governance Guidelines and Board Charter and our Code of Conduct and Ethics are available on our website at <http://wasteconnections.investorroom.com>. A copy of the Corporate Governance Guidelines and Board Charter and our Code of Conduct and Ethics may also be obtained, free of charge, by writing to our Secretary or Investor Relations at our principal administrative offices located at Waste Connections, Inc., 3 Waterway Square Place, Suite 110, The Woodlands, Texas 77380.



GLOBAL REPORTING INITIATIVE EMISSIONS DISCLOSURE

EMISSIONS DISCLOSURE

Waste Connections emissions disclosure was developed using the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines. The Waste Connections GHG Inventory in 2017 and 2018 was prepared in a manner consistent with The Climate Registry (TCR) General Reporting Protocol (GRP) Version 2.1 dated January 2016 and its associated updates and clarifications. The Waste Connections GHG Inventory in 2019 was prepared in a manner consistent with TCR GRP Version 3.0 dated May 2019. Year-over-year increases largely reflect the impact of acquisitions.

In 2018, Waste Connections began using the SWICS calculation methodology. This methodology results in lower scope 1 emissions and was utilized for comparison purposes relative to the solid waste peer group.

G4-EN15:

Direct (Scope 1) greenhouse gas (GHG) emissions

MT CO ₂ e		
2017	2018	2019
4,683,673	5,089,083	6,006,643

G4-EN17: Other indirect (Scope 3) GHG emissions

Emissions Source	MT CO ₂ e		
	2017	2018	2019
Purchased goods and services	812,663	821,606	861,763
Capital goods	212,455	233,539	292,218
Waste generated in operations	119,646	117,871	151,342
Upstream transportation and distribution	399,578	429,847	503,351
Business travel (air and vehicle)	54,617	53,166	51,142
Use of sold products	22,812	54,785	84,119
Total	1,621,771	1,710,814	1,943,939

Utilizing our previous methodology, Scope 1 emissions would have been 9,252,375, 9,622,868 and 10,162,072 MT CO₂e in 2017, 2018 and 2019, respectively.

The impact of carbon sequestration in our landfills is significant and well documented in scientific literature. Due to anaerobic conditions that exist within landfills, lignins and hemicellulosic materials remain undecomposed. They represent approximately 50% of biogenic carbon in the waste stream. Waste Connections disposed of 33,980,501 and 36,020,954 tons of Municipal Solid Waste and Construction & Demolition debris in 2018 and 2019, respectively. Approximately 50% of that material is carbonaceous. This suggests that the landfills sequestered 11,614,738 and 12,340,905 MT CO₂e in 2018 and 2019, respectively.

G4-EN16:

Energy indirect (Scope 2) GHG emissions

MT CO ₂ e		
2017	2018	2019
55,718	53,993	55,442



G4-EN18: GHG emissions intensity

	Unit	2017	2018	2019
Gross Revenue	\$ US Dollars Millions	\$ 4,630	\$ 4,923	\$ 5,389
Scope 1 Emissions ¹	MT CO ₂ e	4,683,673	5,089,083	6,006,643
MT CO ₂ e/\$M Revenue		1,012	1,034	1,115
Scope 2 Emissions	MT CO ₂ e	55,718	53,993	55,442
MT CO ₂ e/\$M Revenue		12	11	10
Scope 1 & 2 Emissions	MT CO ₂ e	4,739,391	5,143,076	6,062,085
MT CO ₂ e/\$M Revenue		1,024	1,045	1,125

¹ Utilizing the EPA methodology, Scope 1 emissions would have been 9,252,375 and 9,622,868 and 10,162,072 MT CO₂e in 2017, 2018 and 2019, respectively.

G4-EN19: Reduction of GHG emissions

Waste Connections has undertaken several initiatives to reduce GHG emissions. The Company operated 23 landfill gas to energy facilities in both 2018 and 2019. Operation of these facilities resulted in annual avoided GHG emissions estimated at 646,668 and 848,838 MT CO₂e in 2018 and 2019, respectively. The estimate of avoided emissions assumed that natural gas was the fuel replaced by the use of landfill gas. The avoided emissions were calculated using default methodologies from TCR included CO₂, CH₄ and N₂O emissions.

Waste Connections diverts over 50% of collected waste volumes in certain markets, in some cases over 70%. The estimated avoided GHG emissions in 2018 and 2019 from recycling was 4,807,858 and 5,037,064 MT CO₂e, respectively. These values were calculated using the USEPA Waste Reduction Model (WARM).

Over the past several years, Waste Connections has deployed vehicles using alternative fuels such as compressed natural gas (CNG) and biodiesel as a means of reducing its GHG footprint. Waste Connections currently deploys nearly 1,200 CNG vehicles. The estimated annual reduction in GHG emissions from CNG vehicles was 16,700 and

18,200 MT CO₂e in 2018 and 2019, respectively. The calculation uses an equivalent diesel vehicle as a baseline.

G4-EN22: Water discharge by quality and destination

In 2018, Waste Connections collected 615,420,838 gallons of leachate with 413,921,040 gallons being sent to a third party for treatment. In 2018, Waste Connections also collected 639,205,013 gallons of E&P produced water for on-site treatment. A total of 11,677,770 gallons of E&P produced water was sent to third parties for treatment in 2018.

In 2019, Waste Connections collected 703,342,262 gallons of leachate with 470,251,239 gallons being sent to a third party for treatment. In 2019, Waste Connections also collected 659,722,620 gallons of E&P produced water for on-site treatment. A total of 31,764,417 gallons of E&P produced water was sent to third parties for treatment in 2019.

Our E&P water treatment technologies allow us to process and dispose 100% of drilling-related waters without discharging to surface waters. The majority of waste fluids are injected into brine formations via deep wells.

SUSTAINABILITY ACCOUNTING STANDARDS BOARD DISCLOSURE



SASB APPENDIX

Greenhouse Gas Emissions

	Unit	2018	2019
Gross global Scope 1 emissions	MT CO ₂ e	5,089,083	6,006,643
Scope 1 coverage under emissions-limiting regulations	Percentage (%)	84%	85%
Scope 1 coverage under emissions-reporting regulations	Percentage (%)	84%	85%
Total landfill gas recovered	Million British Thermal Units (MMBtu)	18,476,404	18,521,770
Total landfill gas recovered	Standard Cubic Feet (Billions)	24.2	32.5
Landfill gas flared	Percentage (%)	52%	39%
Landfill gas used for energy ¹	Percentage (%)	41%	61%

Fleet Fuel Management

	Unit	2018	2019
Fleet fuel consumed	Gigajoules (GJ)	9,563,973	10,501,924
Natural gas as a % of fuel consumed	Percentage (%)	6.6%	8.0%
Alternative fuel vehicles as % of fleet	Percentage (%)	11.3%	11.7%

Air Quality

	Unit	2018	2019
NO _x (Excluding N ₂ O)	Metric Tons (t)	N/A	265
SO _x	Metric Tons (t)	N/A	62
Number of facilities in or near dense population centers	Number	7	7
Non-compliant air emissions issues	Number	0	2

¹ Landfill gas flared and gas used for energy does not total 100% in 2018 as 7% is mixed use and unable to be separated by category.

Management of Leachate

	Unit	2018	2019
Total leachate collected	Gallons (000)	615,421	703,342
Total leachate treated by third parties	Gallons (000)	413,921	470,251
Corrective actions implemented for landfill releases	Number	0	0
Incidents of non-compliance associated with environmental impacts	Number	0	0

Labor Practices

	Unit	2018	2019
Active workforce covered under collective bargaining agreements	Number	3,096	3,159
Work stoppages	Number	0	0
Total days idle	Days	0	0

Workforce Health & Safety

	Unit	2018	2019
Total recordable incident rate (TRIR)	Rate	2.83	2.91
Incident rate (I-Rate)	Rate	16.3	17.4
Fatality rate	Rate	0.01	0.00



Recycling & Resource Recovery

	Unit	2018	2019
Waste incinerated	Metric Tons (t)	0	0
Hazardous waste incinerated as percent of waste incinerated	Percentage (%)	0%	0%
Energy recovery from waste incinerated	Percentage (%)	0%	0%
Customers receiving recycling	Percentage (%)	50%	50%
Customers receiving composting	Percentage (%)	27%	27%
Amount of material recycled	Metric Tons (t)	1,394,397	1,541,792
Amount of material composted	Metric Tons (t)	178,465	210,757
Amount of material processed as waste-to-energy	Metric Tons (t)	N/M	N/M
Amount of electronic waste collected	Metric Tons (t)	N/M	N/M
Percentage of electronic waste recovered through recycling	Percentage (%)	N/M	N/M

Activity Metrics

	Unit	2018	2019
Customers	Number		
Municipal Contracts	Number	2,000	2,000
Commercial	Number	600,000	600,000
Industrial	Number	100,000	100,000
Residential	Number	6,500,000	6,500,000
Other	Number	200,000	200,000
Vehicle fleet size	Number	13,360	11,903
Landfills	Number	93	97
Transfer stations	Number	162	175
Recycling centers	Number	64	66
Composting centers	Number	6	6
Incinerators	Number	0	0
All other facilities	Number	320	342





WASTE CONNECTIONS
Connect with the Future®

Company Headquarters

610 Applewood Crescent, 2nd Floor
Vaughan, Ontario L4K OE3
Canada

Principal Administrative Offices

3 Waterway Square Place, Suite 110
The Woodlands, Texas 77380
USA
832.442.2200

www.wasteconnections.com