

ASSOCIATE NEWS



THANK YOU FOR YOUR LOYALTY

In the 20 years since Frank and I founded Leadpoint, I continue to be thrilled to know you have chosen to join our Leadpoint family. Like you, I see a bright future and opportunity to partner with you, your family, the environment, and our customers. Your hard work and continued loyalty are what motivates me to do everything I can to continue to make Leadpoint a great place to work.

Over the years, Leadpoint has hired people from all walks of life, from all ages and stages of their personal journey. I've talked to many who are just starting out and others who have moved up to line lead and shift manager. I am most proud to see that dozens of you and your teammates have moved into onsite manager and senior leadership positions.

Today we celebrate the culture we set out to create back in 2000: to build a company where everyone feels like part of the team, one that offers the opportunity to work hard and move up. It's incredibly humbling to know that Leadpoint is providing good jobs and career opportunities that are helping you provide for your families.

I look forward to the future and what each of you do each day to share in the team's success. Thank you for being part of the Leadpoint family!

Diana Ramirez, Executive Vice President & Owner

START SAFE, LIVESAFE: SUCCESS AT HANOVER

Our Start Safe, LiveSafe program reached the 1st safety milestone last month at our new GFL site in Hanover, PA. The crew counted-down the days and celebrated their perfect safety record every morning during the site's first 90 days with Leadpoint.



"Safety is the first focus of the day for me, our customer, and each associate," said Alex Sandoval, Director of Operations/ East. "We will hit our targets if we send people home safe at the end of the day."

The site's safety program focuses on being safe in the MRF, getting to and from work, and at home. "Everyone understands that it's not just a 'work safe' program, it's a 'live safe' program," Alex said.

The entire team was treated to a Start Safe, LiveSafe recognition lunch last month and received a cool t-shirt as part of the reward.

Remember: the only way to have a great tomorrow is to have a safe day today. That's what the Hanover plant manager tells the team every day.



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WE'RE BALING SNOW!

In January, a big snowstorm passed through the area around our site in Pennsylvania and dumped about 18" of snow on one of the outdoor conveyers. There wasn't a way to safely remove that snow, so the plant manager suggested we run it in on that direct line to one of the balers. Not only did we get a solid bale of snow, but the snow cleaned the inside of the baler. Six weeks after this bale was made, it's still a solid block of ice. Crazy!

Check it out - bet you've never seen anyone bale snow before!



LOOKING TO MOVE UP?

Are you motivated? Willing to move? View our latest career opportunities here and posted in your site's Communications Center.

MENTOR PROGRAM DOES THE JOB

The MRF Mentor Program has proven something important: new team members stay on the job longer and perform better when they have a mentor who stays with them for the first few days on the job, so they aren't left alone.

Our Ft. Worth, TX site is a good example. Since the mentor program started there, we've seen a 200% increase in retention.

"Most of the mentor's job is making someone feel welcome and part of the team," said Ft. Worth Onsite Manager Alex Herber. "If someone needs help, that's the mentor's job."

Mentors are more than trainers. "The role is to be a peer-to-peer buddy, to orient new associates to the site and the job and get them acclimated to the different lines inside the plant," said Albert Peña, Operations Support Leader.

Albert gave an example. After the first two days as a sorter, a new team member is going to wake up sore. Day 3 is when we see people give up and leave. With a mentor by their side, new team members have someone to remind them that their body is getting used to the job and that it will get better. Get past today and you'll be good!

New mentor programs are starting at several sites. If you're interested in becoming a mentor, and have patience, good communication and listening skills, talk to your onsite manager about interviewing for the role.

TACOMA: 1 YEAR ACCIDENT-FREE

You read that right - our Pioneer MRF in Tacoma, WA, celebrated 1 full year, 365 days, with no recordable accidents or incidents. To say thanks, Onsite Manager Anthony Wheeler and team were treated to a recognition lunch last month. Now the question is, can they make it 2 years in a row?!



BEEN THERE, DONE THAT



Meet Helen Hernandez, Onsite Manager at SOCCRA/Troy, MI.

Helen is a lot of things: wife, mother of three, hiker/kayaker/camper, and former pharmacy tech, to name a few. She loves being outdoors in any season, even Michigan's winters.

Helen followed her mom into the industry and started her recycling career as a sorter. She liked the work and stayed at it off-and-on for 3 years before moving into an admin role. She was promoted to manager at SOCCRA in 2020.

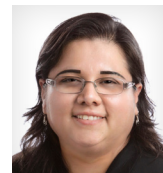
Helen's been a sorter. Now she's hiring sorters, managing them, and helping them move up.

"I understand how hard it is to do this job, work the hours, deal with the cold and heat and the other elements we work in," Helen says. "I know how exhausting the work can be.

"My team knows I've been there. They know I have their back and am advocating for them every day," Helen said. Even today you are likely to find Helen out there on the line, working side by side with her team.

APRIL-MAY SERVICE MILESTONES

We are thrilled to recognize Ediberto Bonilla-Jimenez, an associate at our Sealco site, who celebrates 15 years with Leadpoint in April! Congratulations, Ediberto and THANK YOU!



We are also happy to recognize Clackamas Onsite Manager Ana

Martinez who has her 17-year anniversary in May. We are glad to have you on Team Leadpoint on your anniversary and every day, Ana! Thank you for your leading your team for all these years and for your contribution to our success.

In addition, 83 Leadpoint associates will reach the one-year mark in April and May. That's a lot of people and a big milestone. Congratulations and thank you to each of you!

LIVESAFE: FOLLOW THE RULES

Our LiveSafe philosophy is the foundation for all we do, every day at every site and at home. The 3rd LiveSafe element is



Follow the Rules.

Safety rules and regulations are designed to protect you. Obeying the rules will help you LiveSafe.

Know the **Safety Action Points**. We are all taught safety rules from a young age with reminders like, look both ways and cross the street at a crosswalk. These rules are designed to keep us safe from dangers that are all around us. Work rules are the same. They are there for YOUR safety.