



# MARATHON teams up with WASTE MANAGEMENT to provide waste services



January 5, 2006

“Our experience with Waste Management has been fantastic. We increased our pickups but actually decreased our costs by 40 percent. And we’ve had zero complaints since we started with Waste Management.”

Justin Hunsaker  
Service Manager  
Brent Brown  
Automotive Group

“We’re very impressed with Waste Management. They’re very responsive to service issues, and their follow-up is fantastic.”

Jose Faustin  
Property Manager  
Loehmann’s

Marathon has teamed up with Waste Management to offer you a comprehensive waste services program. *As a Marathon customer, you are eligible for this great offer that includes nationally preferred pricing and a free waste assessment and service optimization evaluation.* \*

A Waste Management representative will be calling you in the near future to coordinate a free service and cost analysis, or feel free to contact Scott or Karen of Waste Management at (866) 215-3879.

*\*Note - Marathon locations under existing contracts with Waste Management can participate in this program upon the expiration of the current term of that contract.*

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## Preferred Pricing = Better Overall Value

Waste Management is committed to **providing you with the best overall value possible**. Preferred pricing is an integral part of our exclusive national accounts program, but it is only one of the important components of controlling costs. *Optimizing service levels, expanding recycling programs and eliminating middleman costs often results in even more significant cost savings.* These cost savings programs and other benefits of the program are discussed below.

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## Waste Evaluations/Service Optimization

Waste evaluations and service optimization include discussions with our customers to review the adequacy of current service levels, the frequency of overflowing containers, and the composition of the material being disposed of. The objectives of service optimization are to determine the optimum number and size of containers and frequency of pickups. Benefits include:

- Eliminating costly over servicing – a potential cost savings
- Recycling to reduce overall costs, where available
- Reducing under servicing that results in unsightly overflowing containers and expensive extra pickups
- Reductions of potential violations due to overflowing and unsightly containers

One additional feature of our optimization initiatives is the SNAPSHOT program. A large number of trucks are equipped with digital cameras to record service and safety issues that require attention. Although your services will be optimized when you start the program with Waste Management, as your business needs change your trash and recycling needs may also change. For example, increased business volumes may result in overflowing containers. Drivers will record digital photos to alert you of any service or safety issues that need to be addressed.

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“Waste Management is the most innovative company I’ve dealt with. Its work is top notch – and I don’t say that about most vendors.”

James Eaton  
Materials Manager  
Pitney Bowes

“Waste Management has always shown up when we needed them. I would definitely recommend them.”

David Gawel  
President  
Liberty Dealerships

## Recycling And Waste Reduction

*Many businesses lose money by not maximizing recycling opportunities.* In addition to being good for the environment, recycling can provide an opportunity to reduce waste service costs. In many parts of the country, recycling is less expensive than trash disposal.

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## Elimination Of Middleman Costs

If your current service includes broker and middleman fees, these could add 10-20% to the total cost of service. Even if some of these fees are included in the monthly service charges, the cost still exists. Waste Management can typically provide direct service for 85% of a customer’s locations, and *no management fees are added for those locations.*

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## Quality Service

High levels of service quality and customer satisfaction are goals that dictate our daily activities. These goals were the basis for the development of Waste Management’s Service Machine initiative to ensure that *we have the most responsive service levels in the solid waste industry* in several critical service areas:

- **Customer set-up:** The set-up process is standardized from the first call through the first billing. A set-up coordinator ensures timely and efficient set-ups. One person has the responsibility to make sure that no detail is overlooked, such as bin placement, start up timing and billing issues.
- **On time pick-ups:** The idea is simple: “haul or call.” Pick up the customer as promised. But if for any reason we can’t pick up a customer, we let the customer know. There must be a follow-up call.
- **Missed pick-ups:** If a pick-up is missed, standards are in place for quickly resolving the missed pick-up either the same or next day.
- **Container swaps:** Drivers can often identify containers that need repair or swapping before customers can. Drivers can report possible swaps and districts then have ten days to respond by repairing or swapping out the container as necessary.

***It’s FREE. There’s NO COMMITMENT.  
You have an opportunity for better value –  
why not try it?***

INTERESTED? CALL Scott Hurvitz or Karen Haas at (866) 215-3879  
TODAY or email them at [shurvitz@wm.com](mailto:shurvitz@wm.com) or [khaas@wm.com](mailto:khaas@wm.com)  
FOR MORE INFORMATION VISIT [www.wm.com](http://www.wm.com)  
or MARATHON’S eMpowered MARKETING PORTAL