



WM Recycle America eCycling Services

STATEMENT OF QUALIFICATIONS

OVERVIEW

Waste Management Recycle America eCycling Services has been a wholly owned subsidiary of Waste Management since 1996. WM Recycle America eCycling Services is an industry leader in the management and recovery of electronic scrap materials utilizing a customized, environmentally responsible approach. Our comprehensive electronics recycling services provide innovative solutions for the recycling and recovery of electronic scrap. We have an extensive customer base ranging from small companies and municipalities to state governments and fortune 500 corporations.

OWNERSHIP

eCycling Services has been a subsidiary of Waste Management since 1996. We are a business unit within Waste Management Recycle America, a wholly owned subsidiary of Waste Management, Inc (NYSE: WMI). Please also see www.recycleamerica.com.

HISTORY

During its eight-year history within Waste Management, WM Recycle America eCycling Services has evolved from a small regional company in Phoenix, Arizona focused solely on asset management to an integrated national electronics recycling business. We have facility operations in three states and deliver services nationwide as the only true coast-to-coast recycler in the United States. We have also played a leading role in product stewardship efforts with first of a kind recycling programs with Sony Corp. and Best Buy Company.

VENDOR AND SUBSIDIARY STRUCTURE

WM Recycle America eCycling Services operates three electronics processing plants in the following locations:

- Denver, **Colorado**
- Minneapolis, **Minnesota**
- Oklahoma City, **Oklahoma**

WM Recycle America eCycling Services has also contracted with seven **Service Partners** that provide remarketing and/or de-manufacturing services in select U.S. markets (see map below). We also work in partnership with local Waste Management operations in nearly 20 states, including extensive operations throughout California, Colorado, Massachusetts, and Minnesota. Such operations include collection sites ("E-depots") and consolidation ("E-Transfer") sites.



Name, Address, and Phone of ALL WM RECYCLE AMERICA eCycling Plants, Service Partner and “E-Depot” locations can be found on

EAST

- Boston, MA area** – Electronicycle, Inc., Service Partner; de-manufacturing
- Tampa, FL** – Quicksilver, Inc., Service Partner; de-manufacturing
- Richmond, VA** – Sims Recycling, Inc., Service Partner; de-manufacturing

CENTRAL

- Minneapolis, MN** - WM Recycle America owned; de-manufacturing
- Oklahoma City, OK** – WM Recycle America owned; de-manufacturing
- Austin, TX** – Earth Protection Services, Inc; de-manufacturing
- Houston, TX** – CompuCycle, Inc; Service Partner; de-manufacturing, refurbishment/resale of reusable equipment

WEST

- Denver, CO** - WM Recycle America owned; de-manufacturing
- Phoenix, AZ** – Earth Protection Services, Inc; de-manufacturing
- Los Angeles, CA area** – E-Recycling of CA, Service Partner; de-manufacturing
- San Francisco, CA area** – Sims Recycling, Service Partner; de-manufacturing
- Seattle, WA** – Total Reclaim, Inc., de-manufacturing



HIGHLIGHTS OF PRODUCTS AND SERVICES

WM Recycle America eCycling Services, through dedicated electronics recycling operations and utilizing Waste Management's 750+ solid waste and recycling facilities (i.e., Material Recovery Facilities, Transfer Stations and Landfills), offer electronics recycling services throughout the United States.

Electronics collection services and/or ongoing drop-off programs are underway in a number of states. A complete list of WM Recycle America eCycling Service locations can be found on our web site.

Services Available for Businesses and Municipalities/Government

We treat each customer individually. Whether you desire our services for reusable electronics, equipment scrap, precious metal recovery or other metal recovery, we'll work closely with you to devise customized programs to fit your needs. Our key services focus on the following:

- ❑ "End of Life" processing
- ❑ Remarketing/Reuse of products and components
- ❑ Destruction of proprietary materials
- ❑ Municipal and retail collection event management
- ❑ Facility and transportation logistics
- ❑ Commodity and materials marketing and brokerage
- ❑ "Ship-Back" e-waste collection via our www.WM Recycle Americaescraptracker.com program

SIGNIFICANT AWARDS AND RECOGNITION

WM Recycle America eCycling Services was a leading participant in the State of Minnesota (Minnesota Office of Environmental Assessment) "Plug Into Recycling" demonstration project, widely recognized as the largest e-scrap recycling effort in the United States to date. We were responsible for collecting and processing over 700 tons of material from 9 regions of Minnesota over a three-month period in 1999. Please see www.moea.state.mn.us/plugin for more details, including a final report on the project.

Waste Management is the first solid waste and recycling company in the country to develop a product stewardship program with an original equipment manufacturer (OEM). In October 2000, Waste Management and Sony Electronics announced a five-year agreement for the recycling of all Sony electronic products collected through municipal and county sponsored electronic scrap ("e-scrap") collection programs or events. The State of Minnesota was selected as the first state for introduction of this innovative recycling effort.



FINANCIAL INFORMATION

Waste Management Recycle America, L.L.C. is a majority owned and consolidated subsidiary of Waste Management. Federal ID and Duns numbers that apply are listed here:

Federal ID: 72-1541911

Dunn & Bradstreet Number: 19-467-2085

Date of Incorporation for WM Recycle America: 11/12/02

ENVIRONMENTAL STEWARDSHIP

WM Recycle America eCycling Services is a true environmental leader in the U.S. electronics recycling industry. In August 2002, we were the first recycler to release an environmental stewardship pledge for how we manage and market electronic products and components. The pledge can be found on www.recycleamerica.com.

Even more significantly, we are the first national electronics recycler to achieve ISO 9001 and 14001 certification. In fact **WM Recycle America eCycling Services** is one of only two electronics recycling companies to have multiple plants with both ISO 9001 and 14001 Certification.

Our quality and environmental policy statements are as follows:

Quality Policy Statement for ISO 9001

Our primary quality objective is on-time delivery of products and services that meet customer specifications. We are committed to continually improving the effectiveness of our quality system. Quality objectives are reviewed quarterly during Management Reviews.

Environmental Policy Statement for ISO 14001

We will maintain the highest possible standards of excellence in our recovery/ recycling operations. Quality and sound environmental management, concerns every segment of our Recycling/ Reuse industry. Management and employees are committed to continuous improvement in their job performance, prevention of pollution, and a commitment to comply with the occupational and environmental standards and regulations through conformance to quality standards.



EHS QUALIFICATIONS

The following is a listing of processing methods, end markets, and vendor information for products, components, scrap commodities, solid wastes and hazardous materials as applicable. We take great care in ensuring that our operations meet the highest environmental standards and provide our customers with the comfort level that our end market vendors, including “service partners,” are doing the right thing.

You will also find detailed information on permits and environmental health and safety (EH&S) audit related items for each of our regional processing centers (Colorado, Minnesota, and Texas).

Processing Methods

The goal of WM Recycle America eCycling Services is to reuse and recycle all the material it collects and processes. Through the proprietary processes WM Recycle America and our end market vendors have developed, we are successful in reaching this goal for our customers. Our electronics recycling processing centers and end market vendors utilize a combination of proven primary processing methods, such as de-manufacturing, and new emerging technology to add value to recovered materials.

De-manufacturing efforts vary depending upon the type of electronics recycling items received and the mix of end markets for recovered components. Both reuse and recycling end markets are used for whole items and components. WM Recycle America offers firms that require comprehensive reporting and a auditing of their retired computer and electronics equipment a simple solution that satisfies environmental concerns and contributes positively to the bottom line.

As soon as the retired equipment is received at our plant, WM Recycle America will assess each piece to determine functionality and marketability. If the material received is determined to be non-working, cosmetically damaged or falls below the minimum configuration requirements, it will be audited then recycled in accordance with the highest environmental standards.

End Markets

All significant end markets, both domestic and exports, undergo an environmental review and audit. Only companies who have passed this review process are used as end market processors. Permit reviews are done annually and site reviews bi-annually. All "end of life" products containing CRTs, CPUs and low-grade materials (consumer electronics and computer peripherals) are currently handled domestically as described below. Recycling rates for collected materials are typically 90% or greater. The only significant sources of trash are packaging materials, shredder fluff from low grade equipment and the wood housing that encases an old console TV.



RECYCLABLE COMMODITIES

Monitors, televisions, and CRT's are unloaded at one of our regional processing sites or service partner sites. Monitors and TVs are demanufactured into recyclable components such as plastics (typically HIPS and ABS), CRTs, metals, copper yokes, miscellaneous copper bearing material, and circuit boards. Separated commodities, except CRTs, are usually baled and then shipped to the appropriate end user. CRTs will be shipped to secondary processors for "**glass to glass**" recycling.

CPU's hard drives, laptop computers, and populated circuit boards are handled at one of our processing centers or service partner sites where they are separated into specific commodity types. The metal casing is consolidated and sold to a regional metal scrap market. Plastics are baled and sold to any number of plastic recycling companies both domestic and export. Populated circuit boards are marketed directly to metal refiners in the United States or Canada. Hard drives and CD ROMs are recycled for their metal content (non-ferrous and precious metals) or the material is sold as a reusable item

Computer peripherals, cables, and consumer electronics are handled at one of our processing centers or service partner sites where they will be separated into specific commodity types as necessary. **Typically, whole products are shipped to one of our certified domestic vendors for shredding and recycling of metals and plastics.** Prior to shredding select items are removed from the product such as toner, batteries, inkjet printer cartridges.

Plastic are segregated into types and colors and sold to plastics recycling operations for the generation of new plastic components. **Batteries** are removed from all applicable equipment and sent to authorized battery recycling facilities.

Hazardous Materials are not accepted at WM Recycle America processing facilities. No site has an UST or AST or stores quantities of hazardous materials. The used oil generated from the forklifts is sent off to certified recyclers who have been approved through the WM Recycle America corporate audit program. Propane and lubricant oils are the only petroleum products stored on sites.



HEALTH, SAFETY AND SECURITY COMPLIANCE

Health & Safety

All WM Recycle America eCycling services facilities maintain a high level of environmental and safety compliance. Employees receive extensive training prior to beginning their employment and monthly topics are reviewed as required by the ISO and OSHA guidelines. Continuous improvement in safe work practices is maintained through site audits, the ISO process and support from the WM Recycle America Corporate Safety and Compliance team. Training records and incident reports are maintained on a web based system reviewed monthly. Air monitoring and ergonomic work reviews have been conducted at the dismantling sites.

Security

All dismantling sites have restricted access and 24 hour video surveillance systems.

Site Activities

Non-hazardous recyclable commodities are received in barrels, gaylords or shrink-wrapped pallets and are required to arrive free of oils or solvents. Material is then sorted, some demanufactured, and shipped to end market recyclers. Fibers and plastics are stored outside at the Phoenix facility only. Other sites store all material inside the warehouse. The only wastewater discharge is domestic septic.

Material Acceptance

All materials to be received are approved by the Operations Manager. Loads are checked upon arrival and confirmed as to their contents prior to unloading. All material arrives to the sites via trucks.

REFERENCES

References are available upon request.



WM Recycle America eCycling Services
Select List of Approved End Market Vendors and Service Partners

COMPANY NAME	PERMIT NUMBERS	AUDIT	DESCRIPTION OF SERVICES
Commercial Metals Company Liberty Division 1729 North Westmoreland Rd. Dallas, TX 75212 Robin Shwartz, 214-589-2783 www.commercialmetals.com	EPA# TXD076707736 USDOT # 00060043 Stormwater Discharge – TXR05N421	Site/permit audit complete approved	Scrap Metals Recycling and Shredding Services
Compucycle, Inc. 7700 Kempwood Drive Houston, TX 77055 John Hess, 713-869-6700 www.compucycle.net	EPA# TXR000053751	Site/permit audit complete approved	“Service Partner” for de- manufacturing and remarketing services
CRT Processing Corporation 1227 Barberrry Drive Janesville, WI 53545 Jim Cornwell, 608-754-3400 www.crtprocessing.com	EPA ID#: N/A	Site/permit audit complete approved	CRT Recycling
Earth Protection Services, Inc. 10 S. 48th Ave; Suite #4 Phoenix, AZ 85063 John Chilcott, 800-414-0443 www.earthpro.com			
ElectroniCycle, Inc. 461-471 West Broadway (Rt. 2A) Gardner, MA 01440 Dick Peloquin ,800-829-5082 www.electronicycle.com	EPA# MAR000503359	Site/permit audit complete approved	“Service Partner” for de- manufacturing services
Noranda Recycling 80 Commercial Way East Providence, RI 02914 John Cianciarulo, 401-438-9220 www.noranda.com	EPA ID# RID987486941	Site/permit audit complete approved	Circuit Board Refining
Quicksilver Recycling Services 8509 C Sunstate Street Tampa, Florida 33634 Mike Flynn, 813-886-1494 www.gsrecycling.com	EPA ID# FLR000079095 SQUWH# FLR000091728	Site/permit audit complete approved	“Service Partner” for de- manufacturing services
Sims Recycling Solutions 23787 Eichler Street, Unit E Hayward, CA 94545 Andrew Mason, 510-259-0340 www.sims-group.com	EPA ID# CAL 000 274 290 CUPA Registration/ Permit No. 04- 0156302-23357 Storm Water General Permit: WDID No.: 2 01 I 018 322	Site/permit audit complete approved	“Service Partner” for de- manufacturing services
Total Reclaim Inc. 2200 – 6 th Ave S Seattle, WA 98134 Craig Lorch, (206) 343-7443 www.totalreclaim.com	EPA ID#: WAD 009 482 803	Site/permit audit complete approved	“Service Partner” for de- manufacturing services



WM Recycle America- eCycling Services

Regional Processing Centers

As well as the permits listed below for each site, WM Recycle America also maintains the following permits and certifications:

State of New York – A Scrap Metal exemption (c7) is on file with the New York State Department of Conservation to handle electronic recyclables in the State of New York.

State of Florida – An application is on file with the State of Florida Department of Environmental Protection to be licensed as a Large Quantity Handler of Universal Waste.

State of California – Multiple Waste Management and WM Recycle America sites are registered collectors of E-Waste in fulfillment of California Senate Bill 20/50 (SB20/50) covering the collection and recycling of electronics waste in the State of California.

SITE ADDRESS	PERMIT NUMBERS	SERVICES OFFERED
WM Recycle America eCycling Services 3600 E. 48 th St. Denver, CO 80216 Amy Zolondek, 303-336-0165	EPA#: COR000212662 Storm Water Permit #: COR-060010	Electronics' dismantling, handling, baling and shipping and receiving. Site is co-located with a WM Recycle America Material Recovery Facility (MRF)
WM Recycle America eCycling Services 1800 Broadway Avenue NE Minneapolis, MN 55413 Mary-Kay Schindeldecker, 612-379-1360 x13	EPA LQUWH#: MNR000113720	Electronics' dismantling, handling, baling and shipping and receiving. Site is co-located with a WM Recycle America Material Recovery Facility (MRF)
WM Recycle America eCycling Services 5519 NW 4 th Street Oklahoma City, OK 73127 Mark Jordan, 405-949-7560	EPA LQUWH#: TXR000062349 (former site in Houston)	Electronics' dismantling, handling, baling and shipping and receiving. Site is co-located with a WM Recycle America Material Recovery Facility (MRF)



MANAGEMENT STAFF

- Name: **Bobby Farris**
Title: **Director**
Summary: Mr. Farris is responsible for overall management of **WM Recycle America eCycling Services**, including all financial, marketing and operational matters. He has been active in the computer service and recycling industry since 1996. He has managed a \$30 million dollar procurement division for GE Service Repair Contracts. Mr. Farris also helped develop one of the first Internet based fulfillment models for the computer repair parts industry and worked in an executive capacity in the precious metals refining industry. He currently sits on the Board of Directors for the North Texas Corporate Recycling Association, is on the Steering Board for the Electronics Recycling and Recovery Council for the Recycling Alliance of Texas and is a member of the ISRI Electronics Recycling Council.
- Name: **Joe Aho**
Title: **Senior Account Manager**
Summary: Mr. Aho has extensive experience rolling out and managing municipal programs, including collection events and ongoing drop-off programs. He has also managed national accounts with commercial businesses. He has been with Waste Management for 16 years. Mr. Aho has held membership on the State Electronics Task Forces in Minnesota, Wisconsin and Iowa, as well as presented at numerous conferences and workshops nationwide.
- Name: **Mary Kay Tokar**
Title: **Certified ISO Lead Auditor – Minneapolis Plant Manager**
Summary: Ms. Tokar has been the EMS 4001/QMS 9001 Management Representative for WM Recycle America eCycling Services since 2001 and has successfully completed an Advance EMS Lead Auditor Course in December of 2004 with AQS Management Systems, Inc. She also has operational responsibilities for WM Recycle America eCycling's Minneapolis, Minnesota plant. Ms. Tokar joined Waste Management in 1999 working in landfill Special Waste documentation.



Appendix A **PRESS RELEASE - ENVIRONMENTAL STEWARDSHIP PLEDGE**

Waste Management's Recycle America® Announces First Environmental Stewardship Pledge in the U.S. Electronics Recycling Industry

PHOENIX, ARIZONA-August 28, 2002- Waste Management, Inc.'s (NYSE: WMI) wholly owned subsidiary, Recycle America, Inc., has announced an environmental stewardship pledge (see below) for delivery of its eCycling services. Recycle America offers electronics recycling through its Asset Recovery Group, and is the first United States electronics recycler to announce such a pledge. The stewardship pledge is being launched in conjunction with a new "domestic only processing" service option for all of its customers.

Recycle America's Asset Recovery Group offers eCycling, which is an innovative, customized approach to recycling discarded electronics, computers, televisions, communications equipment, and other related streams. Local and state governments, original equipment manufacturers (OEMs), commercial businesses and nonprofits can utilize a national network of drop off centers, collection depots and regional processing centers operated by Waste Management and affiliated companies.

"We are excited to take an environmental leadership role in the electronics recycling industry in the United States," stated Kevin McCarthy, Director of Electronics Recycling for Recycle America. "We are committed to developing and promoting domestic processing infrastructure which creates local jobs and other economic benefits."

The key aspects of the pledge include:

- ✓ All electronics from residential and municipally sponsored sources are processed domestically.
- ✓ Only export markets (e.g., Europe and Asia) that are subject to an environmental, health and safety (EH&S) audit are used. Use of such markets is limited to select electronic material streams from commercial sources or processed materials (i.e., plastics and metals) from other sources.
- ✓ All cathode ray tubes (CRTs) and medium and high-grade circuit boards are shipped to North American markets.
- ✓ Regular EH&S auditing is conducted of all significant secondary processors and end market vendors, both domestic and export.
- ✓ Use of Environmental Management Systems (EMS) in all of Recycle America's electronics recycling operations.
- ✓ Commitment to product stewardship efforts.



Appendix B **WM Recycle America eCycling Services Environmental Stewardship Pledge**

- ✓ Commitment to Utilize Recycling Practices and End Markets that Maximize Reuse and Recycling.
- ✓ Promote Reuse and Refurbishment Options for Products and Materials Collected, Including Local Reuse Opportunities.
- ✓ All Electronics (TVs, Monitors, PCs and Laptops, Computer Peripherals, and Consumer Electronics) Collected from Residential and Municipally Sponsored Sources are Only Processed (Demanufactured and/or Shredded) Domestically.
- ✓ Use Only Export Markets (e.g., Europe and Asia) that are Subject to an Environmental, Health and Safety (EH&S) Audit. Use of Such Markets is Limited to Select Electronic Material Streams from Commercial Sources or Processed Materials (i.e., Plastics and Metals) from Other Sources.
- ✓ All Cathode Ray Tubes (CRTs) are Shipped to Domestic Markets (“glass to glass” and “glass to lead”).
- ✓ All Medium and High Grade Circuit Boards are Refined & Smelted in North America or an OECD country.
- ✓ All Significant Secondary Processors and End Market Vendors Undergo a Regular EH&S Audit. Audit and Permit Information is Provided to Customers.
- ✓ Visible and Thorough Tracking of Products Received and Processed.
- ✓ Environmental Management Systems (EMS) are in Place. Commitment to Continuous Improvement in EMS Practices, Including Third Party Certification (e.g., ISO or International Association of Electronics Recyclers certification programs).
- ✓ **COMMITMENT TO PRODUCT STEWARDSHIP EFFORTS**
Continue to be an active participant in all major product stewardship initiatives, including:
 - Stakeholder in the National Electronics Product Stewardship Initiative (NEPSI)
 - U.S. EPA Region III eCycling Project
 - State and federal legislative initiatives. Waste Management strongly supports efforts to increase the demand for recovered electronic products and components.