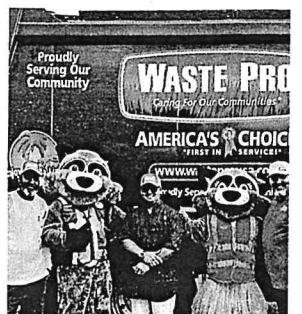
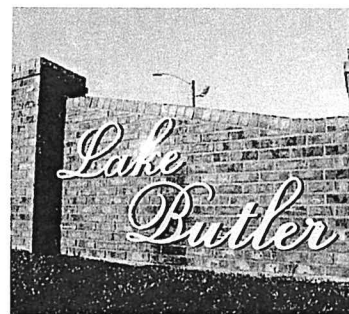
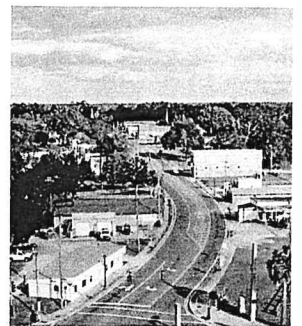
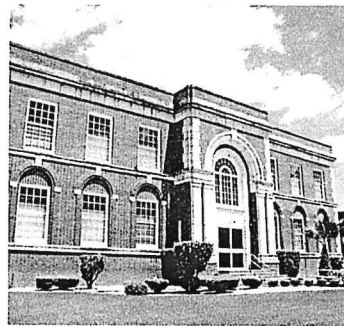




RESIDENTIAL, COMMERCIAL COLLECTION, DISPOSAL OF SOLID WASTE

CITY OF LAKE BUTLER, FLORIDA | #ITB #2025-01

🌐 wasteprousa.com
✂️ [@waste_pro_usa](https://twitter.com/waste_pro_usa)
📘 [wasteprousa](https://www.facebook.com/wasteprousa)



MARCH 27, 2025
2:00 PM

200 SW 1ST STREET
LAKE BUTLER, FLORIDA 32054

March 27, 2025

City of Lake Butler
200 SW 1st Street
Lake Butler, Florida 32054

Dear Ms. Kimberly Hayes,

Solid waste collection services are vital to the happiness, well-being, and environmental health of the City of Lake Butler and its residents. Waste Pro of Florida, Inc. (hereafter referred to as Waste Pro) is committed to providing these services—with a “Distinguishable Difference.”

Waste Pro is excited to submit our proposal for ITB #2025-01 to provide residential and commercial solid waste collection services to the City of Lake Butler. We have examined the Invitation to Bid (ITB), understand the scope of services required, and are pleased to offer our experienced services to the City. Our enclosed materials are formatted as requested.

Waste Pro’s “Distinguishable Difference” is our local commitment to world-class service—service that begins with state-of-the-art equipment; professional, locally-based personnel; and collections that happen on schedule, without fail.

Our “Distinguishable Difference” boils down to a simple truth: As a Florida-based company embedded in our local communities, our municipal partners are our neighbors, and we believe in always doing our best by our neighbors. This focus on local relationships drives our commitment to creating more sustainable, cost-effective waste and recycling solutions. “Caring for Our Communities” is both our motto and the hallmark of Waste Pro founder John Jennings’s business philosophy.

With revenue projected to exceed \$1.4 billion in 2025, we have the resources to provide the City of Lake Butler with the world-class service residents and businesses deserve. We are proud to be one of the largest providers of exclusive residential solid waste services in Florida, with operations in 61 of 67 Florida counties. Waste Pro has contracts in 11 Southeastern states, serving two million residential and 100,000 commercial customers across more than 260 exclusive municipal franchises. Throughout our footprint, Waste Pro believes that making our service “world-class” begins and ends with our local commitments to our municipal partners. We remain a privately-owned, family-operated company with a decentralized management structure. This means that decisions about operations for the City of Lake Butler will be made quickly and efficiently by local leadership with boots on the ground in the City of Lake Butler.

Located less than 25 miles from the City, our Alachua division already has the necessary personnel to begin servicing residents and businesses. Having successfully transitioned the City of High Springs less than a year ago under a similar timeline, our Alachua division is fully prepared to begin service on June 1, 2025. Waste Pro’s Lake City location, also located within 25 miles of Lake Butler, can provide additional support, if needed. Waste Pro is no stranger to the area, and the City will benefit from our strong Northeast Florida service network. Our exemplary service and focus on local relationships have made us the longtime company of choice for many of your neighbors, including the City of Lake City, the City of Newberry, and the City of Alachua.

As demonstrated in our proposal, Waste Pro's local operations will feature value-added benefits that create a "Distinguishable Difference":

- ✓ **State-of-the-Art Equipment** Our trucks, including a new single-axle rear load truck, will be kept clean and have a striking, environmentally themed color scheme with signage customized to the City's specifications. Trucks will be equipped with 360° monitoring cameras for safety and service verification purposes.
- ✓ **Locally Trained, Safety-Minded Drivers** We train our drivers locally, with a focus on local roads, disposal facilities, and service needs. Our drivers are encouraged to "go the extra mile" when servicing customers, and we reward them for this effort—we are the only solid waste company in the United States to offer a \$10,000 Safety Award to encourage safe driving and exemplary customer service. As a result, we have one of the lowest employee turnover rates in the industry and a safety rating that exceeds industry standards. Our Alachua division is proud to have awarded five Safety Awards to driver since 2018 and anticipates one driver receiving his second award this year.
- ✓ **Career Advancement for Employees** Waste Pro is one of only two solid waste companies in Florida to offer DOT-approved CDL classes. We invest in our people, supporting qualified helpers as they advance their careers and are promoted to drivers.
- ✓ **Local, Responsive Customer Service** All calls to Waste Pro are answered locally, by a real person who lives and works alongside our customers. Customer service is one of our top priorities, and we are committed to responding quickly to any customer concerns. Our Lake Butler customer service representative will be located at our Alachua division hauling facility and supported by our Office Manager.
- ✓ **Engaged Community Partnership** In addition to providing solid waste collection services, we look forward to participating in community initiatives beyond bid requirements. Across our footprint, Waste Pro donates over \$1 million annually to local charities and engages in hands-on service at local community events. "Caring for Our Communities" means being a great service provider *and* a good neighbor.

Waste Pro has executed more than 100 successful transitions in the last 20 years, and we know the keys to making transitions work: *immediate investment* and *daily communication*. We will begin hiring upon award, investing resources in our partnership with the City well in advance of our start date. Our Contract Administrator and Division Manager, Nathan Frischkorn, will be dedicated to communicating with the City, both during our transition and in support of day-to-day operations. We take great care to ensure transitions are seamless and handled professionally, and our customers will verify our claims.

We feel confident that Waste Pro is uniquely qualified to handle the City of Lake Butler's collection service requirements. Municipal contracts and partnering with local communities are our areas of expertise. We have enclosed references and encourage you to contact these municipalities—your Florida neighbors—and ask their opinion of Waste Pro. We have conducted all necessary due diligence to confirm the material facts upon which our submittal is based. I will sign the agreement, and I have total control of contract authority over services and state that the contents of our response to this ITB are true and accurate.

We appreciate your time and consideration, and we look forward to becoming your next partner in providing the City of Lake Butler with the "Distinguishable Difference" in the solid waste industry.

Best Regards,



Ralph Mills | Regional Vice President | Waste Pro of Florida, Inc.

POWER OF ATTORNEY

This Power of Attorney made this 11th day of March 2025, I, Sean M. Jennings, President and CEO of Waste Pro of Florida, Inc., hereby appoint, Ralph Mills, Senior Vice President, to do, bind, and execute the following on behalf of Waste Pro of Florida, Inc.

1. Execute, bid, and deliver any documents related to the City of Lake Butler, Florida – Rinvitation to Bid #2025-01 – Residential, Commercial Collection, Disposal of Solid Waste, including any addendums.
2. This Power of Attorney is intended to grant broad powers to Ralph Mills to execute documents in this matter.

This Power of Attorney is to remain in full force and effect until written revocation by an officer of Waste Pro of Florida, Inc.

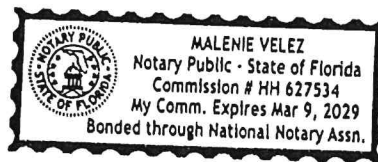
Sean Jennings
SIGNATURE of Sean M. Jennings
President and CEO of Waste Pro of Florida, Inc.

STATE OF FLORIDA

COUNTY OF SEMINOLE

The foregoing instrument was acknowledged before me by means of X physical presence or ___ online notarization, this 11 day of March 2025, by Sean M. Jennings, CEO and President of Waste Pro of Florida, Inc.

Malenie Velez
(Signatory of Notary Public – State of Florida)



Malenie Velez
(Name of Notary Public)

Personally Known X or produced Identification _____ Type of
Identification Produced _____



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TAB 2: BID FORMS



TAB 1

PRE-QUALIFICATION REQUIREMENTS

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TAB 1
PRE-QUALIFICATION
REQUIREMENTS



TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 1

PROOF OF EXPERIENCE



Section 1: Proof of Experience

The prospective bidder must submit evidence of a minimum of five years of experience in waste collection and disposal.

In this section, Waste Pro outlines our experience in the solid waste industry, which spans more than two decades. This section includes the following:

1. An overview of Waste Pro's company history and services offered in Florida and across our 11-state footprint
2. Evidence of our financial capacity
3. Waste Pro's approach to collection services, developed and refined through years of experience servicing municipal customers across Florida and tailored specifically for the City of Lake Butler's collection needs
4. Information about the equipment and technology Waste Pro will deploy to service our Lake Butler customers
5. An outline of our plan for Lake Butler's service transition, developed out of our experience performing more than 100 successful transitions over the last 24 years



Company History and Qualifications

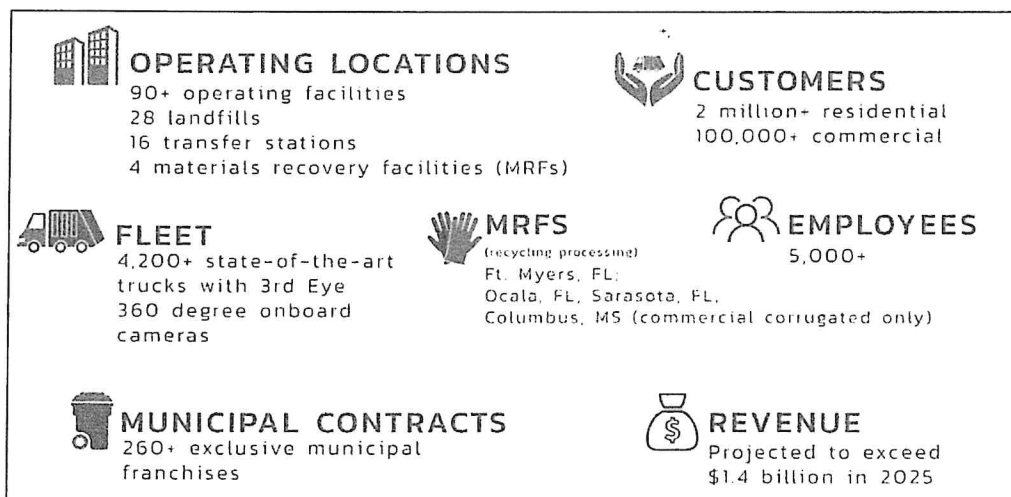
For more than 20 years, Waste Pro has been partnering with communities across the Southeast to provide values-driven solid waste services. Founded in 2001 by industry legend John J. Jennings, Waste Pro is known as a “people” company because our employees and customers work hand-in-hand to create a “Distinguishable Difference” in the waste industry. Our focus on long-term local relationships drives our commitment to creating sustainable, cost-effective waste and recycling solutions for cities and counties like the City of Lake Butler.

Waste Pro is headquartered in Longwood, Florida and is managed by the most experienced team of professionals in the Southeastern United States. Under two generations of Jennings leadership, Waste Pro has grown to become one of the country’s largest privately-owned waste collection, recycling, and disposal companies. Today, as a result of two decades of organic and strategic growth, annual revenues are projected to exceed \$1.4 billion in 2025.

Waste Pro has been serving municipal customers in Florida since 2001. We enjoy servicing nearby Columbia County and the City of Lake City as well as seven of the nine municipalities in nearby Alachua County. Our partnerships in Alachua County include the Cities of Alachua since 2004, Newberry since 2007, and after a recent smooth transition, High Springs in 2024. Our service in the region extends beyond neighboring municipalities into Putnam County and Jacksonville.

We are proud of our partnerships across the state, including our role as the exclusive hauler for the state’s largest public university, the University of Central Florida. Our long local presence has resulted in long-term partnerships with organizations such as Keep Alachua County Beautiful, the Alachua Chamber of Commerce, the Alachua Lions Club, the City of Lake City Chamber of Commerce, the Kiwanis of Lake City, the City of Newberry Chamber of Commerce, the Kiwanis of Santa Fe, the Gainesville Rotary Club, and North Florida Relay for Life. We are proud to be active members in the communities we serve, supporting many city-wide cleanups, festivals, and local cookouts.

WASTE PRO BY THE NUMBERS





Waste Pro's Family Legacy

John Jennings, the son of a garbageman on Long Island, started his first waste collection company in 1973. He had no notion of how large the company might become, but his mission was simple: to distinguish himself from the competition by providing the best possible service for his customers. Fifty years later, the Jennings family continues to live and lead by this philosophy.

1973	John Jennings moves to Florida and breaks into the business by acquiring Pete's Garbage Service, starting with one truck. For the next two decades, he grows his presence in the Central Florida market, builds his reputation, and becomes a recognized leader in the industry.
1992	Jennings starts his first name-sake company: Jennings Environmental Services .
1996	As the result of a long-standing professional friendship between John Jennings and John Drury, Chairman and CEO of USA Waste Services, Inc., Jennings Environmental becomes first-tier subsidiary of USA in Florida and the Caribbean. Commanding a management team composed of many of Waste Pro's current leaders, Jennings oversees more than 160 municipal contracts.
1998	Jennings Environmental and USA experience rapid growth, leading to USA's acquisition of Waste Management, Inc. Because Waste Management dwarfs USA in size, the board of directors elects to change the USA name to Waste Management.
2000	Because they prefer to deal with local vendors and to facilitate personal connections with employees and their families, the Jennings Team operates differently from the bureaucratic makeup of a big national company. The entire Jennings Team decides to leave Waste Management to preserve their people-centric philosophy.
2001	Waste Pro begins operations. In the 20+ years since, Waste Pro has grown from a single operating location to a footprint across 11 states by sticking true to John Jennings's vision: <i>To create a more sustainable future through a mix of innovative, premium waste management solutions and back-to-basics investment in local relationships with our community partners.</i>
2018	The family legacy continues as Sean Jennings is named Waste Pro President.
2020	Sean Jennings is named Waste Pro CEO. Industry veteran and long-time Waste Pro VP Keith Banasiak is named COO.

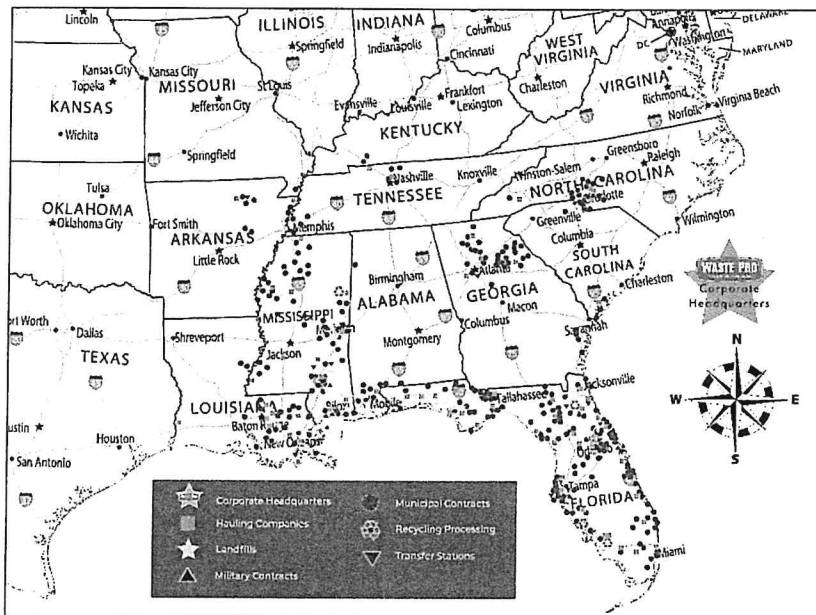
Today, John's son Sean carries on the family legacy as a third-generation garbage man. With a lifetime of industry knowledge and over a decade of experience in operations and management, Sean Jennings has been Waste Pro President since 2018 and was named CEO in 2020. Waste Pro veteran Keith Banasiak was also named Chief Operating Officer in 2020, bringing nearly 40 years of management



experience in the industry to the role. Much of our current leadership has been with Waste Pro for the long haul, invested in building the company from its earliest days. John Jennings maintains his dedication to Waste Pro's mission and future direction as Executive Board Chairman.

Waste Pro Partners with Communities in Florida and Across the Southeast

Waste Pro maintains exclusive contracts with more than 260 cities and counties in Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, and Kentucky. Waste Pro operates out of 90 locations, including more than 50 in Florida.



Across our footprint, we serve more than two million residential customers and more than 100,000 businesses. Waste Pro owns and operates Material Recovery Facilities in Ocala, FL; Ft. Myers, FL; Sarasota-Bradenton, FL; and Columbus, MS (commercial corrugated only). We also operate more than two dozen construction and debris landfills that have been of critical help to communities rebuilding after major storms.

The more than 4,200 heavy trucks in our fleet (including many powered by CNG, compressed natural gas) are built for longevity. While we know that our drivers are our greatest safety and service asset, Waste Pro has invested in state-of-the-art truck-based and routing technologies to assist our teams in providing safe, efficient, and environmentally-friendly service.

We are proud to be based in Central Florida, where we have the distinction of being the region's second largest privately-owned company. Waste Pro is also one of the state's largest providers of exclusive residential solid waste services. In Florida, Waste Pro currently services municipalities as small as LaCrosse, with 58 homes, and municipalities as large as Lee County, where we provide service approximately 135,000 homes.

As our references will show, we currently provide franchised residential and commercial collection to a number of Florida municipalities similar in size to

120 exclusive franchised municipal contracts	1.6M+ residential customers serviced
<div>Waste Pro Florida</div>	
61 of FL's 67 counties	20+ contracts awarded or extended since 2024



the City of Lake Butler, including the nearby Cities of Alachua, Newberry, Lake City, and High Springs.

This local knowledge and experience will drive our partnership with the City of Lake Butler as we focus on the unique needs of your residents and businesses.

Our local team fully understands the scope of work that is specified for residential solid waste and yard waste and commercial solid waste collection and disposal services. Across our 11-state footprint, Waste Pro provides a range of single-family residential, multi-family residential, and commercial services to our municipal partners, including:

- ✓ Garbage Service
- ✓ Yard Waste Service
- ✓ Recycling Service (Single and Dual Stream)
- ✓ Bulk Waste Service
- ✓ Construction Debris Removal
- ✓ Fully or Semi-Automated Service
- ✓ Waste Transfer and Disposal
- ✓ Recyclables Processing and Marketing
- ✓ Special Event Service

Our Local Commitment to World-Class Service

Waste Pro's key to providing premium, people-focused service is empowered local leadership. Our surprisingly lean corporate management team is focused on one function: supporting the regions in operations, administration, and marketing. Waste Pro's local operations are managed by a highly experienced team of Regional Vice Presidents, Divisional Vice Presidents, Division Managers, and support staff. These regional teams are mandated to make decisions about local service plans. Waste Pro's decentralized management structure is designed to benefit our municipal partners: our local teams have the operational agility to respond to local needs without going through layers of corporate approvals.

For Waste Pro, "local teams" are truly local. Waste Pro's Alachua division, which will service the City of Lake Butler, and Lake City division are both conveniently located less than 25 miles away. When a resident picks up the phone to call us, the person on the other end is right down the road. They know the ins and outs of your services, streets, and daily operations.

When it comes to serving our municipal partners, Waste Pro also understands that our drivers and helpers are the heart—and the local face—of our operations. They are encouraged to "go the extra mile" for our customers, and we reward these efforts:

Waste Pro incentivizes safety and customer service by offering our drivers an industry-high \$10,000 Safety Award and our helpers a \$5,000 Safety Award. Since 2004, more than 1000 drivers and helpers combined have earned over \$9.6 million in Safety Awards—30+ of them repeat winners.

We invest in career advancement. Our Co-Heart Program has allowed 500+ employees to earn their CDL through our DOT-certified in-house training. These newly-licensed employees—already experienced industry veterans—further build our team of talented drivers from within.



From our corporate management to our local leadership and staff, Waste Pro employees are taught the **Waste Pro Way**: From the end of the driveway to the environment, Waste Pro has a commitment to caring. Our mission is simple—we care for our people, who care for the people we serve. We are committed to helping our Waste Pros build fulfilling, balanced, lifelong careers, and this commitment is then reflected in the service our Waste Pros provide to our customers.

Innovating Today, Caring for Tomorrow

Since our founding in 2001, protecting the environment by providing innovative waste management solutions has been one of Waste Pro's core commitments. This commitment is reflected in everything we do, from our daily operations and our investments in new technology to the colors we paint our trucks and cans. Waste Pro's colors are both an aspiration and our environmental promise: Blue Sky, Green Earth.

But for Waste Pro, sustainability is more than working to reduce our company's impact on the environment. It is also about building long-lasting relationships with our customers, recognizing and taking care of our highly committed employees by helping them build long-term careers with work-life balance, and investing in the communities in which we operate.

As a family-run business, our commitment to environmental stewardship and sustainable, long-term partnerships is not just a business commitment. It's our promise to our children—and yours.



Financial Capacity

Waste Pro has included a letter from our Chief Financial Officer to testify to our financial capacity to provide the equipment and resources needed to service the City of Lake Butler. Waste Pro is happy to provide audited financial statements upon request for the City's review.



2101 West SR 434 | Suite 301 | Longwood, FL 32779

T (407) 869-8800

F (407) 869-8884

March 12, 2025

Kimberly Hayes
City Manager
City of Lake Butler
200 SW 1st Street
Lake Butler, FL 32054

RE: ITB #2025-01 Residential, Commercial Collection, Disposal of Solid Waste

Dear Ms. Hayes,

Waste Pro of Florida, Inc. is a financially stable company that has assets in excess of \$500 million and generated over \$80 million in cash flows from operations in 2024. We have operated profitably since 2006 and are profitable thus far in 2025. We have been good standing customers of Wells Fargo Bank, National Association (the "Bank") since 2014. The Bank currently serves as administrative agent for a syndicate of lenders for the Company's \$290 million senior revolving credit facility ("the Senior Credit Facility"), of which approximately \$249 million is available to borrow as of this date. The current maturity date of the Senior Credit Facility is January 21st, 2030. Should you require more information, our relationship manager, Kevin Cumberland, can be reached by phone at (310) 633-0072 or by email at kevin.cumberland@wellsfargo.com.

I can assure you that we have the necessary financial resources to honor all requirements of the City of Lake Butler. We are not currently, nor have we ever been involved in any bankruptcy proceedings. All our debt obligations are paid current, and I see no circumstances that would change that situation. Should you have any questions regarding these matters, please feel free to contact me.

Sincerely,

Cort Sabina
Executive Vice President & Chief Financial Officer
Waste Pro of Florida, Inc.

www.wasteprousa.com





Approach to Collection Services

Based on our extensive experience and knowledge in the industry, we have outlined our proposed method and approach to servicing the City of Lake Butler for residential and commercial solid waste collection. Details for each service that Waste Pro will provide for residents are as follows:

- ✓ **Residential Solid Waste:** All residential solid waste will receive twice per week curbside collection by a single axle rear end load (REL) truck. Each resident's 96-gallon cart will be handled carefully, completely emptied, and placed back at the proper point of collection. Waste Pro will run one solid waste single axle REL truck to service all residents. The single axle truck will allow for service of areas that cannot be easily accommodated by larger trucks and will reduce wear and tear on City roads. Routes will run Tuesday and Fridays for solid waste each week and Friday for yard waste. In addition to one route truck and one designated frontline driver and helper, we have allocated one reserve truck in the event of unexpected vehicle maintenance. At our Alachua Division, we also have two swing drivers available in case of unexpected absences.
- ✓ **Residential Yard Waste:** All residential yard waste will receive once per week curbside collection by a single axle rear end load (REL) truck. All yard waste placed in containers or non-containerized yard waste not exceeding four feet in length nor greater than 40 pounds in weight for any piece or segment of materials will be collected curbside. The route will run on Fridays for yard waste each week.
- ✓ **Commercial Solid Waste Hand Cans:** All commercial solid waste hand cans will receive weekly collection service at a frequency of either once or twice per week as determined by the needs of the business by a single axle REL truck. Each business's 96-gallon cart(s) will be handled carefully, completely emptied, and placed back at the proper point of collection. The local transition team will work with each commercial customer to ensure they have the proper collection frequency for their needs, and because we understand that business operations are fluid, we will remain in communication with commercial customers to assess their solid waste needs over the course of the contract. Routes will run Monday through Friday.
- ✓ **Commercial Solid Waste Front Load Services:** All commercial solid waste front load services will receive weekly collection service at a frequency determined by the needs of the business by a front end load (FEL) truck. We will return all containers to their enclosures and close gates or doors after providing service. The local transition team will work with each commercial customer to ensure they have the proper dumpster size for their needs, and because we understand that business operations are fluid, we will remain in communication with commercial customers to assess their solid waste needs over the course of the contract. Waste Pro will run one solid waste FEL truck. Routes will run Monday through Friday. In addition to one route truck and one designated frontline driver and helper, we have allocated one reserve truck in the event of unexpected vehicle maintenance. At our Alachua Division, we also have two swing drivers available in case of unexpected absences.
- ✓ **City Dumpster and Roll-Off Service:** All of the City's required dumpsters will receive service as outlined in Appendix A in the ITB at no cost to the City. In addition, Waste Pro will provide two 20-yard roll off containers.

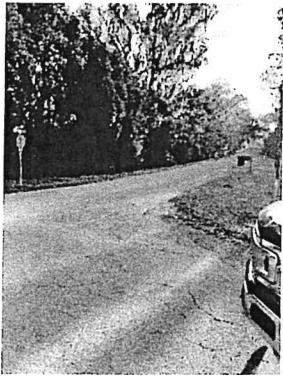
All residential and commercial solid waste materials will be taken to New River Solid Waste Association for disposal as specified in the ITB.

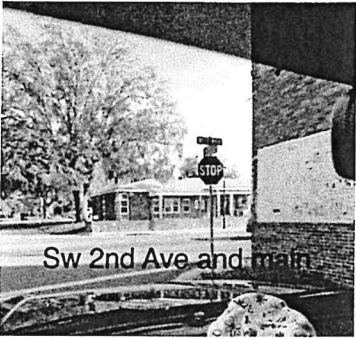
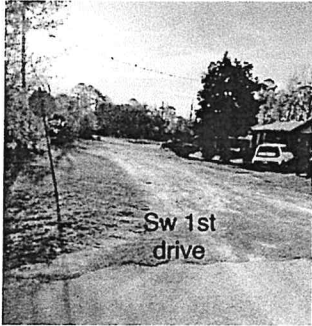
The table below provides more information about our anticipated routes and service level for the City of Lake Butler.

Service	Vehicle Type	Number of Service Days	Route Service Days	Weekly Service Frequency	Total Homes	Average Homes Per Route	Estimated Set Out %	Average Homes to be Serviced	Routes Per Day	Routes Per Week	Estimated Loads Per Day
Solid Waste	Rear Load	2	Tuesday /Friday	2x per week	Appr. 730	730	80%	584	1	2	1-2
Yard Waste	Rear Load	1	Friday	1x per week	Appr. 730	730	35%	219	1	1	.3
Commercial	Front Load	1	Monday - Friday	Based on customer needs							

Proactive Planning for Safe and Efficient Service

In addition to being familiar with the area through our years of operations in surrounding municipalities, Waste Pro has performed numerous data-gathering trips to the City of Lake Butler to better understand the community's roads, neighborhoods, and areas with challenges that require the use of a smaller collection vehicle or alternative collection methods. This data will allow Waste Pro to build the most efficient and safest routes for the City, minimizing wear and tear on City roads. Below, we outline some of our observations and how they will impact our routing and collections approach.

<p>Limiting Wear and Tear on Narrower Roads</p>  <p><i>Intersection of NE 1st Ave and NE 2nd St</i></p>	<p>During our observations, we noticed that the most likely place for damage to occur would be at intersections with narrow or older roads. Large trucks turning the corner pose a potential risk to the integrity of the roads as they age and experience wear and tear. In addition to servicing the City with a single axle truck, we will purposefully design our routes to limit the number of turns onto narrower roads, minimizing potential damage. For example, the City is split into three sections by larger roads: NE 3rd Avenue, County Road 100, and County Road 121. We will design routes so the majority of our turns for the next street are onto major roads like the ones listed.</p>
Main Street	We know that Main Street is a high traffic area, particularly during the business day. In order to

 <p>Sw 2nd Ave and main</p> <p><i>Obscured View at Intersection of 2nd Ave and Main Street</i></p>	<p>avoid adding to the congestion, we plan to service these customers early to avoid the traffic.</p> <p>In addition, we have noted that on the corner of SW 2nd Avenue and Main Street there is a building blocking the view of the roadway. We will route our truck to only turn onto this road and not as an access point back to Main Street in order to avoid unnecessary traffic incidents due to the limited view.</p>
<p>Dirt Roads</p>  <p>Sw 1st drive</p> <p><i>SW 1st Drive</i></p>	<p>We have noted a couple of dirt roads in the City limits and will train our drivers to slow down more than normal to avoid additional wear and tear, especially in wet conditions.</p>
<p>School Zones</p>	<p>We have noted several schools within the City of Lake Butler. We will route our trucks to service the school zones after 8:30 am in order to avoid added congestion or potential incidents.</p>

Hours of Collection

All collections will happen between 7:00 am and 6:00 pm, Monday through Friday, except for New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

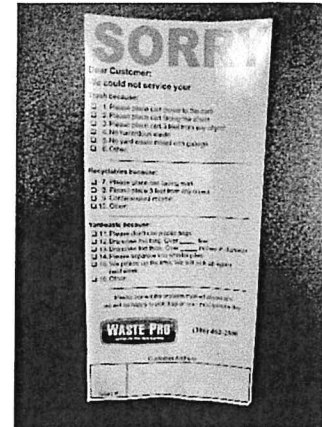
Holiday collections will occur the following day. Waste Pro will coordinate these changes with the City, and any changes to the regular collection schedule will be communicated to residents through multiple channels, including on our dedicated City of Lake Butler Waste Pro website, Call-Em-All and Text-Em-All, and social media. In the event of an emergency requiring collection outside of the hours stated above, Waste Pro will receive prior written approval from the City Manager or designee.



Non-Conforming Yard Waste

To ensure safe and timely collection, Waste Pro works with residents to educate on proper preparation procedures for yard waste. Any non-conforming waste will be tagged with a Non-Collection Notice to explain why the material was not picked up and provide education about City yard waste collection guidelines, ensuring the customer can be serviced moving forward.

Waste Pro will tailor our Non-Collection notice to the City's service requirements. We provide a sample tag at right.



Waste Pro's Technology Solutions Enhance Our Collection Program Efficiency

While we know that our people, their deep industry knowledge, and our boots-on-the-ground local operations are our greatest assets, Waste Pro is also committed to investing in technological solutions to enhance the safety and efficiency of our operations and further elevate the quality of our service to our municipalities. Below is a list of technology solutions currently utilized by our local division to service nearby municipalities such as the cities of High Springs, Alachua, and Newberry.

Safety

- ✓ Every Waste Pro vehicle is equipped with 3rd Eye internal and external cameras. These are a critical safety enhancement tool for the Waste Pro team. Along with providing drivers with live views of rear cameras for backing purposes, they provide us with the ability to both monitor driver activity in real time outside of official, in-person supervisor ride alongs, and they also recognize an increasing array of inconsistent driving behaviors that allow our leadership team to provide drivers with additional safety coaching as necessary.

Efficiency

- ✓ Tower, Waste Pro's operational software, stores routing, collection, and billing information for our community partners.
- ✓ Waste Pro's routing software, RouteSmart, enables route optimization. This software allows us to maximize efficiency by taking into account a number of parameters, including number of homes, home density, driving distances, collection hours, and landfill or transfer station location.
- ✓ Dossier, our fleet maintenance software, helps us streamline maintenance workflows, including scheduling and managing preventive maintenance. More information regarding Dossier is available later in this Section.



Customer Service

- ✓ Waste Pro's Voice over Internet Protocol (VoIP) phone system, 8x8, features call back capabilities, customized front-end messaging, and press options. It also offers data analytics and tracking for reporting and quality assurance purposes.
- ✓ Waste Pro's Customer Service Representative logs all calls requiring further action in our web-based Trac-EZ customer service system including work orders related to customer carts. Trac-EZ acts as a one stop shop for Waste Pro's customer service and asset management needs by keeping a detailed record of customer interactions and requests. More information regarding how Trac-EZ promotes and streamlines customer service workflow is in **Section 4: Local Office**.
- ✓ 3rd Eye also provides service verification for our local collections.

Service Verification

Waste Pro's state-of-the-art 360 Degree 3rd Eye Cameras simultaneously provide real-time verification of service completion and monitor driver safety.

With 3rd Eye, the City of Lake Butler knows *when* service was completed. And if the need arises, Waste Pro can access 3rd Eye camera records to see *how* service was completed—or *why* a resident was not serviced.



As a service verification tool, Waste Pro's 3rd Eye system provides a double benefit for the City:

1. 3rd Eye's state-of-the-art 360 degree cameras provide visual evidence of service and allow the City and Waste Pro to assess the reason for any incomplete pickups
2. 3rd Eye cameras monitor driver safety, providing coaching opportunities for any inconsistent driving behaviors

3rd Eye allows us to track every Waste Pro vehicle on the road both visually and via GPS. Many of our Florida contracts—including the Cities of Alachua, Newberry, High Springs, and Lake City—are run using 3rd Eye service verification.

Cameras are installed in the cab and on the exterior of each truck, and a microphone is installed in the cab. The cameras provide 360 degree external monitoring that can be activated by management to observe current or completed collection activities.

3rd Eye allows Waste Pro to see every home and stop serviced and the routes followed. City staff will have access to 3rd Eye, which provides real-time tracking of each day's service routes.

3rd Eye Workflow

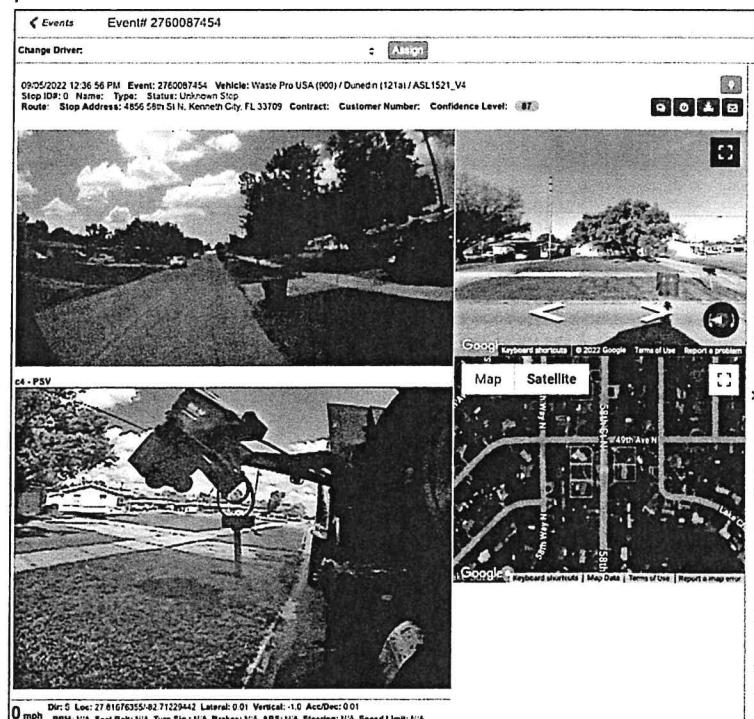
As drivers operate their vehicles, the 3rd Eye system captures photographic evidence of service, providing access to video footage of all collection activities.

Required reports can be generated from the data contained in the 3rd Eye service verification record.

As noted in the chart above, the City of Lake Butler will have real-time, web-based access to Waste Pro's GPS vehicle tracking with our 3rd Eye system. There is no software for the City to download—simply a login that will bring the City to maps.

3rd Eye service provides visual access to service events. As the image at right shows, 3rd Eye cameras fully capture our time at a customer's home—from approach to cart tipping to placing the cart back down and driving away.

The image to the right shows a successful collection event. If an address is not serviced, 3rd Eye can also help us determine why. On some occasions, missed service may be a result of residents setting their carts out late or placing them improperly in relation to the street. Accessing 3rd Eye images can help us to work with these residents to foster long-term success for the collection program—we can use our





images to help the resident understand why a service issued occurred.

We know that our collection program is most effective when Waste Pro staff and our residential customers work together to recognize and prevent potential impediments to service. This educational aspect of our service verification system is largely made possible by the camera views that 3rd Eye provides, and it will help us ensure that all City of Lake Butler residents receive efficient, seamless service.

One benefit of partnering with 3rd Eye for service verification technology is their commitment to the solid waste industry: 3rd Eye is owned by Heil Environmental Industries, a leading solid waste vehicle manufacturer. All 3rd Eye camera and sensor technologies are custom-designed for the waste industry, ensuring their durability. 3rd Eye is continually advancing its suite of service verification and AI camera technologies, to the benefit of communities like the City of Lake Butler.

Finally, as noted, utilizing 3rd Eye for service verification will allow Waste Pro to streamline its driver monitoring, as 3rd Eye tracks both service completion and driver safety. Our 3rd Eye cameras allow us to observe general collection behaviors with real-time monitoring and provide coaching when necessary. 3rd Eye benefits our drivers *and* our community partners: it is both an excellent instructional tool for drivers and a state-of-the-art method by which Waste Pro and the City can track collection services.



Collection and Reserve Equipment

Below is a list of equipment that will be purchased or mobilized to ensure safe, efficient, and environmentally-conscious collection services.

Service Stream	Trucks	Reserve Trucks
Residential Solid Waste and Yard Waste	1 Single-Axle 16-Yard Rear End Load Truck	1 Single-Axle Rear End Load Truck
Commercial Solid Waste	1 Front End Load Truck	1 Front End Load Truck

Carts and Bins

Waste Pro will provide one 96-gallon roll cart to all residents in our environmentally-themed “Blue Sky, Green Earth” color scheme. Deliveries, repairs, or replacements of carts or bins are typically addressed within 24 to 48 hours of the request by our Customer Service Field Technician. At our Alachua division, we consistently keep a reserve inventory of approximately 200 carts for replacements. An assurance letter for the delivery of carts and bins is included at the end of this section.

Waste Pro’s Best-in-Class Fleet: Appearance, Spill-Prevention, and Safety

We want residents to welcome our trucks to their streets. This means that we take pride in our appearance and in controlling the unpleasant odors that accompany solid waste collection. All vehicles will be uniformly identifiable, painted in our “Blue Sky, Green Earth” color scheme with Waste Pro’s company information, telephone number, and vehicle number printed in easy-to-read lettering. All trucks are washed weekly.

The first step in maintaining a safe, efficient, and environmentally-friendly leak-proof fleet is to purchase the safest and best equipment available, and our local fleet is no exception. For the City of Lake Butler, we will purchase a new single-axle truck to limit the wear and tear on City roads. To maintain this top-of-the-line fleet, we keep a regular cleaning schedule, adhere to a rigorous preventive maintenance schedule based on vehicle utilization by hours and/or days, utilize Dossier software to manage maintenance workflow, and empower drivers to identify issues early.

Our vehicles are designed with safety and reliability in mind. All trucks are equipped with internal and external cameras to monitor driver safety—including real-time AI (artificial intelligence) coaching regarding road speed, seatbelt usage, and inattention—as well as real-time diagnostics monitoring. Should a problem be detected, it will be transmitted via cellular data to our Operations Manager, Fernando Colon to address in real time. This allows us to address issues immediately while coaching drivers about the safest course of action to rectify the issue.



Our fleet is leak-proof in two senses: We keep our trucks well-maintained and covered at all times to prevent spills, leakage, and any other disbursement of collected materials, and we utilize our daily Safety Lane inspection (described in **Section 4: Local Office**) and preventive maintenance schedule (as described below) to prevent fluid leaks *before* they happen.

Hydraulic hoses are inspected for leaks and wear at 300 hour intervals. Our preventive maintenance schedule also includes external fluid filtering to reduce wear and internal damage to hoses and lab analysis of fluid samples to ensure that the hydraulic system remains free of contamination. Hoses are replaced at scheduled intervals and protected from abrasion by external Kevlar wraps.

If a hydraulic spill were to occur, our drivers are well-versed in our spill protocol. We know that quick and thorough spill response is imperative to ensure the safety and cleanliness of City roads. Each truck is equipped with brooms, shovels, and rakes along with a fire extinguisher and spill kit. Our detailed spill protocol is available upon request.

In short, in addition to notifying supervisors who can assess any necessary spill follow up procedures, drivers are taught to remember four essential steps to spill clean-up:

1. **Protect** yourself and anyone else in the area
2. **Confine** the spill with absorbent socks
3. **Clean Up** the spill with absorbent materials
4. **Dispose** of saturated absorbents by placing them in temporary disposal bags on site and completing proper disposal procedures later

Preventive Maintenance Ensures Vehicle Reliability

We use Dossier Fleet Maintenance Software to manage our preventive maintenance schedule efficiently, which results in benefits that directly impact our operations and costs, including reduced downtime, extended equipment life, and increased mechanic productivity. Dossier software allows Waste Pro to increase efficiencies and reduce costs while maintaining high vehicle reliability and performance, which is an environmental and economic win-win for our customers.

Below we include a chart with an excerpt of our preventive maintenance schedule.

Maintenance Item	Inspection Interval
Annual DOT Inspection	No later than 365 days
Coolant System	2,000 hours CNG; diesel as needed
Engine Wear Items	Inspected every 300 hours, replaced every 2 years
Engine Valve Inspection	At 2,400 hours
Engine Oil	900 hours CNG; 600 hours diesel
Hydraulic System	300 hours
Power Steering Filters	2,400 hours



Transmission Oil ⇒ Manual ⇒ Non-Synthetic ⇒ Synthetic	⇒ No later than 365 days ⇒ 2,400 hours ⇒ 9,600 hours
Rear Carriers	2,400 hours
Grease Fittings	50 hours
Air Filters ⇒ Inspect, Clean Out ⇒ Replace	⇒ 600 hours ⇒ When needed based on restriction gauge

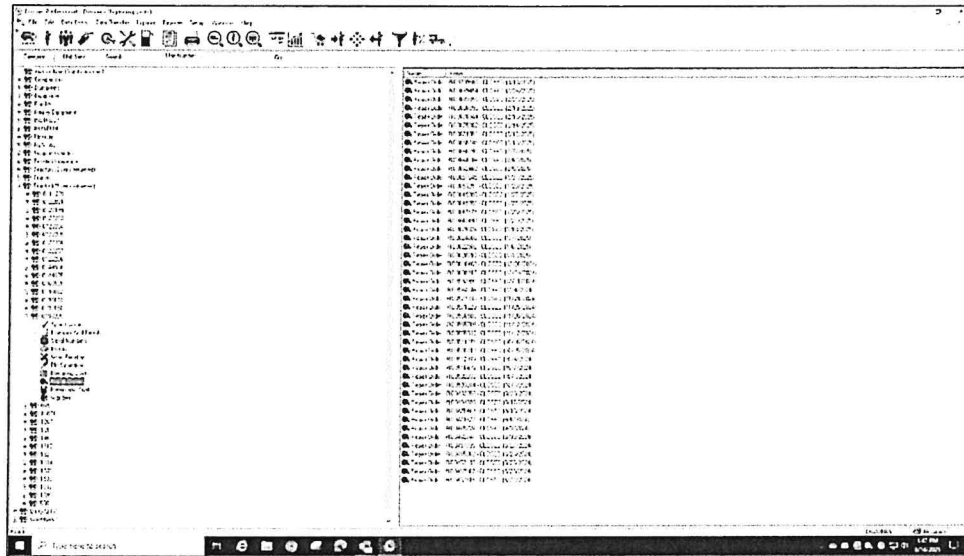
Dossier Manages and Records Maintenance Workflow

Dossier allows Waste Pro to keep records of all maintenance activities, including preventive maintenance scheduling and completion of open maintenance work orders to ensure that we have the available resources and spare parts for efficient operations.

The screenshot on the following page shows the maintenance log for a single FEL truck in a local division. As the screenshot indicates, this truck last received preventive maintenance services on March 17, 2025.

[illegible]

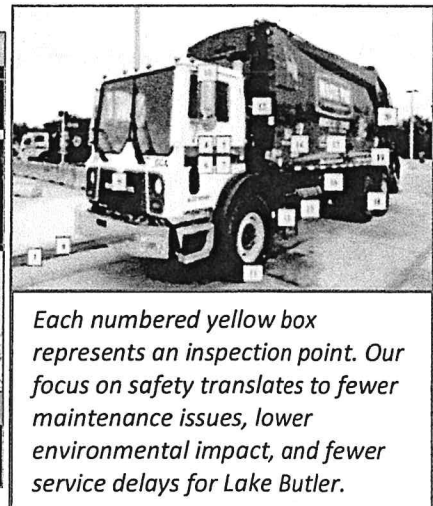
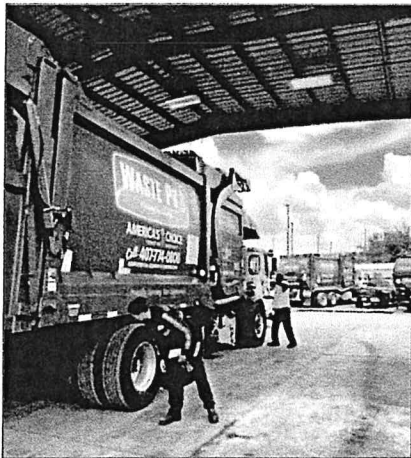
The screenshot below shows a comprehensive log of all repair orders for a local division.



Empowering Drivers Results in Early Identification of Vehicle Maintenance Needs

Our proactive approach to ensuring a clean, reliable, and leak-proof fleet involves establishing daily routines and providing training that empowers employees at all levels to recognize and communicate potential issues with our maintenance staff. Each truck goes through our Safety Lane pre- and post-trip inspection daily. This process fosters communication between mechanics and drivers.

In the Safety Lane, as the photos below illustrate, a mechanic is waiting to visually inspect each truck and speak with each driver when trucks leave the yard in the morning and again when they return to the facility in the afternoon or evening. The mechanic and driver inspect the truck together and identify any deficiencies. This conversation gives drivers the opportunity to show the mechanic issues that may be hard to convey in a written report—and gives drivers ownership over their equipment. Drivers spend the most time with our fleet and know their trucks inside and out, and their input allows us to rectify potential safety and vehicle maintenance issues *before* they arise. Then, our local maintenance department reads each driver-completed DOT Vehicle Condition Report nightly to anticipate and complete necessary upkeep and repairs.



Each numbered yellow box represents an inspection point. Our focus on safety translates to fewer maintenance issues, lower environmental impact, and fewer service delays for Lake Butler.



The Waste Pro Way to Transition Success

Waste Pro not only understands the importance of executing a transition with no service delays for residents or businesses—we are the industry Pros. One of Waste Pro’s primary drivers of growth has been our attention to detail during the process of startup. We have started 300 municipal contracts and executed more than 100 successful transitions over the past 24 years, and we have this process down to a science.

Waste Pro is fully prepared to start servicing the City of Lake Butler on June 1, 2025. We already have the required personnel in place and will work diligently with the City and the displaced hauler to ensure that a switch in vendors will be seamless for residents and businesses.

As noted in **Section 3: Positive References**, the same team that will service Lake Butler has recently transitioned collection services for the City of High

Springs on an accelerated timeline. Waste Pro encourages the City to reach out and hear firsthand how smoothly our transition was conducted. We kept the municipality informed every step of the way and had successful kick-offs that were on schedule. We are committed to doing the same for the City of Lake Butler.

Our Northeast Florida team also has a strong record of winning *and keeping* work, having been through multiple rebids and renewals in nearby Cities of Alachua, Newberry, and Lake City. We have consistently retained work through excellent service and communication.

To provide exceptional solid waste collection services to the City of Lake Butler, Waste Pro will transition all City services to a fully staffed hauling operations facility located in nearby Alachua County. Both to support our startup transition and as part of our planned continuity of services in case of inclement weather or other unforeseen events, Waste Pro has back-up vehicles and other resources available to the City of Lake Butler at our Lake City division, a fully staffed operating location situated within 25 miles of the City of Lake Butler. Just as we are committed to serving our community partners, our local Northeast Florida facilities are committed to supporting each other, ensuring the success of new service operations for their neighbor the City of Lake Butler.

To do things the Waste Pro Way is to do them right, with a commitment to caring and the dependability that customers expect from a local, family-run business. We take the time to work with our new community partners—no matter how big or small the City or County—to ensure that we are mapping out safe, reliable, and efficient services that meet unique local needs and challenges. What follows is a basic transition timeline that illustrates how we will transition into providing Lake Butler’s requested services.

From the careful work of coordinating with our municipal partners to execute a seamless transition to maintaining a high level of customer service and satisfaction for years down the line,

Waste Pro’s “Distinguishable Difference” is our highly local commitment to world-class service.



Our Timeline

If awarded the City of Lake Butler contract, we will begin working immediately:

- ✓ Our corporate transition team, which includes members from operations, maintenance, procurement, legal, human resources, IT, and accounting, will meet weekly with local Waste Pro staff to support our new operation in the City of Lake Butler.
- ✓ Through this collaborative local-corporate process, all facets of the startup are accounted for, and a project timeline is established.
- ✓ Although the timeline is rigid, adjustments are made, if necessary, to ensure that we have accounted for any changes that are needed.
- ✓ City of Lake Butler personnel are encouraged to participate in these meetings as we establish our formal transition plan for the City.

Communication

Based on our transition experience in municipalities like the City of High Springs, Waste Pro knows that a key component of a successful transition is consistent communication with City leaders, City residents, and the outgoing hauler. Over the years, Waste Pro has fostered strong relationships with other haulers to ensure that during transitions, both companies work together for the benefit of their municipal partner.

As we get to know the City of Lake Butler community, we know that residents also need to get to know us. When residents and commercial customers are informed about and understand all changes to the collection program, they gain confidence in our commitment to their community.

We will partner with the City to use multiple platforms including a Waste Pro City of Lake Butler website and social media to get the word out about upcoming changes, including:

Social Media, Flyers, and Postcards

- ✓ Information regarding new service, contact information
- ✓ Website link
- ✓ Information regarding cart distribution

Website

- ✓ Link attached to the City's website for easy access
- ✓ Service information, holiday information, access to Trac-EZ

Establishing Safe and Efficient Service Routes

One of the most critical aspects of a transition is routing. As described above, we have already taken the specific needs of the City of Lake Butler into account and will design routes with the goal of reducing wear and tear to City roads while maintaining efficient and environmentally-friendly collection. Waste



Pro reviews routes on an annual basis to ensure they are being run in the most efficient way. Drivers work together as a team to ensure that all routes are completed daily. In addition, our Operations Manager will serve as the Troubleshooter for Lake Butler and will follow trucks for the first few weeks and periodically afterwards to ensure routes are followed and any spills or litter are quickly addressed.

Hiring and Training

As discussed in **Section 4: Local Office**, Waste Pro already has the necessary staff on hand at our Alachua division for the City of Lake Butler. In the event that additional staff are needed throughout the contract term, Waste Pro spends the additional money necessary to get folks on board and comfortable with their new employment.

Our success is based on hiring the best people available. All employees are screened properly during our hiring process. This includes background checks, MVR checks for drivers, and drug and alcohol testing. Drivers are paid a fair market wage with excellent benefits; we give them new equipment to work with and design balanced routes to promote a healthy work-life balance.

Our drivers are allotted ample time for training and learning their new routes.

- ✓ All drivers complete training at our Driver Training Facility in Sanford, Florida.
- ✓ New drivers then train locally in equipment, daily procedures, and safety. We take much pride in our state-of-the-art fleet of trucks, and we train our drivers to know their trucks inside and out so they can participate in daily pre- and post-trip inspections.
- ✓ Drivers are trained in proper communication between dispatch and routes.
- ✓ Before startup, drivers begin dry runs of their routes, using both company pickup trucks and service vehicles. These dry runs allow our personnel time to give us feedback to ensure transitional success. They also allow drivers to become familiar with any unique service scenarios along their routes. This creates driver ownership over routes, which will translate to increased attention to detail and fewer missed pickups for City of Lake Butler residents and businesses.

Equipment Delivery

Waste Pro will work with the displaced hauler and the City to coordinate collection and recycling of old residential carts, delivery of our residential carts, and a smooth swap of commercial containers. Once cart and container delivery begin, Waste Pro will provide a daily update to City staff. We will ensure all bins and containers are delivered to the proper addresses provided by the City.

Waste Pro understands that a stock of carts and containers will need to be purchased and maintained at the division for future use and growth. Our Alachua division keeps an inventory of around 200 carts on hand for necessary replacements. Waste Pro has agreements with manufacturers that allow for a supply of carts and containers to be maintained at their facilities to ensure we have stock as needed.



We have obtained the assurance letter below from Rehrig Pacific for on-time delivery of carts for the City of Lake Butler.



03-17-2025

Waste Pro of Florida
13331 Southern Precast dr.
Alachua FL 32615

Lake Butler RFP

To whom it may concern,

Rehrig has developed an effective partnership with Waste Pro through our cart manufacturing support in multiples sites in Florida. Rehrig provides the assurance of supply, with local manufacturing in Orlando, FL, to support in the manufacturing of carts for the residents of Lake Butler. Delivery of all carts to Waste Pro to be completed prior to 6/1/2025.

Please feel free to reach out to me if you have any questions.

Respectfully submitted,

Rodrigo Bernal

Territory Sales Manager
Email: rbernal@rehrig.com
Phone: 386-265-8078



TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 2

PROOF OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/10/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
MARSH USA LLC.
1560 Sawgrass Corporate Pkwy, Suite 300
Sunrise, FL 33323

CONTACT NAME: Lidia Manzur
PHONE (A/C, No, Ext): 954-838-3422
FAX (A/C, No):
E-MAIL ADDRESS: lidia.manzur@marsh.com

CN105058554-GAWU-24-25

INSURED
Waste Pro of Florida Inc.
13331 Southern Precast Drive
Alachua, FL 32615

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Greenwich Insurance Company	22322
INSURER B:	XL Insurance America, Inc.	24554
INSURER C:	N/A	N/A
INSURER D:	XL Specialty Insurance Company	37885
INSURER E:	Lloyd's Of London	EC145
INSURER F:		

COVERAGES

CERTIFICATE NUMBER:

ATL-005977331-01

REVISION NUMBER: 2

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE		ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/>	COMMERCIAL GENERAL LIABILITY			RGE3002577	11/22/2024	11/22/2025	EACH OCCURRENCE	\$ 2,000,000
	<input type="checkbox"/>	CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000
	<input type="checkbox"/>							MED EXP (Any one person)	\$ 5,000
	<input type="checkbox"/>							PERSONAL & ADV INJURY	\$ 1,000,000
	<input type="checkbox"/>							GENERAL AGGREGATE	\$ 4,000,000
	<input checked="" type="checkbox"/>	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						PRODUCTS - COMP/OP AGG	\$ 2,000,000
	<input type="checkbox"/>	OTHER:						SIR:	\$ 500,000
4	<input checked="" type="checkbox"/>	AUTOMOBILE LIABILITY			RAE943788407	11/22/2024	11/22/2025	COMBINED SINGLE LIMIT (Ea accident)	\$ 5,000,000
	<input checked="" type="checkbox"/>	ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/>	OWNED AUTOS ONLY	<input type="checkbox"/>					BODILY INJURY (Per accident)	\$
	<input type="checkbox"/>	HIRED AUTOS ONLY	<input type="checkbox"/>					PROPERTY DAMAGE (Per accident)	\$
	<input type="checkbox"/>	SCHEDULED AUTOS NON-OWNED AUTOS ONLY	<input type="checkbox"/>						\$
	<input type="checkbox"/>	UMBRELLA LIAB	<input type="checkbox"/>					EACH OCCURRENCE	\$
	<input type="checkbox"/>	EXCESS LIAB	<input type="checkbox"/>					AGGREGATE	\$
	<input type="checkbox"/>	DED	<input type="checkbox"/>						\$
	<input type="checkbox"/>	RETENTION \$							\$
B	<input checked="" type="checkbox"/>	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			RWD300138007 (AOS)	11/22/2024	11/22/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
D	<input checked="" type="checkbox"/>	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A	RWE943549707 (FL, GA)	11/22/2024	11/22/2025	E.L. EACH ACCIDENT	\$ 1,000,000
	<input type="checkbox"/>	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
	<input type="checkbox"/>							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
E	<input type="checkbox"/>	Umbrella Liability (over Auto)			B0509BOWCN2251462	11/22/2024	11/22/2025	Limit	5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: ITB #2025-01

CERTIFICATE HOLDER

City of Lake Butler, Florida
Attn: Kimberly Hayes, City Manager
200 SW 1st Street,
Lake Butler, FL 32054

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

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TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 3

POSITIVE REFERENCES



Section 3: Positive References

The prospective bidder must submit positive references from at least two (2) local units of government in Florida who contract with the bidder for solid waste collection and disposal for whom bidder has performed this service for at least the last six (6) months. These references will not be accepted until they are investigated and found valid by the City.

Waste Pro has more than 24 years of experience providing the “Distinguishable Difference” in collection services to cities and counties in Florida—where we are headquartered. Waste Pro currently operates in 61 of Florida’s 67 counties. We provide solid waste collection services in Florida through 120 exclusive franchised municipal contracts. We service many of the City of Lake Butler’s neighbors, including LaCrosse, Lake City, Columbia County, and seven of the nine cities in Alachua County.

Below, we have provided contact information and a brief explanation of services for four of our nearby municipal contracts: the City of High Springs, City of Newberry, City of Lake City, and City of Alachua.

In addition, we have provided letters of reference in which our municipal partners attest to Waste Pro’s attention to detail during our transition process, our professionalism in customer service, and our overall service excellence.

If any further references or information are needed, Waste Pro is happy to provide them upon request.

Reference #1: City of High Springs

City of High Springs Information	
Point of Contact:	Jeremy Marshall
Title:	City Manager
Email:	jmarshall@highsprings.gov
Phone Number:	386.454.1416

Waste Pro recently began servicing the City of High Springs on May 1, 2024. With notice given by the City in April, Waste Pro successfully procured and delivered over 6,000 carts, a rear end load/ASL truck, and a front end load truck within a month. During the transition, our leadership team, including Division Manager Nathan Frischkorn, had daily phone updates and weekly in-person meetings with the City to ensure a smooth startup. We worked hand in hand with the City’s Public Information Officer to communicate with residents about the upcoming transition with flyers and maps distributed via social media and electronically. We placed stickers and door hangers on residents’ carts at delivery to clearly explain new service days.

Today, we service over 3,000 homes and 168 businesses and have enjoyed becoming a part of the community supporting the Pioneer Days Festival, the new recreation department, and a recent City mural project.



City of High Springs
23718 W US HWY 27
High Springs, Florida 32643

Telephone (386) 454-1416
Facsimile: (386) 454-2126
Web: www.highsprings.gov

OFFICE OF THE CITY MANAGER

To Whom It May Concern,

WastePro has proven to be an exceptional partner in waste management here in High Springs, particularly in their approach to smoothly and efficiently transitioning our community from GFL, our previous contractor, to WastePro.

When our city decided to change curbside collection service providers, WastePro's team demonstrated a level of professionalism and dedication that surpassed our expectations. They worked closely with our city staff from the outset, collaborating on the conceptualization and design of comprehensive materials to inform residents about the upcoming changes.

WastePro's communication materials were not only clear and concise but also incredibly user-friendly. They developed color-coded maps that simplified the understanding of new collection schedules, ensuring residents could easily identify their designated pick-up days. Additionally, their print flyers were informative and well-received, providing step-by-step instructions on how residents could prepare for the transition. The inclusion of stickers on cans further reinforced the changes and helped maintain clarity throughout the process.

Throughout our partnership, WastePro's staff have consistently exhibited a strong commitment to excellence and customer satisfaction. Their proactive approach in addressing potential concerns and their responsiveness to feedback were particularly noteworthy.

Please feel free to contact me directly if you have any questions or require further information regarding our collaboration with WastePro.

Sincerely,

Jeremy Marshall

City Manager

jmarshall@highsprings.gov



Reference #3: City of Newberry

City of Newberry Information	
Point of Contact:	Dallas Lee
Title:	Interim City Manager
Email:	dlee@newberryfl.gov
Phone Number:	352.472.2161

Waste Pro has served the City of Newberry since 2007. After multiple renewals, Waste Pro was re-awarded the contract after a competitive bid process in 2016.

Through our long relationship with the City of Newberry, we have worked with the City as it has grown, adding an additional truck when necessary.

Our open lines of communication with the City ensure smooth twice weekly service to over 3,200 residents and 145 commercial customers.

Over the course of the last 18 years, we have enjoyed becoming a recurring part of the community, participating in many spring and fall festivals, music festivals, and City cleanups.



25440 W Newberry Road
Newberry FL 32669
Tel: 352-472-2161
www.NewberryFL.gov

March 13, 2025

To Whom It May Concern:

With great pleasure, I write this letter of recommendation for WastePro, recognizing their outstanding service and dedication to the City of Newberry.

WastePro was selected as the City of Newberry's partner for solid waste collection many years ago after a competitive bid process. WastePro has been an exceptional partner, demonstrating professionalism and a strong commitment to providing excellent customer service.

WastePro works closely with City Staff to provide a high level of service as expected by the City of Newberry and deserved by our residents. WastePro provides our citizens with the highest level of service, even in the worst of times, such as disaster recovery. WastePro informs city staff of issues by communicating clearly and quickly on operational matters. WastePro's commitment has even included running extra routes when necessary.

As a large organization, WastePro sometimes faces challenges that are often beyond its control or due to customer misunderstandings. When challenges occur, WastePro is very responsive and quickly investigates and resolves issues. WastePro takes ownership and works with customers and City Staff to resolve problems promptly.

WastePro has proven to be a beneficial partner and has demonstrated a strong commitment to excellence and customer satisfaction. Its professionalism, which is consistently maintained in all interactions, is particularly noteworthy and sets a high standard for the industry.

Please don't hesitate to reach out should you need any further information.

Best Regards,

Dallas Lee, CPM, CGFO, SHRM-CP
Interim City Manager
City of Newberry



Reference #4: City of Alachua

City of Alachua Information	
Point of Contact:	Michael Carrillo
Title:	Public Services Director
Email:	mi_carrillo@cityofalachua.org
Phone Number:	(336)418-6140

Waste Pro first began servicing the City of Alachua in 2004 and due to our exemplary service have had multiple extensions and renewals throughout the last two decades.

We currently service over 4,100 residential homes in the City.

We have consistently worked with the City to adapt to their changing needs, including rerouting and adding in additional routes as necessary.

When the City decided to transition from dual stream to single stream recycling, we worked with City staff to ensure residents were well informed of the change with new branding on collection cart lids showcasing what could and could not be recycled.

We also have a contract with the City to provide post-disaster cleanup and are proud to have helped the City be the first community in the County to finish storm clean up post Hurricane Helene.

We are an active member of the City of Alachua community, participating in numerous events such as the Great American Cleanup, Fall Festival, and Fourth of July Event.

Our reference letter from the City of Alachua is on the following page.



City of Alachua

MIKE DAROZA
CITY MANAGER

MICHAEL CARRILLO, P.E.
PUBLIC SERVICES DIRECTOR

March 18, 2025

RE: Letter of Reference for Waste Pro – Solid Waste Collection Contractor

To Whom It May Concern:

Waste Pro of Florida, Inc. has provided Residential Collection and Disposal of Refuse, Yard Trash, and Recyclable Materials services for the City of Alachua, since December 6, 2004. During this time, we have found them to be very responsive to phone calls, and exceptionally good at researching issues and offering logical (and sometimes "outside-the-box") solutions. While everyone at Waste Pro is always willing to help, which speaks of their company's customer service culture and mindset, we have built a particularly good working relationship with Nathan Frischkorn, their division manager.

With an office in Alachua, Waste Pro is also an active member of our community. They regularly contribute as a sponsor of and participant in our annual City-promoted Great American Cleanup event. As part of their involvement in this event, they have provided trash bags and work gloves for our volunteer participants and a roll-off dumpster for the associated Tire Round-up. They care about the community that they are a part of.

Particularly noteworthy was Waste Pro's partnership with the City of Alachua, to help us have the distinction of being the first community in Alachua County to finish storm debris clean up, after Hurricane Helene came through 9/26/2024. They met with us the Monday after the storm, we formulated a plan, and they worked with us 7 days a week for 2 months, until all the piles were gone.

I firmly believe that any agency that contracts with Waste Pro will be extremely pleased with their services. They are outstanding in their field and continuously strive to provide the highest quality service.

The City of Alachua highly recommends Waste Pro to any community. Should you have any questions, please feel free to contact me.

Sincerely,

Michael Carrillo, PE
City of Alachua, Public Services Director
(386) 418-6140
mi_carrillo@cityofalachua.org

PO Box 9
Alachua, Florida 32616-0009

"The Good Life Community"
www.cityofalachua.com

Phone: (386) 418-6100
Fax: (386) 418-6119



TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 4

LOCAL OFFICE



Section 4: Local Office

A local office must be established within sixty (60) miles of the City of Lake Butler prior to the contract award.

In this section, we further outline the day-to-day operations of our local office, located in the City of Alachua (with an additional office located in Lake City). Our daily operations approach is included in **Section 1: Proof of Experience**. In this section, we include the following:

1. Waste Pro's local, regional, and corporate personnel
2. Information about our employee recruitment, hiring, and retention efforts
3. A description of our approach to customer service, which will be conducted by live, local representatives located in the City of Alachua. These local representatives utilize customer service technologies, also described in this section, to ensure all customer needs are met quickly.
4. Waste Pro's community engagement philosophy
5. Information about our Waste Pro-Tection community safety program

Waste Pro's Local Operations

Waste Pro will service the City of Lake Butler from our existing fully-staffed and fully-equipped hauling facility located right down the road in the City of Alachua.

Should our Alachua division require support at any time during the contract, Waste Pro has a second hauling facility with additional personnel and vehicle resources located in Lake City. Both of these offices are located within 25 miles of the City of Lake Butler.

Our local division offices are further supported by our extensive network of resources across the State of Florida. We are one of the largest providers of exclusive residential solid waste services in the state, with 120 franchised municipal contracts, more than 50 operating locations, and residential and commercial operations serving customers in 61 of Florida's 67 counties.

Personnel

Our experienced local team, many of whom have extensive experience in the solid waste industry, will ensure that right from the start, the City of Lake Butler receives our local commitment to world-class service. These individuals will exercise their firsthand knowledge of Lake Butler to oversee our contract startup and day-to-day operations.

Our Alachua division office is prepared to service the City of Lake Butler with drivers who are currently on staff.

The table below provides a breakdown of the current staff at our Alachua division. In addition to the personnel listed, our Lake City office has an additional 10

Waste Pro already has the personnel in place to begin our Lake Butler operations. We are committed to ongoing recruitment and hiring to ensure we are always prepared to provide all existing and new customers with safe, efficient service.



residential drivers, three commercial front-load drivers, and nine helpers on staff should the Alachua hauling facility ever require support.

Waste Pro Alachua Staff	
Division Leadership: Division Manager, Operations Manager, Office & Customer Service Manager, and Maintenance Manager	4
Route Supervisor and Lead Swing Drivers	3
Drivers	30
Helpers (will be dedicated to Lake Butler contract)	1
Maintenance Technicians	5
Customer Service Field Technician	1
Customer Service Representative	1

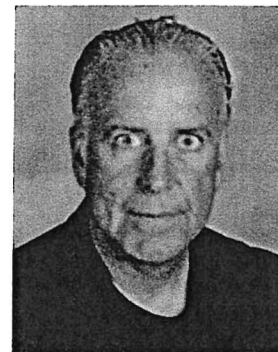
The brief biographies below detail the qualifications and experience of our local and regional leadership.

This local leadership is supported by a highly decentralized corporate structure. In our experience, empowerment of local decision-makers yields customized operations and the safest, most efficient services for our municipal partners. We also include biographies of these supporting corporate personnel below.

Keith Banasiak, Chief Operating Officer & Senior Vice President kbanasiak@wasteprousa.com

Keith Banasiak has more than 35 years of management experience in the waste industry. In 1987, he started in the non-ferrous scrap processing and reclamation industry. Primarily responsible for processing operations, he managed fleet operations, disposal of residual special waste, and the facility environmental requirements of state and local governments.

Banasiak joined Waste Pro shortly after relocating to Ft. Myers in 2001 to work for another solid waste company. Throughout his tenure at Waste Pro, Keith has served as Regional Vice President of Waste Pro's Florida West Coast operations, one of the company's largest regions with more than 400,000 residential customers and more than 13,300 commercial customers across Florida's West Coast from Citrus County south through Collier County.



In 2019, he was named Senior Vice President, and in 2020, he was promoted to Chief Operating Officer. Keith manages Waste Pro's Regional and Division Vice Presidents and the exclusive municipal franchise contracts in 11 states throughout the Southeast. He is also involved in many local and regional community organizations, including serving as Chairman Emeritus of both Keep Lee County Beautiful and Keep Manatee Beautiful. He also serves as Chairman of the Community Cooperative and board member for The Foundation for Lee County Public Schools.



Ralph Mills, Coastal and North Central Florida Regional Vice President *rmills@wasteprousa.com*

Florida native Ralph Mills was named Waste Pro Senior Vice President in 2021. In this role, he is responsible for negotiating all waste disposal agreements across the company's 11-state footprint and assists in managing acquisitions. He also oversees Waste Pro's Coastal and North Central Florida Regions, managing 12 hauling facilities, three satellite offices, four transfer stations, eight landfills, a recycling facility, and two CNG stations across north Florida and southern Alabama. In his regional leadership role, he supervises the work of 762 employees who operate 485 trucks each day, servicing more than 455,000 residential and nearly 11,000 commercial customers.



Ralph has more than 40 years of experience in the waste industry, which includes managing collection, disposal, landfill, and recycling operations. He joined Waste Pro in 2006 as Regional Vice President in northwest Florida, growing Waste Pro's operations from a single contract with the City of Tallahassee to five hauling divisions and three satellite offices across the Florida Panhandle and Alabama Gulf Coast. Throughout his tenure with Waste Pro, Ralph has provided leadership to additional regions across the company's footprint, previously managing Waste Pro operations in Georgia, Mississippi, Louisiana, and Tennessee.

Ralph is a graduate of Florida State University with a B.S. in Accounting and a B.S. in Finance.

For the City of Lake Butler, Ralph will oversee any issues that may be beyond the authority of the Division Manager.

Mark Kuczynski, Safety Manager

mkuczynski@wasteprousa.com

Mark Kuczynski is the Regional Safety Manager for North Central Florida. Mark is an accomplished safety investigator with over 30 years of experience, including over two decades as a Florida Highway Patrol State Trooper and a Senior Traffic Homicide Investigator. Before his employment at Waste Pro, Mark was the Senior Products Liability Investigator for Morgan and Morgan P.A., based in Orlando, where he would identify, assess, and investigate cases to determine their validity and determine strategies for final outcomes. As an investigator, he focused on automotive and commercial motor vehicle matters, vehicular inspections, crash investigations, situational reconstructions, and presenting findings to determine future courses of action for all parties involved. He is adept at recognizing unsafe practices and conducting training to promote a safer work atmosphere.



Mark works with our regional and corporate safety team to investigate safety incidents and develop training programs to enhance our Waste Pro culture of safety in each division and location throughout the region, including for the City of Lake Butler.

Dayna Williams - Director of Government Affairs, North Central Florida *dlwilliams@wasteprousa.com*

Dayna Williams has 18 years of experience in the solid waste industry, joining Waste Pro in 2007 as a commercial sales representative. In 2010, Dayna was promoted to Director of Government for the North Central Florida region, which includes Alachua County and Union County. She works closely with Waste Pro's municipal partners to ensure open lines of communication and a high level of customer satisfaction.



Dayna is very active in the communities she serves, including as the Vice President of Keep Alachua County Beautiful, as a member of the Kiwanis in Lake City and Santa Fe, and as a member of the Alachua Chamber of Commerce and Alachua Business League. She currently serves as the City Commissioner Seat 3 for the City of Alachua and has previously served as the Vice Mayor and Planning and Zone Board Member.

Dayna's responsibilities include building and maintaining relationships with municipalities to promote contract retention and growing Waste Pro's customer base by interacting with customers and elected officials.

Sharon Johnson, Regional Controller

sjohnson@wasteprousa.com

Sharon Johnson has more than 30 years of experience in finance in the waste industry. Sharon began her career in the in 1987 with Southland Waste Systems, where she started as a Senior Accountant and worked her way up to Accounting Manager. After 12 years, she transitioned to Advanced Disposal where she worked as a Corporate Controller. After two years in that role, she transitioned to the transportation industry where she held accounting-related positions before returning to the waste industry in 2017 with Waste Pro.



As Regional Controller in North Central Florida, Sharon is responsible for the day-to-day general ledger accounting and financial reporting for the region, which includes five hauling divisions, a transfer station, a C&D landfill, and a recycling division. She also analyzes the results of the region's performance against historical and budgeted strategic planning to facilitate decision-making on the management level.

A graduate of the University of North Florida with a degree in accounting, Sharon is a Certified Public Accountant (CPA).

For the City of Lake Butler, Sharon will be responsible for all income statements, balance sheets, audits, franchise fee filings and audits, and CPI calculations.

Ron Feragotti, Regional Fleet Manager

rferagotti@wasteprousa.com

Ron Feragotti has over 10 years of experience in the solid waste industry and over 20 years of experience in fleet and facility maintenance. Joining Waste Pro in 2023, Ron works with the fleet maintenance team throughout North Central Florida overseeing all aspects of the region's maintenance process including managing all safety procedures and compliance requirements, technician training, and development utilizing key suppliers. He supports ASE certification for technicians to grow and advance within the company.



Prior to Waste Pro, he gained experience managing fleets for Republic Services, WCA, GFL, and Coastal Waste. He first gained experience in fleet management during his 20 years of service in the US Air Force.

He holds an Associate of Science degree in Aircraft Systems Maintenance Technology and has training in Six Sigma Product & Process Development, Production Management, Occupational Health & Safety Compliance, and Hazardous Materials & Waste Management.

Ron will support the local division in fleet maintenance for our Lake Butler contract.

Rita Risner, Regional Human Resources Manager

rrisner@wasteprousa.com

Rita Risner has eight years of experience in the solid waste industry and 30 years of experience in human resources. Starting her career in 1995 as an HR Representative at Tenneco Automotive, Rita has worked for numerous positions in HR in manufacturing, social services, and primary care and education, including as an HR Manager and Director of HR. Prior to joining Waste Pro, she worked for WCA/GFL for four years as the Regional HR Business Partner.

In 2022, she joined Waste Pro as the Regional Human Resources Manager for North Central Florida. She is responsible for providing leadership and direction on HR matters to all divisions in the region, partnering with managers to identify business needs and human resources solutions that align with Waste Pro strategies. She helps drive and support the planning, development, implementation, and administration of the company's initiatives for recruiting a diverse workforce and fosters a fair and inclusive culture.



She holds a Bachelor of Science in Business with a concentration in Human Resources. She is also SHRM-CP certified.

For the City of Lake Butler, Rita will provide staffing support and work with the team to ensure an understanding of policies, procedures, and benefits. Rita will also assist with new hire orientation, training and development, benefits, compensation, and payroll.

Nathan Frischkorn, Division Manager

nfrischkorn@wasteprousa.com

Nathan Frischkorn is the Division Manager for Waste Pro's Alachua division. With over 16 years of experience in the waste industry, Nathan has spent his entire career at Waste Pro in the Northeast Florida region. Joining Waste Pro in 2009 as a helper as he finished high school, Nathan has progressed through the ranks. In 2011 he earned his CDL and became a driver on residential routes before being promoted in 2015 to a commercial front load driver. Wanting to learn all aspects of the industry, he became a technician in 2016 and eventually a route supervisor in 2017 overseeing residential routes in Lake City. In 2018, he was promoted to Division Manager in Alachua where he has overseen the growth and success of the division. Nathan was awarded Waste360's 40 under 40 award in 2022.



For the City of Lake Butler, Nathan has primary responsibility for overseeing all day-to-day aspects of the contract. He will work with the Operations Manager and Office Manager to ensure daily completion of routes and timely resolution of customer service-related issues. He will be the day-to-day contact for the City regarding operations.

Tracy Martin, Office Manager

trmartin@wasteprousa.com

Tracy Martin has been with Waste Pro for a year and a half and brings extensive experience in business administration and oversight including in Human Resources. Prior to her time at Waste Pro, she worked in customer service and as an office manager in healthcare. As the Office Manager, she oversees customer service, billing, accounts payable, accounts receivable, and monthly reporting.



For the City of Lake Butler, Tracy will provide oversight of customer service and administrative duties for the City including resolution of customer issues and billing.

Fernando Colon, Operations Supervisor/Troubleshooter

fcolon@wasteprousa.com

Fernando Colon has over 20 years of experience in the solid waste industry with 13 years at Waste Pro. Currently, Fernando is the Operations Manager at Waste Pro's Alachua division where he supervises all drivers, maintains the DOT records of each driver, oversees and sets up daily routes, coaches and mentors new drivers, and oversees safety policies and procedures. He has worked as a residential, front load, and roll off driver as well as a Lead Driver and Route Supervisor. Prior to his time at Waste Pro, Fernando worked at Union Waste in New York.



For the City of Lake Butler, Fernando will have primary responsibility for day-to-day operations providing oversight, coordination, supervision, planning, administration, training, and logistical support. He will be the Troubleshooter for all Lake Butler routes.



Dustin "AJ" Jones, Maintenance Manager

dujones@wasteprousa.com

Dustin "AJ" Jones has 11 years of experience in the solid waste and maintenance industry. AJ has spent his entire career at Waste Pro first as a B-Tech, then a Lead Tech, and now as a Maintenance Manager. He supervises all shop technicians, maintains maintenance records of the division's fleet, and maintains safety checks and records of equipment and storage tanks.



For the City of Lake Butler, AJ will be responsible for maintaining DOT records required for trucks, ensuring the fleet conforms to DOT rules and regulations, and maintaining the state registration of the fleet.

Staffing and Hiring at Waste Pro's Alachua Division

At Waste Pro, we believe people make the difference. We know that on the local level, cleaner streets and superior service start with our drivers, technicians, route supervisors, and customer service staff. While we already have drivers and other contract staff in place to support our Lake Butler operations, we also have demonstrated success recruiting and hiring local talent should the need arise over the course of our partnership with the City.

Building a Culture of Highly Committed Employees

For Waste Pro, "local teams" are truly local. We are proud to be part of the fabric of the communities we serve, and all staff who serve your community—not only the personnel you see every day, like your driver and helper, but also your customer service staff and the leadership empowered to make operational decisions—live and work among our customers.

For any staffing needs that may arise during our partnership with the City, Waste Pro has a multi-pronged approach to recruitment and training to help us fill positions with talented employees who are looking for long-term careers.

Recruitment

Waste Pro will use several avenues to recruit new employees for our Lake Butler contract. We are an Equal Opportunity employer, comply with all Florida E-Verify requirements, and are a drug-free workplace.



Local Recruitment

In North Central Florida, Waste Pro has a dedicated local recruiter who is trained to source talented, conscientious drivers and other personnel.

Online Job Postings

Vacancies are posted on our website and several external sites, including Career Builder, Indeed, LinkedIn, Facebook, and Twitter. Circaworks, a leading diversity recruitment agency, posts Waste Pro vacancies with their partner organizations and career centers throughout the United States.

Waste Pro's Certified In-House CDL School

We build our talented team of local drivers from within by offering helpers and other Waste Pro employees the opportunity to train and test for their CDL in our DOT-certified in-house CDL school. This allows us to combat driver shortages while facilitating career advancement for our dedicated employees.

Hiring Employees from Displaced Haulers

Waste Pro is committed to ensuring that local drivers from other haulers who may be displaced by contract changes are offered the opportunity to continue their local solid waste careers. We support these drivers in their transition, providing further training and education in the Waste Pro Way.

Hiring and Training

When a prospective employee applies for a job with Waste Pro, their application enters a tracking system that allows us to begin reviewing potential candidates within hours of a position being posted.

Once a new employee is hired, our safety- and service-focused training begins. New employees attend Day 1 Orientation locally in Jacksonville, and drivers are further trained at our Sanford, Florida Driver Training Center. Throughout our partnership, our training ensures that all new Waste Pros are fully educated in the City's contract as well as the *Waste Pro Way*—our commitment to caring for our community partners and providing Lake Butler with world-class, people-focused service.

Waste Pro's commitment to caring for our communities has an important corollary: In order to care for our communities, we must first care for our people. This culture of caring begins with new employee onboarding. New employees are mentored by a Peer Supporter and given supervised on-the-job training, and our drivers participate in our Driver Mentor Program, which pairs new drivers with carefully selected experienced drivers as they train on local roads and service routes. Most Waste Pro management personnel maintain their CDL, and these individuals have many years of valuable experience in the waste industry. They understand what it takes to provide exemplary, safe service, and they are dedicated to helping new employees build their own successful long-term careers.

Safety- and Service-Focused Training

At Waste Pro, safety is one of our Core Values. Safety training is comprehensive and ongoing, the focus of weekly emails, team meetings, and driver observations. It is an integral component of both onboarding and daily operations.



Our extensive New Employee Onboarding Program covers the first 90 days of employment with an emphasis on safety and the collaborative support of a Peer Supporter and Mentor to acclimate new employees to Waste Pro's culture of safety. Frequent check-ins throughout the first three months help ensure employees are adjusting accordingly. A comprehensive outline of our new employee onboarding program is available upon request.

The first day of new employee orientation takes place with a Regional Safety Trainer. It includes the following:

- ✓ Introductions where new employees are welcomed into the Waste Pro family
- ✓ Safety training presentations that help new and seasoned industry professionals stay in tune with daily hazards encountered on the job. This training includes topics such as Smith System defensive driving techniques, customer service, hand signal communication between driver and helper, personal protective equipment, confined spaces, lock out, truck fire procedures, required OSHA training, maintaining driver hydration, and hazard awareness
- ✓ Equipment operation training and Driver Vehicle Inspection Report (DVIR) training. Drivers are empowered to identify and document needed repairs, which increases their attention to our safety culture
- ✓ Training in the Safety Lane process (described in detail in the following section)

The second part of new employee Safety Orientation is specifically for CDL drivers. This portion of the training includes a five-day class at our Sanford, Florida Driver Training Center. Waste Pro understands that continuing education is paramount for safe operations:

- ✓ The Driver Training Center curriculum ensures that drivers understand the operations of each line of business, including both manual and automated residential services
- ✓ Orientation provides a refresher on DOT laws that directly impact drivers' daily responsibilities
- ✓ Drivers are trained in the *Smith System*, a proven defensive driver course with five "Keys" for drivers to remember: 1) Aim high in steering; 2) Get the big picture; 3) Keep your eyes moving; 4) Leave yourself an out; and 5) Make sure they see you
- ✓ Before graduation, our drivers must pass a written knowledge test and a driving skills test

When drivers complete their time at the Driver Training Center, they are assigned their local Driver Mentor. Only after three or more weeks of local field training will new Alachua division drivers be certified to drive their routes independently. Waste Pro's Driver Training Center and Driver Mentor Program give our drivers the confidence that they are well-prepared to service our customers. And when our drivers feel well-prepared and confident, we know from experience that our municipal partners benefit from their care and attention to detail.

A Culture of Safety

Our commitment to continuing education is reflected in our culture of safety. This culture directly impacts our municipal partners as safe operations translate to efficient, reliable service. To promote and



reinforce our safety measures, our local hauling facility has implemented safety procedures at varying intervals.

Daily: Waste Pro’s Daily Safety Lane (described in more detail in **Section 1: Proof of Experience**) empowers drivers to recognize potential issues and communicate directly with mechanics and, by extension, local leadership. Our decentralized management structure means that these local leaders can take immediate action to maintain safe, efficient service—without waiting for the levels of bureaucratic approval required in most large national or international companies. All drivers pass through the routine Safety Lane with their equipment in the morning when trucks leave the yard and again in the afternoon or evening when they return to the facility.

Weekly: Safety Meetings facilitate interactions between supervisors and drivers. They are a place for reminders about safety, customer service, OSHA compliance, and efficiency. They are also a space where drivers can share best practices and speak freely about scenarios they encounter on the road. Waste Pro also uses these meetings to publicly recognize employees for their good work, including distributing \$100 Franklin Awards for positive service reviews and outstanding commitments to safety. At our Alachua hauling facility, Franklin Awards are an anticipated part of our Thursday morning Safety Meetings. In addition to these local division-level meetings, regional and corporate safety calls take a proactive approach to safety issues, reviewing weather safety, holidays or events that may impact service, laws and regulations, and internal policies.

Quarterly: Supervisor Ride-Alongs give drivers the opportunity to both hear and express real-time feedback. During ride-alongs, supervisors ride in the cab of the truck with the driver during a shift, observing both driver behaviors and the particulars of their route firsthand.

As Needed: We understand that for even the most conscientious drivers, mishaps do sometimes occur. Our Complete the Routine education course strives to help drivers recover from these incidents and return to their routes with the knowledge and confidence to maintain a safe driving record.

Employee Retention

At Waste Pro, we pride ourselves on being a “people company.” We understand that our drivers and other frontline employees are the heart—and the public face—of our operations, and it is our goal to ensure that working for Waste Pro is not just a job but a fulfilling career. There is nothing more important to us than the health and welfare of our employees. The table below summarizes some of the ways we recognize our employees for their commitment to our customers. We have found that this dedication to employee well-being and positive recognition are key to employee retention.

Benefits
Waste Pro offers one of the most comprehensive benefits packages in the industry. Health and wellness benefits include medical, dental, vision, preventive care, 24-hour physician access, Flexible Spending Accounts to cover out-of-pocket healthcare costs, free wellness exams to encourage healthy habits, employee assistance programs, short- and long-term disability, eligible dependent benefits, and retirement savings plans. Waste Pro



also offers employees access to free benefits programs such as non-emergency surgical treatments, imaging, physical therapy, and diabetes and kidney disease case management through our Pathway to Free Healthcare.

Work/Life Balance

We are committed to helping our employees build both fulfilling careers and maintain fulfilling personal lives. Routes have been built so that our drivers work an 8-10 hour day and have time to enjoy with their families.

Employee Bonuses

Employees are eligible for retention bonuses and a year-end gift up to \$2500. Technicians are eligible for tool reimbursement and pay increases based on completion of training programs.

Employee Recognition Awards

We offer performance incentives ranging from our \$100 Franklin Awards for exemplary service to our safety-focused Driver, Helper, and Supervisor Awards. The Route Supervisor Bonus Program, through which supervisors can earn up to \$14,000 per year, recognizes and rewards supervisors for their commitment to safety and their role in keeping our employees and community safe. We are also proud to offer our industry-high \$10,000 Safety Awards for drivers and \$5,000 Safety Awards for helpers. These drivers and helpers embody the Waste Pro Way and maintain a perfect safety record for three years. To date, Waste Pro has paid over \$9.6 million in \$10k and \$5k awards to more than 1000 employees—including 30+ repeat winners!

Co-Heart Program

At Waste Pro, we believe in investing in upward mobility. Given recent labor shortages, we are proud that we have the infrastructure to build our army of drivers from within and foster career advancement for our helpers. Our DOT-certified in-house CDL school—one of only two run by solid waste companies in Florida—has trained and certified more than 500 drivers. Graduates of the program who commit to a year of service with Waste Pro can receive their CDL for as little as \$50, saving new drivers thousands of dollars.

Employee Transfer Program

We know that sometimes, circumstances arise that require employees to relocate. We retain these employees through our Employee Transfer Program, allowing them to continue their careers in their new community. For drivers displaced by contract changes, we offer a moving and transfer package.



Waste Pro Celebrates Local Employees

Because of our retention efforts, including our industry-high \$10,000 Safety Awards, frequent recognition for safety and service excellence, and opportunities for career advancement, our drivers and other employees love working for Waste Pro.



Local \$10K & \$5K Winners

Waste Pro's Alachua Division, which will house our Lake Butler drivers, has awarded five Safety Awards since 2018. The division anticipates their first two-time award winner, Kenny Cash, receiving his second \$10K later this year.



Franklin Awards

At Waste Pro's Alachua office, Franklin Awards for stellar customer service and day-to-day safety commitment are given out at Thursday morning Safety Meetings. If a customer makes a positive report about one of our drivers or helpers, or leadership notices drivers and helpers going above and beyond in other ways, they are rewarded with a "Franklin"—a \$100 bill.



Local Co-Heart CDL Participation

Our in-house CDL school is located in Sanford, Florida. Our Alachua hauling division has a current helper working on his CDL permit, after which he will travel to Central Florida to attend the Co-Heart program.



Local Customer Service and Community Engagement

At Waste Pro, we believe that people make the difference, and caring never goes to waste. The City of Lake Butler will see this “Distinguishable Difference” in our approach to customer service. Whether we are answering a call from a resident or participating in local community events, we are committed to providing Lake Butler with world-class service—locally.

We believe that when a Lake Butler resident or commercial customer picks up the phone, they should reach a customer service team operating locally. As experts in Waste Pro’s day-to-day operations in the City, our local team will answer questions and quickly forward comments or complaints to the relevant parties for immediate resolution.

Effective Operations and Training

The first step to effective customer service is operations. We check and double-check our work to eliminate complaints before they happen. The operations piece of our customer service protocol includes training, route planning, and boots-on-the-ground supervision:

Employees are educated on the specific needs, rules, and regulations of Lake Butler’s contract.

All employees undergo comprehensive training focused on company policies and procedures.

Employees are taught the *Waste Pro Way*, which includes professional conduct and customer service.

New drivers and helpers run supervised routes for two weeks before they begin to work independently.

Routes are set up so that teams can assist one another if unexpected service delays occur.

Route Supervisors communicate with drivers and spot check routes to ensure service is running on time and up to Waste Pro’s high standards.

This is the start of our customer service philosophy: If you perform the service correctly, there are no complaints. However, we know that even with the best laid plans and most dedicated team members, sometimes issues or customer questions do arise. This drives the second part of our customer service philosophy: All customer issues are resolved in a timely and prompt manner.

As our detailed customer service protocols below illustrate, Waste Pro has technology and processes in place to ensure that any questions that cannot be answered during a customer’s initial phone call are immediately forwarded to the appropriate parties for resolution.

Our Dedicated Alachua Division Customer Service Office

Waste Pro will provide world-class customer service to the residents and businesses of Lake Butler through a combination of Customer Service personnel specifically trained on the City’s contract and



technologies that ensure efficient, customer-focused workflows.

Our Alachua division staff includes three personnel dedicated to customer support: a Customer Service Office Manager, a Customer Service Representative, and a Customer Service Field Technician. When customers call their local division, our staff are well-versed in the specifics of their municipal contract, and they have firsthand knowledge of local roads and neighborhoods and the kinds of local events or conditions that may impact collections.

Lake Butler Customer Service Staff Provide a High Level of Service

- ✓ **No automated attendants**—Real people answer the phone!
- ✓ Using our Trac-EZ system (described below), Lake Butler's dedicated Office Manager will ensure all issues are closed out or scheduled by the end of the day.
- ✓ In addition to their training in company policies and Waste Pro's best practices in customer service, all CSRs hired to support our Lake Butler contract will receive two weeks of real-world, hands-on training as they answer calls under the supervision of the Alachua Division Office Manager.
- ✓ Contingency planning: A regional CSR is also trained in the Lake Butler contract and can assist customers if needed, such as during severe weather events.
- ✓ To maintain quality assurance, we implement a quality monitoring form, with feedback provided on customer interactions. Additionally, we employ a Monitor, Barge, Whisper program, enabling supervisors to listen to calls, offer feedback, or intervene when required.

The customer service office in Alachua will provide a local, toll-free phone number for residents and businesses. Phones will be answered live from 8:00 am to 5:00 pm, Monday through Friday. Individuals calling after hours are invited to leave a message, which will be addressed promptly on the next business day.

Incoming Calls

8x8 Phone System

Waste Pro employs a Voice over Internet Protocol (VoIP) phone system known as 8 x 8. This cloud-based service allows calls to be answered from any location, including home, which is particularly beneficial during inclement weather that may prevent staff from reaching the office or cause power and internet disruptions. In such cases, 8 x 8 enables us to operate our phone systems remotely before transitioning our phone lines back to the local office once services are restored.

The 8x8 system is engineered for user convenience and can be tailored to meet the specific requirements of the City of Lake Butler and its residents. Features include:

- ✓ **Call Back:** Our system will inform customers of their queue position and allow them to choose between waiting or receiving a return call. The callback feature also enables us to reconnect in the unlikely event of a dropped call or an unintentional disconnection.



- ✓ **Customized Front-End Messages in Multiple Languages:** In the case of modifications to services, the system can inform residents of these changes, particularly during adverse weather conditions and holidays.
- ✓ **Customized Phone Numbers:** When Lake Butler customers need to reach Waste Pro, they will call a dedicated local phone number.
- ✓ **Press Options:** Our system can be configured with various press off options should the City choose to utilize this feature

Beyond customer interaction, 8x8 also offers data analytics and tracking capabilities, enabling the monitoring of call times, wait durations, and overall call quality. This functionality allows Waste Pro to generate reports and statistics from call logs, ensuring transparency regarding customer service levels and compliance with reporting obligations.

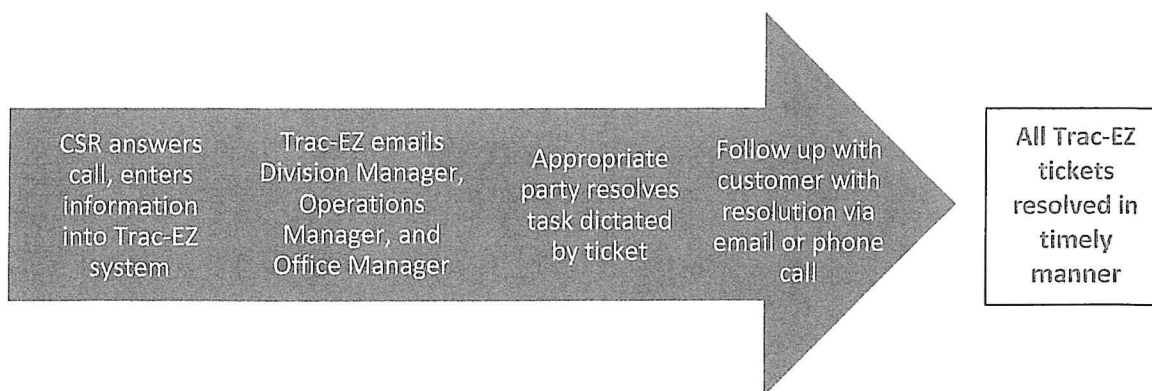
Trac-EZ

Waste Pro plans to implement a web-based customer service platform in Lake Butler called Trac-EZ. Trac-EZ is designed to help Waste Pro and its community partners manage customer service workflow.

When a customer calls our Lake Butler customer service line, if our Customer Service Representative or Customer Service Office Manager cannot provide an immediate resolution during the conversation—such as pulling a truck’s live route information to provide a service update if an inquiring customer notices that their driver seems to be running later than usual—our staff will log the customer request into the Trac-EZ system to create a service ticket.

Waste Pro will provide City of Lake Butler staff with access to our Trac-EZ system so that City personnel also have the ability to create tickets directly. Beyond the ability to create tickets, we will provide the City with access to this tracking system in the spirit of full transparency—every actionable call that Waste Pro receives will be logged, and resolution times will be easily available to the City for review.

When a call is received and logged at our local facility or an online Trac-EZ ticket is generated by City staff, the following customer service workflow will be activated:





These screenshots illustrate what Lake Butler can expect from our Trac-EZ software. Customer requests, complaints, questions, and compliments are recorded centrally in Trac-EZ.

The first screenshot at right shows a single screen compilation of timestamped calls received for a Waste Pro contract in March 2025. We have redacted a few columns, which provide identifying customer information.

Trac-EZ. available, try it now! Take me There

Open Incidents [City of Newberry (Waste Administration)] Map Results

Filter: ☐ Created ☐ City ☐ Type ☐ Status ☐ Subdivision ☐ Name ☐ Phone ☐ Email ☐ Elapsed Time ☐ Action Date

Drag a column to this area to group by it. Search:

Case #	Created	City	Type	Status	Subdivision	Name	Phone	Time	Elapsed Time (h)	Action D
45431	3/14/2025 3:21:13 PM	Newberry	Requ	Open					42	
45432	3/17/2025 3:24:50 PM	Newberry	Requ	New					24	
45433	3/18/2025 11:34:26	Newberry	Requ	New					19	
45434	3/18/2025 1:10:23 PM	Newberry	Requ	New					17	
45435	3/18/2025 1:11:40 PM	Newberry	Requ	New					17	
45436	3/18/2025 12:09:34	Newberry	Requ	New					9	
45437	3/23/2025 9:23:01 AM	Newberry	Requ	New					2	

Page 1 of 17 items

The second screenshot shows the logging and resolution of a single customer call. This customer requested a replacement for a cracked cart. The customer was serviced, as the screenshot indicates, and the call was closed.

Trac-EZ. There is a better and renovated portal available, try it now! Take me There

friendly Incident - Case #4522851

City of Newberry
 Waste Administration
 Waste Pro, Inc. 104

Received Created: 3/2/2025 10:06:59 AM
 Last Update: 3/4/2025 11:12:00 AM
 Action Date: Received
 Status: Completed

Customer: [Redacted]
 Address: [Redacted]
 Phone: [Redacted]

Subject: Replacement of cracked cart

Waste Pro's Commitment to Effective Customer Communication

Waste Pro is always happy to hear from our customers via phone. When our customers need to hear from us, for updates including holiday schedules and potential service changes during adverse weather, Waste Pro utilizes several fast and effective communication channels.

Call-Em-All and Text-Em-All

Our Call-Em-All and Text-Em-All automated notification program allows us to quickly reach out to residents via phone call and/or text message to inform them of temporary service changes, including adverse weather collection schedules. The screenshot to the right shows the possibilities when creating a message including voice, text, or voice and text, and whether to send immediately or schedule for a later time.

We work with our municipal partners to gather the necessary customer data to implement this program.

Create Broadcast

Which type of message would you like to send?

☐ Voice ☐ Text ☐ Voice & Text

Which type of broadcast would you like to create?

☐ Immediate ☐ Scheduled

When would you like this broadcast to start?



Online Communication

Waste Pro's corporate communications team will work with our local staff to design a custom Lake Butler Waste Pro service webpage. This site will include local contact information and service information and will be updated to include holiday schedules.

As an example, we have included a screenshot of the landing page for our Winter Park, Florida customers. On this page, the links at left provide residents and businesses with additional information specific to the City's collection program, including pickup schedules, recycling specifications, and commercial service details.



Leveraging Social Media for Service Updates and Collection Program Success

The best strategy to reach residents is to meet them where they already are—including online.

And in our experience, the most effective way to reach our residential customers via social media is through the official social media channels of our municipal partners. Waste Pro is happy to collaborate with the City to design informational graphics for the **City of Lake Butler, Florida Facebook page**. We can also provide service change updates that the City can post to keep residents informed.

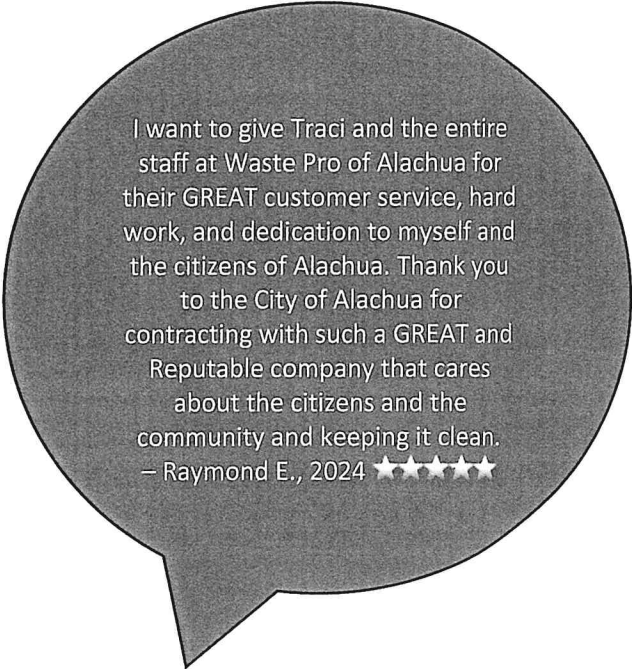
A Customer Service Approach That Speaks for Itself

Each facet of our local customer service approach adds value to the customer service experience. Our training and operations approach, refined through years of experience, helps to prevent service issues before they occur. If issues do arise, our local representatives will provide support to our Lake Butler customers. Our technology capabilities through our 8x8 phone system and Trac-EZ platform provide convenient and transparent methods of communication between Waste Pro, the customer, and the City. Combining each element results in a high level of customer service and leaves no question unresolved.

We take pride in our dedication to providing exemplary service. For Waste Pro, hearing from satisfied customers confirms that our approach works. Our Google Ratings and Reviews from our Waste Pro – Alachua and Waste Pro – Lake City locations, sampled below, paint a picture of our high level of service and satisfaction.

Division	Google Rating	Number of Reviews
Waste Pro – Alachua	4.7	136

Division	Google Rating	Number of Reviews
Waste Pro – Lake City	4.8	531



I want to give Traci and the entire staff at Waste Pro of Alachua for their GREAT customer service, hard work, and dedication to myself and the citizens of Alachua. Thank you to the City of Alachua for contracting with such a GREAT and Reputable company that cares about the citizens and the community and keeping it clean.
– Raymond E., 2024 ★★★★★

Caring for the City of Lake Butler Community On and Off the Road

As your service partner, it is our goal to be a good neighbor and an engaged member of the City of Lake Butler community. This people-first philosophy drives our engagement across Florida and throughout our 11-state footprint. What's important to us in our community partnerships is what's important to you—the events and organizations that give the City of Lake Butler its sense of place.

Waste Pro spends over \$1 million annually to help facilitate the success of community organizations and events across our footprint. In addition to monetary contributions, we are proud to partner with community organizations such as the American Cancer Society, local Rotary Clubs, local Boys and Girls Clubs, the Leukemia and Lymphoma Society, Backpacks for Kids, the NAACP's Freedom Fund, League of Cities, and Neighborhood Watch.

Serving neighboring communities for decades, Waste Pro has long standing partnerships with many programs and events including:

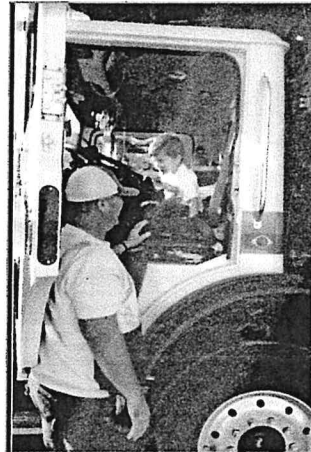
- ✓ Keep Alachua Beautiful
- ✓ City of Alachua Cleanup
- ✓ City of Lake City backpack supply drives
- ✓ City of Lake City Cleanup
- ✓ City of Alachua Chamber of Commerce
- ✓ City of Alachua Fall Festival
- ✓ City of Newberry Cleanup
- ✓ City of Newberry Watermelon Festival

- ✓ WestFest Music Festival
- ✓ City of Newberry Veteran's Memorial
- ✓ City of High Springs Mural Project
- ✓ City of High Springs Pioneer Days

Our community involvement extends beyond these important sponsorships. We are also part of the fabric of day-to-day life. We participate in many local events including Touch-A-Truck events and Relay for Life. Sometimes, we even get requests to bring trucks to children's birthday parties!



Waste Pro at City of Alachua Relay for Life



Safety Award Winner Kenny Cash Shows a Waste Pro Truck at a Child's Birthday Party



Waste Pro at WestFest Music Festival



City of Alachua's Spring 2024 Great American Cleanup

We look forward to supporting local organizations in the City of Lake Butler, just as we do for the City's neighbors.



Waste Pro-Tection in the City of Lake Butler

Waste Pro-Tection is a community awareness initiative in partnership with local law enforcement to better serve municipalities.

The concept is simple—our employees, who perform waste collection duties, report unusual or suspicious activity to local law enforcement for follow-up.



Training is provided by law enforcement to our employees on how to handle potential evidence and what kind of activities to look for in the neighborhoods they are servicing. Employees are not asked to intervene or get involved in a crime in progress, but are trained to report suspicious activity.

For Example: Mrs. Doe, who is elderly, always brings the driver a bottle of water, but today, she has not come out of her house, and it doesn't look like her vehicle has moved in a few days. This would be an appropriate situation for the employee to contact law enforcement to perform a "well-check," a courtesy well-being check available for disabled and elderly residents.

Waste Pro-Tection is a **"win-win"** for everyone involved because **no costs are incurred by the City, taxpayers, residents, or businesses.** As service providers for the community, we are already in your neighborhoods. Our partnership with local law enforcement is simply an added benefit to the City.



TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 5

PUBLIC ENTITY CRIME FORM

FORM PUR 7068

CITY OF LAKE BUTLER

ITB#2025-01

FLORIDA STATUTES ON PUBLIC ENTITY CRIMES FORM

**THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE
OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO
ADMINISTER OATHS.**

1. This sworn statement is submitted to:

City of Lake Butler, Florida

Print name of public entity

By

Ralph Mills, Regional Vice President

Print individual's name and title

For

Waste Pro of Florida, Inc.

Print name of entity submitting sworn statement

Whose business address is:

13331 Southern Precast Drive, Alachua, Florida 32615

And (if applicable) its Federal Employer Identification Number
(FEIN) is: 59-3700178

(If the entity has no FEIN) include the Social Security Number of
the individual signing this sworn statement.

FORM PUR 7068

CITY OF LAKE BUTLER

ITB#2025-01

FLORIDA STATUTES ON PUBLIC ENTITY CRIMES FORM (continued)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g) Florida Statutes means a violation of any state or federal law by a person with respect to and directly related to the 'transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to any bid or contract for goods or services to be provided of any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "conviction" as defined in Paragraph 287.133(1)(b) Florida Statutes means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a) Florida Statutes means
 - a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person,

or a pooling of equipment of income among persons when not for fair market value under an arm's length agreement shall be prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c) Florida Statutes means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Indicate which statement applies.)

 X Neither the entity submitting this sworn statement nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

 The entity submitting this sworn statement or one or more of its officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of the entity or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent

proceedings before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (Attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CITY MANAGER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH ONE (1) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

E. Ralph Mills
(Signature)

Sworn before me and subscribed before me this 25th day of March, 2025.

Personally Known X

Or produced identification _____

(Type of Identification)

Florida Notary Public - State of
4/18/2025 My Commission expires

Dayna L. Williams

(Print, typed or stamped commissioned name of notary public)

Dayna L. Williams

(Signature of notary public)



Dayna Lynn Miller
Notary Public
State of Florida
Comm# HH118511
Expires 4/18/2025

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TAB 1: PRE-QUALIFICATION REQUIREMENTS

SECTION 6

AGREE TO BASE BID ON THE BID SPECIFICATIONS



Agree to Base Bid on the Bid Specifications

Prospective bidders must submit a signed statement agreeing to conform their bid to the specifications in the City's bid documents.

Waste Pro has examined Lake Butler's ITB and Addenda, understands all provisions of the bid specifications, and agrees to conform our bid to the specifications listed in the City's bid documents.


Ralph Mills

Senior Vice President



TAB 2

BID FORMS

ITB#2025-01
Residential and Commercial Collection,
Disposal of Solid Waste

BID FORM CHECKLIST

Please indicate your compliance with the applicable items referenced below by initialing on lines provided:

X *ERM* Bidder has submitted qualifications.

X *ERM* Bidder has read, understands, accepts and agrees to the conditions, specifications, and terms for the items requested in this bid invitation.

X *ERM* Bidder has verified that all quotes are accurate and understands that they are firm for 90 days after bid opening and the City reserves the right to extend the validity of bid for an additional 45 calendar days during which extension bids shall not be withdrawn.

X *ERM* Bidder understands the liquidated damages for late performances of work clause in the instructions to bidders' section of this bid.

X *ERM* Bidder has provided three (3) references with their bid.

X *ERM* Bidder has enclosed the required documents in this bid invitation.

X *ERM* Bidder understands the proper procedure for completing and returning the required taxpayer identification number and certification (W-9).

BID FORM CHECKLIST
(continued)

X PRM Bidder is submitting bid without any clarifications or exceptions to the specifications or terms of this bid invitation.

 Bidder is submitting bid with clarifications or exceptions to the specifications or terms of this bid invitation.

X PRM Bidder understands the proper procedures for completing and returning the public entity crimes statement (PUR 7068) and that this form **must** be notarized.

BID FORM

City's representative (to be contacted for additional information on this proposal): Administrative Assistant (386) 496-3401 ex. 4

BIDDER: Waste Pro of Florida, Inc.

ADDRESS: 13331 Southern Precast Drive, Alachua, Florida 32615

Bidder's Representative (to be contacted for additional information on this proposal, if required):

NAME: Ralph Mills, Regional Vice President PHONE: 850-561-0800

Bidder's Signature: E. Ralph Mills
Individual dba: _____

Partnership (if bidder is a firm, fill in the following blanks): N/A

Names of Partners

Residence of Partners

N/A

Corporation (if bidder is a corporation, fill in the following blanks):

Organized under the laws of the State of Florida

BID FORM
(Continued)

Name of President: Sean Jennings, President & CEO

Address of President: 2101 W State Rd 434, Longwood, Florida 32779

Name of Vice-President: Keith Banasiak, COO & Senior Vice President

Bidder's Declaration and Understandings:

The undersigned, hereinafter called the bidder, declares that the only persons, or parties interested in this bid are those named herein, that this bid is, in all respects, fair and without fraud, that it is made without collusion with any official of the City of Lake Butler, and that the bid is made without any connection of collusion with any person submitting another bid for the requested item(s).

Bidder declares and accepts the responsibility for providing the City with all relevant documentation or information to afford the evaluation of their proposal. Further, bidder understands and accepts that the City reserves the right to base its analysis and/or award recommendation solely upon the information provided by the bidder at the time of bid opening. Additional requests for explanation or information shall not be made unless the City deems that such requirements are necessary to facilitate in the evaluation and/or selection of the lowest responsive and responsible bid(s).

Bidder declares that any deviations are explained on the sheet labeled "Clarifications and Exceptions" and is attached to the proposal form.

Contract Completion Time:

The bidder agrees to complete all services as specified in this bid invitation.

Payment:

The City shall pay the contractor monthly based on invoices received by the City from the contractor. Invoices be paid within 30 days upon receipt.

Bid Evaluation and Basis of Award:

All bids will be considered on the following basis:

- A. Qualifications
- B. Conformance with the terms of the contract/bid documents
- C. Bid prices
- D. Specification compliance
- E. Experience in performing this type of work
- F. Information provided on the Public Entity Crimes Form, PUR 7068

Monthly Rates for Service - City of Lake Butler does billing:

Contractor proposes to collect and dispose of all solid waste and commercial solid waste collection programs for the City of Lake Butler in complete accordance with the provisions of this bid invitation. The bid price shall represent all operational expenses to the bidder. Contractor accepts that the City will bill residential and commercial users for solid waste services.

**ITB#2025-01
MANDATORY BID FORM-1**

Bid Proposal

**Residential Rates*
(S/Customer/Month)**

<u>Services</u>	<u>Frequency</u>	<u>Base Rate</u>
		(3 Yrs)
1. Garbage & Trash	Twice/Week	\$14.95

**Commercial Rates
(S/Customer/Month)**

<u>Services</u>	<u>Frequency</u>	<u>Base Rate</u>
		(1x Week) (2x Week)
Commercial Collection	4 Hand Cans	\$80.00 \$160.00
Commercial Collection	8 Hand Cans	\$160.00 \$320.00

See Matrix for the additional Commercial Front Load Services

ITB#2025-01
MANDATORY BID FORM-1
(continued)

COMMERCIAL PRICE MATRIX

	1X	2X	3X	4X	5X	6X
2YARD	\$84.43	\$168.87	\$253.30	\$337.73	\$422.16	\$506.59
4YARD	\$168.87	\$337.74	\$506.61	\$675.48	\$844.35	\$1013.22
6YARD	\$253.30	\$506.60	\$759.90	\$1013.20	\$1266.50	\$1519.80
8YARD	\$337.74	\$675.48	\$1013.22	\$1357.96	\$1688.70	\$2026.44

Notes:

- A. Bids shall be developed using current pricing.
- B. Base rates will include all collection and any disposal fees.
- C. The initial franchise period will be three (3) years at the City's discretion, franchise period may be renewed at the end of the franchise term.

BIDDER'S NAME: Waste Pro of Florida, Inc

SUBMITTAL:

Waste Pro of Florida, Inc.

BIDDER

Ralph Mills

BY

13331 Southern Precast Drive

BUSINESS ADDRESS

E. Ralph Mills

SIGNATURE

Alachua, Florida 32615

CITY, STATE, & ZIP CODE

Regional Vice President

TITLE

850-561-0800

BUSINESS TELEPHONE

3/25/25

DATE

If Incorporated:

Dayna L. Williams

ATTEST

Dayna L. Williams

BY

Director of Government Affairs
TITLE



List of Equipment

A list of equipment proposed to be used to meet the requirements of this bid shall be attached to the bid.

Collection and Reserve Equipment

Below is a list of equipment that will be purchased or mobilized to ensure safe, efficient, and environmentally-conscious collection services.

Service Stream	Trucks	Reserve Trucks
Residential Solid Waste and Yard Waste	1 Single-Axle 16-Yard Rear End Load Truck	1 Single-Axle Rear End Load Truck
Commercial Solid Waste	1 Front End Load Truck	1 Front End Load Truck

ITB#2025-01

CLARIFICATIONS AND EXCEPTIONS SHEET

(PLEASE RETURN WITH BID FORM)

(Additional pages may be used as needed)

NONE

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Waste Pro of Florida, Inc

2 Business name/disregarded entity name, if different from above

same

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☒ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ►

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

2101 West State Road Suite 305

6 City, state, and ZIP code

Longwood, FL 32779-5053

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

____ - ____ - ____

or

Employer identification number

5 9 - 3 7 0 0 1 7 8

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign
Here

Signature of
U.S. person ►

Date ►

03/01/2025

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the instructions for Part II for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships*, earlier.

What is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note: ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C corporation, or S corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box on line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3.

IF the entity/person on line 1 is a(n) . . .	THEN check the box for . . .
• Corporation	Corporation
• Individual • Sole proprietorship, or • Single-member limited liability company (LLC) owned by an individual and disregarded for U.S. federal tax purposes.	Individual/sole proprietor or single-member LLC
• LLC treated as a partnership for U.S. federal tax purposes, • LLC that has filed Form 8832 or 2553 to be taxed as a corporation, or • LLC that is disregarded as an entity separate from its owner but the owner is another LLC that is not disregarded for U.S. federal tax purposes.	Limited liability company and enter the appropriate tax classification. (P= Partnership; C= C corporation; or S= S corporation)
• Partnership	Partnership
• Trust/estate	Trust/estate

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a); any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2—The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5—A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8—A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10—A common trust fund operated by a bank under section 584(a)
- 11—A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5 ²
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, write NEW at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester*, later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/Businesses and clicking on Employer Identification Number (EIN) under Starting a Business. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or SS-4 mailed to you within 10 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor ²
5. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
6. Sole proprietorship or disregarded entity owned by an individual	The owner ³
7. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity ⁴
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee

For this type of account:	Give name and EIN of:
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships*, earlier.

***Note:** The grantor also must provide a Form W-9 to trustee of trust.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at spam@uce.gov or report them at www.ftc.gov/complaint. You can contact the FTC at www.ftc.gov/idtheft or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see www.IdentityTheft.gov and Pub. 5027.

Visit www.irs.gov/IdentityTheft to learn more about identity theft and how to reduce your risk.


Privacy Act Notice


Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.



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