

From: Advanced Disposal - Now a Waste Management Company
<ServiceAlert@advanceddisposal.com>
Sent: Monday, November 16, 2020 8:40 AM
To: ROXBURYCLERK@MERR.COM
Subject: Welcome to Waste Management



Welcome to Waste Management

Dear Valued Customer,

I am pleased to announce Waste Management, North America's leading environmental solutions provider, has acquired Advanced Disposal.

Our organizations share a relentless dedication to help customers like you effectively manage your environmental service needs in pursuit of a sustainable tomorrow. Our combined resources will allow WM to provide exceptional service you can trust, and we are excited to support your local community.

What to Expect

As we integrate the best customer experience, safety, operations and maintenance practices from both companies in the coming months, we want to assure you everything remains "business as usual." All services you received from Advanced Disposal – including your systems, invoicing and other processes – will remain unchanged for now. We will communicate with you throughout the integration process to make this transition as seamless as possible.

Next Steps

- Remember, all Advanced Disposal contracts executed before the acquisition will continue to be honored by Waste Management.

- Please continue to contact Advanced Disposal, as you do today, for any service or billing related questions.
- Visit wm.com/welcomeADS for the most up-to-date information. On this site, you can also find answers to frequently asked questions and additional information about Waste Management's services and sustainability efforts.

Moving Forward Together

In the simplest terms, our values come down to this: Do the Right Thing. The Right Way. Our success is based not only on the results we achieve, but how we achieve them. We are honored to have the opportunity to provide you with reliable, responsible and sustainable environmental solutions for your home and business.

On behalf of each and every one of our 50,000 team members, welcome to the Waste Management family.

A handwritten signature in black ink, appearing to read "Jim C. Fish". The signature is stylized with a large, looping initial "J" and a cursive "Fish".

Jim Fish
President and CEO



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