



TOGETHER, WE'RE BETTER

Waste Connections fosters an inclusive culture for all.

At Waste Connections, we take pride in empowering every member of our team to share their unique perspectives.

We find strength in understanding and combining who we are, what we've experienced, and how we think. Because to provide a service that supports our welcoming and diverse community, we must first be a welcoming and diverse organization.

Together, we're better.





“Companies like ours can play a key role in addressing racial inequities and driving change. Actions, not just words, are important.”

Worthing Jackman
President and CEO



Inspiring the next generation of women leadership.

The Waste Connections Women's Network is a diverse community of inspiring professionals helping women to accelerate their leadership journeys. Collectively we grow talent through high-impact programs, networking, and support. Our vision is to provide community, mentorship, and access to professional development tools, inspiring the next generation of female leaders.

"The WCWN has afforded me the opportunity to connect with women from all across North America, all walks of life, with unique backgrounds and experiences in a positive environment where we can share ideas, learn, and inspire one another."

Pam Izzo
Site Manager



Committed to our military and veteran community.

While Waste Connections may be different from the military, many of our core values are similar. Integrity, teamwork, and the drive to be the best for our community and each other just to name a few. We regularly participate in military-sponsored events and job fairs to demonstrate our commitment. Our vision is to support our veterans and their family members and continually improve the recruiting, hiring, and employment experience for our heroes that have served.

“I was looking for a sense of comradery and service above self. Those principles are foundational at Waste Connections.”

Shawn Mandel
VP Safety & Risk
U.S. Marine Corps



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”.

CULTURE MATTERS

STRATEGY + CULTURE = RESULTS

We believe the superior results we have achieved since our founding in 1997 demonstrate what our culture and these values have created: industry differentiation, disciplined strategy and capital deployment, commitment to execution, and accountability to multiple stakeholders.

Our differentiated market selection strategy has produced superior financial results and shareholder returns. While our strategy may position us for success, it's our culture that delivers it. Our employees are our most important asset, and therefore, we are focused on: Employee Engagement - we strive to make Waste Connections an employer of choice; Diversity and Inclusion - we hire from a wide range of backgrounds and experiences, and we foster a supportive environment in which all employees are positioned for success through our training and development. Our approach to business starts with our Operating Values. We also have adopted the principles of Servant Leadership, which flips the "old school" hierarchical managerial

style on its head. Put simply, our managers are trained to help their employees become more successful at work and in their lives. Servant Leadership ensures that our managers place customers and employees first, thereby increasing customer retention and reducing employee turnover. Servant Leadership holds management accountable to employees, rather than solely holding employees accountable. Our managers are measured not only by the financial performance of their operations, but also by the feedback of their employees on management's embodiment of these principles. Benefits already realized from the adoption of Servant Leadership include an increase in our employees' satisfaction with their jobs, reduced employee turnover and a decrease in accident frequency.

SERVANT LEADERSHIP



A servant leader's role is to help others succeed—to serve, not be served. It requires humility, not ego. A servant leader seeks to understand what a win looks like for each employee and how to serve each person to help them get that win.

Our leadership development efforts include multi-day servant leadership development sessions, district management training, dozens of varying leadership webinar topics, and other safety, sales, maintenance, productivity and financial training courses serving every employee level throughout the Company.

GIVING BACK.

At Waste Connections, we measure our success by the continuing, positive impact we have within our local communities. The Company and its employees support more than a thousand organizations through direct contributions, volunteering or fundraising, with a majority of our philanthropic efforts focused on organizations that either support women and children at risk or address racial inequities at a local or national level.

For more information on a few of the organizations we support and/or to join in supporting, please see the below list and associated websites.

100 Black Men of Bradley County Inc.
www.100bmbc.org

40 Hands in Forty Days LLC
www.40handsinfortydays.org

Angel Reach
www.angelreach.org

Angels' Arms
www.angelsarms.org

Autism Speaks
www.autismspeaks.org

Beyond Batten Disease
www.beyondbatten.org

Big Brothers Big Sisters of America
www.bbbs.org

Boys & Girls Clubs of America
www.bgca.org

Buckner Family Hope Center at Aldine
www.buckner.org/houston

CASA - Court Appointed Special Advocate
www.nationalcasagal.org

CDM Caregiving Services
www.cdmcaregiving.org

Charleston Area Justice Ministry
www.charlestonareajusticeministry.org

Children's Home Society
www.chssd.org

El Paso Children's Foundation
www.elpasochildrensfoundation.org

Emergency Food Network
www.efoodnet.org

Equal Justice Initiative
www.eji.org

Fondation - CSSS Du Sud De Lanaudière
www.effetpapillon.ca/realisations/

Freedom From Unnecessary Negatives
www.ffunsaveyouth.org

Habitat For Humanity
www.habitat.org

Homes4Families
www.homes4families.org

HOPE The Will Herndon Research Fund
www.willherndon.org

Inner City Outreach
www.innercityoutreach.ca

Inspiration Ranch
www.inspirationranch.org

Interfaith of The Woodlands
www.woodlandsinterfaith.org



“I am lucky to work with a Company that supports what is important to its employees and because of that we can make this donation to Inner City.” Oyin Olaniyi, District Accountant

Jefferson Community Foundation
www.jeffersoncommunity.org

Karla Smith Behavioral Health
www.karlasmithbehavioralhealth.org

Kids Meals Inc.
www.kidsmealsinc.org

Love Fosters Hope
www.lovefostershope.org

Make-A-Wish Foundation
www.wish.org

Meals On Wheels Montgomery County
www.mowmc.org

Mission Centers of Houston
www.missioncenters.org

Montgomery County Food Bank
www.mcfoodbank.org

Montgomery County Women's Center
www.mcwctx.org

National Women's Hall Of Fame
www.womenofthehall.org

NW Association For Blind Athletes
www.nwaba.org

Our Community Foundation
www.eaglevalleycf.org

Pinball Clemens Foundation
www.pinballfoundation.ca

Rose of Sharon
www.roseofsharon.com

SHARE
www.sharevancouver.org

Sommet socio-économique pour le développement
 des jeunes des communautés noires
www.sdesj.org

Special Olympics
www.specialolympics.org

The Monarch School
www.monarchschool.org

The YMCA
www.ymca.net

UNCF
www.uncf.org

United Way
www.unitedway.org

Wounded Warriors In Action Foundation
www.wwiaf.org

YES to Youth Montgomery County
 Youth Services
www.sayyestoyouth.org