Division 4393 Allied Services, LLC
D/B/A Republic Services of Galena
1715 E. Front Street Galena, KS 66739
620-783-5841
Federal ID: 86-0897719



Response to Request for Proposal
SOLID WASTE COLLECTION SERVICES
RFP: #101-2016

Local contact: Jennifer Fagan
Jfagan2@republicservices.com, 417-499-3739

Table of Contents:

Transmittal Letter.....Tab 1

Republic Services Overview.....Tab 2

RSG Galena Team.....Tab 3

Collection Equipment.....Tab 4

Why Republic?.....Tab 5

Requirements.....Tab 6

Customer Experience.....Tab 7

Exceptions.....Tab 8

Pricing.....Tab 9

Certificates/Bonds.....Tab 10

Additional Information.....Tab 11

Transmittal Letter

REPUBLIC SERVICES

We'll handle it from here.™

November 23, 2015

City of Joplin
Attn: Director of Public Works
602 S. Main
Joplin, MO 64801

Dear Nick,

Allied Services, LLC, d.b.a. Republic Services of Galena wishes to thank the City of Joplin for the opportunity to respond to the Notice of Request for Proposal. It would be our privilege to continue serving the residents of Joplin, with inherent responsibility for continued innovation in the vital aspects of solid waste and recycling management in a cost effective and environmentally responsible manner. Republic Services has provided the City of Joplin excellent solid waste management service for the past ten years. Through that experience Republic Services has learned how to best meet the specific needs of the City of Joplin and based on this experience over the years developed an infrastructure that will allow us to continue providing the City of Joplin superior service.

Republic Services of Galena accepts and will exceed all of the specifications for the City of Joplin Solid Waste Collection Services RFP: #101-2016 as outlined in the Notice of Request for Proposal.

Republic Services, our parent company, is headquartered in Phoenix, Arizona, and is the second largest publicly held solid waste and recycling provider in the United States. The size and experience of RSG, combined with our commitment to excellence in safety, customer service and environmental stewardship stands behind the proposal outlined.

The Republic Service management team is ready to answer any questions you may have regarding the proposal in the following documents. Again, we thank you for the opportunity to submit our proposal and look forward to a continued successful and rewarding relationship with the City of Joplin.

Best regards,

Jennifer Fagan
Municipal Manager
Republic Services of Galena

Republic Services
Overview

Republic Services Company Overview (Sec 2.8 d. and A (4) page 20)

Republic Services is an industry leader in the U.S. non-hazardous solid waste industry. Our collection companies, transfer stations, recycling centers and landfills focus on providing reliable services and recycling solutions for commercial, industrial, municipal and residential customers. Republic Services, Inc. was incorporated in 1996. We believe in protecting the planet and applying common sense solutions to customers' waste and recycling challenges. Our purpose is to create value for all: our employees, our customers, our communities and planet, and our shareholders.

Republic Services, Inc. is the second largest provider of services in the domestic non-hazardous solid waste industry, as measured by revenue as well as a Fortune 500 company, publicly traded on the New York Stock Exchange (NYSE: RSG). Republic has 338 collection operations, 200 transfer stations, 193 active solid waste landfills, 66 recycling centers and 69 landfill gas and renewable energy projects across 39 states and Puerto Rico. Nationwide, we employee 30,000+ employees providing world class service to more than 12,000,000 residential and 1,000,000 commercial customers weekly. RSG has been the winner of the National Waste and Recycling Association "Driver of the Year" Award thirteen times. We are proud to serve over 2,700 Municipalities just like Joplin. Republic is much honored to be known for the important work its people do to provide an essential service to the Joplin community.

At Republic Services, we are passionate about what we do because we are passionate about you—our customer. Every day, we strive to make your world and our planet better. We are committed to providing reliable and responsible recycling and waste disposal services to you because we know our efforts have a direct impact on your homes, your communities, and your businesses.

As we serve residential, municipal, commercial, and industrial customers nationwide, we are dedicated to bringing you dependable solutions for your recycling and waste challenges. We are committed to on-time service for your needs while bringing positive changes to the environment in ways such as expanding our recycling offerings, responsibly handling your waste, and adding low-emissions vehicles to our fleet. We make it our priority to find new and innovative ways to best serve our customers, minimize environmental impact and make our planet better.

Committed to the Environment

We believe in protecting the planet and applying effective solutions to your recycling and waste challenges while collecting nearly five million tons of recyclable material annually. As part of our environmental commitment, we actively work to turn waste into energy while operating 69 landfill gas and renewable energy projects nationwide.

Philosophy and Values

At Republic Services, we are guided by five essential core values—to be Respectful, Responsible, Reliable, Resourceful, and Relentless in all we do, every day. Our highly passionate, professional team is reminded of these principles every time they see the five R's joined together to form the Republic Services Star. It's what makes us who we are, reminding us to keep our customers at the heart of it all.

Respectful:	We value others and demonstrate that in everything we do
Responsible:	We do the right thing—always and every day
Reliable:	We are trustworthy and accountable
Resourceful:	We maximize our strengths to get the job done
Relentless:	We work hard and never give up



The Five R's of The Republic Star



Respectful
Responsible
Reliable
Resourceful
Relentless

Respectful

- We value others and we demonstrate it through our behavior.
- We understand the rules, laws and authorities that govern us and we adhere to them.
- We appreciate that our customers pay our salaries and we serve them with courtesy and professionalism.
- We welcome diversity, favor open dialogue and overcome our differences to align with our team in supporting and achieving common goals.
- We accept and provide direction, feedback and coaching in a constructive manner to improve our performance both individually and as a team.
- We honor the reputation of the company as a leader in its industry.
- We care about the environment and we take actions to enhance and protect the environment.
- My personal actions are 100 percent consistent with my expectations of others.
- We believe that behaviors are just as important as outcomes.

Responsible

- We do the right thing, regardless of who is watching, even when it is inconvenient.
- We recognize our obligations and we take them seriously.
- We take ownership of our actions, including our successes, mistakes and failures alike.
- We understand our specific roles and requirements within the organization and we diligently carry out our duties. We do our jobs.
- We use good judgment in decision making.
- We take the time to educate our fellow employees on how to do the right thing.
- We are living examples of our integrity.
- We hold ourselves and others accountable for the highest level of ethics and performances.
- We will protect the environment.
- We recognize our obligations to our employees and their families to conduct our business affairs in a manner to which they would be proud.

Reliable

- We are trustworthy and can be counted on to make sound decisions which are in the best interests of our customers, employees and shareholders.
- We support and encourage our teammates and hold one another accountable in meeting our objectives and achieving our goals.
- We realize our customers depend on us and we regularly prove our worth by doing the job right.
- We care about our reputation; therefore we do what we say.
- We are results oriented and can be counted on to deliver.
- We know that we must prove ourselves, day in and day out, year after year.
- We always deliver on our commitments and promises.

Resourceful

- We have a large and very capable team and we work together to maximize our strengths.
- We are responsive to our customer's needs. We serve, assist and advise them with the coordination and support of the entire team.
- We know the waste stream is evolving and we bring expertise and innovative solutions to our job of managing the entire waste stream.
- We can handle anything. No job is too big or too small, too difficult or too complex. No competitor is too tough.
- We are stewards of our assets and resources and we protect and optimize them.
- We use our vast knowledge and experience to maximize the customer's experience.
- The toughest, most complex opportunities bring out the best in our team.
- We clearly understand the needs of our customers and develop services to exceed their expectations.
- We are comfortable in asking for support and assistance when challenged with a business problem and view reaching out as a sign of strength, not a sign of weakness.

Relentless

- We represent Republic and wear the Republic STAR with pride.
- We want Republic to be the best and we will persistently support the company's Purpose and Priorities.
- We won't settle for being average or mediocre. We are and will remain Excellence Driven.
- We believe in the Republic Way and will not cease in the pursuit of durability.
- We will not stop, we will never give up. We will succeed.
- We follow up. When we think the job is done, we examine the sustainability of our actions and follow up to make sure it's done.
- We never quit.
- We deliver on our promises, no matter what.
- We never settle for anything other than the best.
- We always hire the very best talent.
- We embrace a culture of continuous improvement.

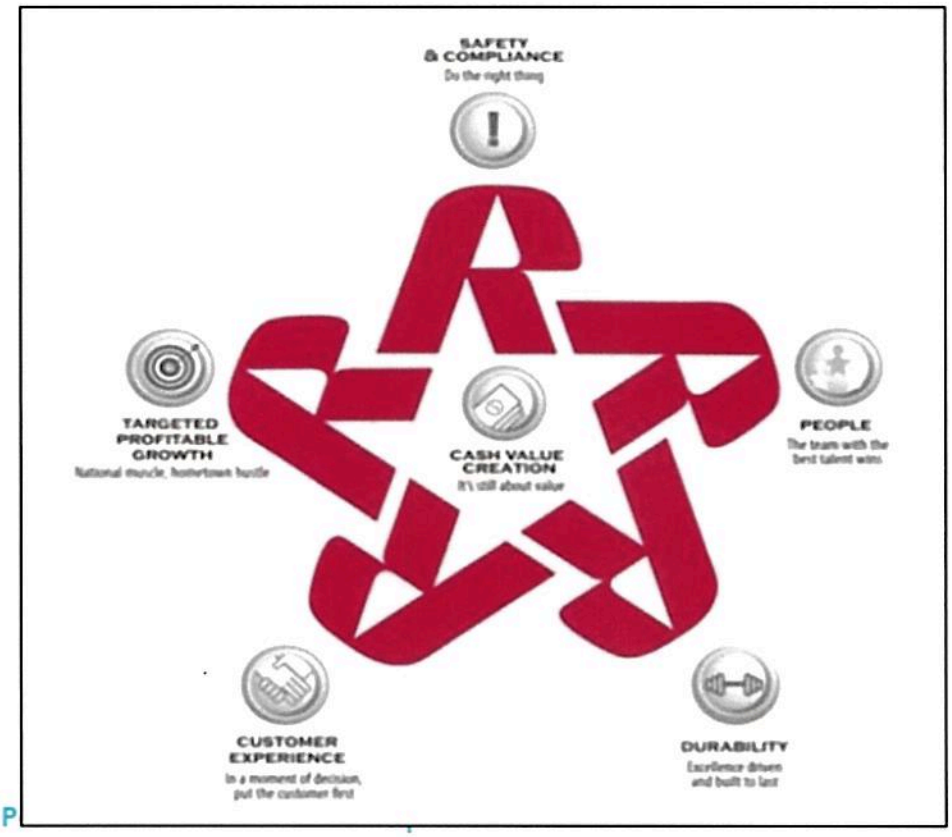
Republic Services Purpose and Priorities

Our Purpose

- To establish Republic Services as a company where the best people come to work devoted to meeting the needs of our customers every day.
- To consistently operate and vigorously grow our business with integrity and a commitement to the Republic Way.
- To deliver total waste stream solutions and provide environmental confidence for Republic's customers, while doing our part in stewardship of the planet's resources.
- To create sustainable economic value for all Republic Stakeholders.

Our Priorities

- Safety & Compliance – do the right thing
- People – the team with the best talent wins
- Durability – Excellence driven and built to last
- Customer Experience – In a moment of decision put the customer first
- Targeted Profitable Growth – National muscle, hometown hustle
- Cash Value Creation – it's still about value



CSR P

Galena Team

Republic Services of Galena Team (A. Qualifications (5.) page 20)

Republic Services of Galena is an Excellence Driven team of locally recruited and extensively trained professionals providing the industry's highest level of service. We are available any time if you have any questions or concerns regarding your service. Our local office of operations is located at 1715 E. Front St. Galena, KS. We have provided services in the four state area for forty plus years. The following people will be primarily responsible for the Joplin agreement.

Pete Forst, General Manager, 417-437-5019
Pete has been the General Manager over the Galena Business Unit for 21 years. He is responsible for the Bella Vista Arkansas, Cherryvale Kansas and Galena Kansas hauling divisions. He brings over 39 years of extensive solid waste industry experience. Pete is responsible for the management of two solid waste landfills, two transfer stations and three hauling companies with over 105 employees. Pete will ensure that the City of Joplin continues to receive excellent and safe service.

Antonio Arduengo, Operations Manager, 620-210-1910
Antonio has been the Operations Manager over the Galena Business Unit for one and a half years. He is responsible for the operations at three hauling companies. Antonio brings over seven years of solid waste experience working previously in Republic's Kansas City market and Lee County, South Carolina. He has a Bachelor of Science from the University of Central Missouri and a Masters of Business Administration from Baker University in Overland Park, Kansas. Antonio ensures that are drivers are continually trained, are providing excellent customer service and are always practicing the most effective safe-driving techniques.

Jennifer Fagan, Municipal Manager, 417-499-3739
Jennifer has been the Municipal Manager for nine years over the Galena Business Unit. She is responsible for thirty plus Municipal contracts in three hauling divisions servicing Missouri, Oklahoma, Arkansas and Kansas. She brings over 16 years of experience in solid waste in many different sales roles. She has a Bachelor of Science from Drury University in Springfield, MO and a Masters of Business Administration from Webster University in Fayetteville, AR. Jennifer will continue to serve as the Municipal Contact for the City of Joplin.

Shawna Jolley Allen, Customer Service Manager, 417-425-4250
Shawna has been the Customer Service Manager for nine years over the Galena Business Unit, Springfield and Little Rock Business Units. She is responsible for fifteen customer service representatives servicing our customers. She has over 19 years of experience in the waste industry holding different sales roles. She has a

Bachelor of Science from Kansas State University. Shawna will ensure that all customer concerns or questions are handled in a prompt accurate manner.

Trish Day, Controller, 620-210-2006
Trish has been the Controller for the Galena Business Unit for eight years. She is responsible for all of the financials for three hauling divisions, one landfill and two transfer stations. She has over 21 years of experience in the field. She received a Bachelor of Science from Missouri Southern State University and a Masters of Business Administration with Accounting Emphasis from Southwest Missouri State University in Springfield. Trish also has her CPA certification. Trish ensures that our accounting practices exceed all governance policies and guidelines.

Gerald "Mac" Gee, Maintenance Manager, 620-210-2009
Mac has been the Maintenance Manager for the Galena Business Unit for ten years. He is responsible for all Maintenance for three hauling divisions, one landfill and two transfer stations. He oversees 13 employees and 70 trucks. He has over thirty years of experience in his field. He graduated from Rio Hondo Technical College. Mac will continue to ensure we have safe equipment so we can provide the highest customer service to Joplin.

Jerry Herron, Operations Supervisor, 620-210-1117
Jerry has been the Operations Supervisor for thirteen years over the Galena Hauling Division. He has extensive solid waste industry experience with over 28 years with the Galena location. He is responsible for overseeing the operations of local routes/drivers and has been the supervisor contact for the City of Joplin residential contract for ten plus years. He has expertise on the routes and the streets of Joplin as he was a route driver prior to being promoted to supervisor. He will remain a point of contact regarding the daily operations of the City of Joplin.

Trevor Tilley, Operations Supervisor, 620-210-1116
Trevor has been the Operations Supervisor for eleven years over the Galena Hauling Division. He has extensive solid waste industry experience with over 15 years with the Galena division. He is responsible for overseeing the operations of local routes/drivers and has been the supervisor contact for the City of Joplin residential contract for ten years. He has expertise on the routes and the streets of Joplin as he was a route driver prior to being promoted to supervisor. He will remain a point of contact regarding the daily operations of the City of Joplin. He received a Bachelor of Science from the College of the Ozarks.

OVER 160 YEARS OF EXPERIENCE WITH YOUR GALENA MANAGEMENT TEAM

REPUBLIC SERVICES OF GALENA (RSG)

With years of experience serving Joplin, Republic Services' expertise, financial assets, and reputation makes the Company uniquely qualified to continue providing refuse and recycling collection services as requested in the Notice of Request for Proposal.

LOCAL COMMUNITY BUSINESS PARTNER (B. Technical Information 1. Pg. 20)

In addition to rendering world-class collection services generating recognizable customer approval, Republic, after many years, has developed and now enjoys an active partnership with the Joplin community and business groups. Other benefits of Republic's incumbency include the following:

- Absolute familiarity with Joplin customers and service area, including:
  - An accurate customer database and extensive customer history, complete with details of customer special needs and collection point access requirements, as well as a rapport with property owners and managers
  - Established collection days and schedules, and knowledge of street and traffic patterns
  - Containers on site and in service
- Existing infrastructure, including:
  - A powerful customer interface and work order system
  - Equipment tailored to the needs of City customers and programs
  - A highly efficient operations infrastructure located just minutes away
  - An experienced implementation/management team whom the City and customers recognize and trust

BENEFITS OF INCUMBENCY

Republic is a known entity through its long service history and proven track record of exemplary performance and safety in Joplin. The Company has all the personnel, systems, equipment, and infrastructure in place to allow it to continue providing the same excellent service the City has come to expect. By continuing to utilize Republic as its contractor, the City will eliminate all risk, expense, and customer inconvenience associated with transitioning to a new contractor. Resources can then be directed toward enhancing the recycling program.

Having served the City of Joplin for nearly ten years on an exclusive basis, Republic has an intimate working knowledge and complete familiarity with the City's service conditions and requirements, including:

- The City's residential customer base, current collection days and routes (collection schedule), and the resultant optimal level of efficiency and minimal service disruptions to customers when new programs are implemented or routes added as the City continues to grow
- Container needs, including set-out requirements and special collection needs of residential customers—including those customers with unique collection applications and/or set-out locations such as time-sensitive collections, atypical container locations or collection requirements, container pushes, valet services and rapport with property owners
- Street and traffic patterns in the City and collection time frames relative to safety-sensitive areas such as schools, community centers, parks, libraries, and business districts
- An existing customer service and work order system, including a history of customer requests, service notes, special service needs and customer requirements
- A highly efficient operations infrastructure, including a transfer station just minutes, providing timely access for the City and the community
- An established infrastructure that meets the needs of Joplin residents that is in compliance with the Agreement between the City and Republic
- Equipment in place that is tailored to the needs of City customers and programs
- Customer Service Department with the knowledge of the City and the programs in place for all customers

When taken in the aggregate, these elements, and many more, have significant value to the City and its residents. There is tremendous value associated with citizens' familiarity with Republic drivers, supervisors, and customer service procedures. RSG's level of service and extensive working knowledge of the City of Joplin is priceless. With established procedures already in place, Republic efforts can be focused on the progressive movement of recycling services offered in our enhanced programs.

A RELIABLE ENVIRONMENTAL PARTNER

Republic is excited about the opportunity to continue its partnership with the City of Joplin. The Company's experience and qualifications in environmental management and recycling collection services, public education, customer service, and safety sets it apart from its competitors in meeting the long-term collection, disposal, and recycling needs of the City. Each public/private partnership is unique, and programs and service levels must be tailored to the various features in each community and neighborhood. Republic's approach is comprehensive, meets the City's goals and results in a significant financial and environmental benefit to Joplin taxpayers. Years ago, Joplin and Republic united to establish a cart program for the collection system. The success can be attributed to the citizens of Joplin and the Republic team.



Collection Equipment

COLLECTION EQUIPMENT (Sec. 2.8 a.)

One of the prominent advantages the City and the residents have in evaluating the program is Republic Services has a proven record of equipment maintenance and capabilities to perform this contract. The City has experienced first hand our abilities to provide the best possible and most innovative equipment and service in the area. RSG will continue to exceed your expectations in everyway regarding safety and equipment.

Republic Services of Galena's collection equipment in place today for the Joplin agreement:

Unit	Mfg. Year	Spec - Body Type
0004-4393 (Service Truck) 4393 Galena KS	2005	Utility
0008-4393 (PICKUP) 4393 Galena KS	2009	Pickup Truck
0011-4393 (Service Truck) 4393 Galena KS	2011	Service Truck
0015-4393 (PICKUP) 4393 Galena KS	2013	Pickup
0016-4393 (PICKUP) 4393 Galena KS	2014	Pick Up Truck
0017-4393 (Cont delivery) 4393 Galena KS	2007	Stake body
1202-4393 (FEL) 4393 Galena KS	2009	Commercial - FEL
1203-4393 (FEL) 4393 Galena KS	2009	Commercial - FEL
1222-4393 (FEL) 4393 Galena KS	2006	Commercial - FEL
2012-4393 (REL) 4393 Galena KS	2000	Residential - REL
2016-4393 (REL) 4393 Galena KS	2001	Residential - REL
2019-4393 (REL) 4393 Galena KS	2002	Residential - REL
2021-4393 (REL) 4393 Galena KS	2004	Residential - REL
2023-4393 (REL) 4393 Galena KS	1999	Residential - REL
2026-4393 (REL) 4393 Galena KS	2007	Residential - REL
2202-4393 (FEL) 4393 Galena KS	2009	Resi Curotto Can-FEL
2204-4393 (FEL) 4393 Galena KS	2009	Resi Curotto Can-FEL
2208-4393 (FEL) 4393 Galena KS	2012	Resi Curotto Can-FEL
2209-4393 (FEL) 4393 Galena KS	2012	Resi Curotto Can-FEL

2211-4393 (FEL) 4393 Galena KS	2014	Resi Curotto Can-FEL
2212-4393 (FEL) 4393 Galena KS	2014	Resi Curotto Can-FEL
2221-4393 (FEL) 4393 Galena KS	2015	Resi Curotto Can-FEL
2401-4393 (ASL) 4393 Galena KS	2010	Automated Side Load
2402-4393 (ASL) 4393 Galena KS	2010	Automated Side Load
2404-4393 (ASL) 4393 Galena KS	2008	Automated Side Load
2407-4393 (ASL) 4393 Galena KS	2008	Automated Side Load
3012-4393 (R/O) 4393 Galena KS	2005	Cable
3013-4393 (R/O) 4393 Galena KS	2005	Cable
3014-4393 (R/O) 4393 Galena KS	2006	Cable
3017-4393 (R/O) 4393 Galena KS	2007	Cable
3019-4393 (R/O) 4393 Galena KS	2013	Cable
3021-4393 (R/O) 4393 Galena KS	2014	Cable
3401-4393 (R/O) 4393 Galena KS	2011	Cable
7001-4393 (Trailers) 4393 Galena KS	2002	R/O PUP - Wet
7003-4393 (Cont delivery) 4393 Galena KS	1998	Cart Del
7004-4393 (Trailers) 4393 Galena KS	1999	R/O PUP - Wet

Republic has the unique advantage of having identified the equipment best capable of servicing the requirements of this contract. The Company will continue to provide hassle-free service to the citizens of Joplin in the most efficient and safe manner possible. In addition to the equipment performing the agreement, RSG has unlimited fleet resources across the nation to provide additional support if the need arises. "*National Muscle, Hometown Hustle*"

Standardization of the fleet produces maintenance economies of scale and promotes greater safety, since most drivers will use like equipment. Standardizing the fleet lowers the cost associated with stocking parts for various manufacturers; allowing maintenance personnel to work more efficiently. Expertise in routing configuration and the engineering of wheel weight distributions maximizes payloads and efficiency while minimizing Republic's carbon footprint. This allows for greater fuel efficiency and less wear and tear to City and private roads. We will also be purchasing a new Residential Front Loader for the recycling program.

Why Republic?

WHY REPUBLIC?

Republic's strict culture of safety has resulted in much safer OSHA score than the industry average. For example, in 2012 the industry average OSHA score was 6.4, while Republic's OSHA score registered considerably safer at 3.5. The advantages of Republic's holistic and effective approach to the provision of daily collection services include the following:

Advantage #1: SAFETY

Republic's comprehensive safety program includes daily safety training and reminders to drivers. The result of Republic's award-winning program is not only increased safety, but increased efficiency due to fewer safety incidents, as well as significantly lower costs. The comprehensive program includes these primary components:

- OSHA TRAINING
  This includes Republic's Injury and Illness Prevention Program, Hazards Communication, Personal Protective Equipment, Lock-Out/Tag-Out Procedures, Accident Prevention Signs and Tags, Blood Borne Pathogens, Emergency Response, Fire Extinguisher, Storm Water Pollution Prevention Control, Confined spaces and Drug/Alcohol Awareness directives.

- FOCUS 6 TRAINING
  This Republic program goes over and above required safety training to address the six types of losses with unacceptable levels of human suffering: Intersection, Employee, and Rear collisions, Rollovers, Backing and Pedestrian

- SAFE HANDBOOK
  Republic's Safe Actions for Excellence handbook which addresses Republic's Safety Policies and Procedures, Servicing Customers, Driving Defensively and Common Accidents

- DTS/DTE PROGRAM
  Republic's Dedicated to Safety/Dedicated to Excellence program rewards employees for safety and service excellence.

ADVANTAGE #2: EFFICIENCY

In addition to its strict culture of safety, Republic continually reviews its practices and operations to ensure the highest level of efficiency. Republic's holistic approach encompasses efficiency from every possible angle, including:

- EXPERT ROUTING
  In addition to significantly increasing safety and efficiency, proper routing also minimizes street wear and tear and environmental impacts. Proper routing requires a thoughtful planning process, which Republic takes seriously. There are three main steps in the route optimization process as indicated below:

  1. Operational Analysis and Data Preparation
  2. Route Optimization
  3. Results and Implementation

  To accomplish the above, Republic utilizes Route Editor, a true route optimization tool developed specifically for the waste collection industry which Republic now owns and continues to develop. More sophisticated than UPS' routing software, Route Editor has a specifically tailored operations research computation technique as part of its core route optimization algorithm. Another tool, Republic's RESOP program, helps Route Supervisors maintain and improve existing routes through regularly-scheduled ride-alongs with Drivers to monitor routes for safety hazards, greater efficiency and customer service improvements.

- SERVICE RIGHT-SIZING
  Through Republic's initial and ongoing outreach and technical assistance efforts multi-family customer collection services or additional cart needed will be right-sized to eliminate excess capacity, optimize diversion and minimize vehicle miles traveled.

- CONTINUOUS IMPROVEMENT
  Republic employs a model of continuous improvement throughout every department, most importantly, operations

- DATA MANAGEMENT TOOL: INFOPRO
  Republic's InfoPro software is the backbone of the Company's customer management system, as indicated previously. InfoPro is the main customer database. Billing information, service location, container specification and rate information are the primary components of this module. Accounting controls as well as collection event information is displayed.

ADVANTAGE #3: ACCOUNTABILITY AND PERFORMANCE

Republic is known for its accountability, transparency and controls it uses throughout the company, for which Republic has been amply acknowledged. The programs and initiatives proposed for use in Joplin are, for the most part, utilized throughout Republic already as standard operation procedure.

- DRIVER OVERSIGHT

  Each Republic Driver is assigned a scheduled start time that meets the collection hours specified in Republic's contract with the City. Each Driver completes a Driver Service Management slip which includes employee name, route, truck and time leaving the operations base which is used to open the route in Infopro. Opening the route allows the Dispatch team to modify the route as additional requests are communicated to Republic by customers.

- BEST IN INDUSTRY DRIVER TRAINING

  Republic's Driver/safety training is without doubt the best in the industry. Republic has, as evidenced throughout this Proposal, invested heavily in safety education for all employees and most especially its collection personnel. Republic's Driver training is comprehensive and is administered daily. Safety topics are well-researched, thoroughly reviewed for compliance and comprehensiveness, compliant with all regulations and delivered per an organized schedule that also syncs with seasonal collection challenges, such as inclement weather or heat.

- PERFORMANCE METRICS

  To ensure outstanding customer service, Republic self-monitors and publishes collection performance metrics internally so that any Republic employee can view Division, Area, Region or overall performance data. Each service opportunity is tracked through to completion. Completion times are assigned for each individual type of service opportunity and cannot be overridden. The following actions are tracked, reported and monitored through InfoPro in connection with services: missed pick up recovery, container delivery, container exchange, container request, extra pick-up request and on-call service request. In the case of missed pick-ups, Republic has a policy of accepting all reports of missed pickups as a legitimate miss, never questioning the customer. Because this information is posted for all employees to see, Republic maintains a low non-compliance rate, as evidenced by the outstanding rates posted by Republic's local divisions. **Galena hauling division averages 1.19 misses for every 10,000 residential customers.**

ADVANTAGE #4: THE RIGHT EQUIPMENT AND THE RIGHT PEOPLE

Republic has a rigorous employee recruiting and retention program. Republic is committed to not just being a service provider of choice, but also an employer of choice. It is Republic's goal to provide every employee with a rich, rewarding career experience and the leadership team is committed to talent development, career advancement and training. Republic's Human Resources team holds monthly career pathing conversations where employees can discuss their futures with Republic. Development plans are created to help employees reach their career potential in a particular function or to expand into other areas.

Republic also maintains an average spare fleet of 17 percent. Also, because Republic purchases over 750 collection vehicles each year, it has considerable design input, which has yielded collection vehicles with optimized carrying capacity, which significantly reduces emissions and vehicle miles traveled. Republic's clean fleet initiatives are being introduced in every region of the United States. Republic's is making significant efforts to reduce diesel fuel consumption and improve air quality to the greatest possible extent through its expanded use of alternative fuels. At the current rate of conversion, Republic plans to have more than 3,100 trucks nationwide running on natural gas and other alternative fuels by the end of 2015.

In addition to recruiting, training and retaining the very best employees—providing them with the right equipment, incentives and ongoing extensive training, Republic also has in place a dedicated and elite team of collection personnel specifically trained to respond on a moment's notice to emergency situations.



Requirements

REQUIREMENTS: (Section 1.3), (B. Technical Information (1) and (c) (f) page 20)

SOLID WASTE

Republic Services will continue to provide the City with well-trained and experienced personnel and equipment to provide high quality solid waste management services to perform the duties as outlined in this proposal in an efficient and adequate manner. Republic Services and personnel have the experience and equipment to fully satisfy the requirements presented in the RFP. Republic Services will at all times have their trucks in good working order to perform its duties adequately and efficiently. The proposed plan of operation for waste for this contract will remain unchanged. Routes will continue to operate under the current conditions with no changes in the pickup schedule. This will allow for no confusion or disruption in service. Republic has a deep understanding of the service area and assures a seamless and successful transition with no surprises to the customer. Republic will utilize the 95 gallon cart for all trash pickup on a weekly basis. RSG will also provide a second cart for those who require this for no additional fee. Republic currently has close to 20,000 carts in place today for Joplin residents.

If at any time, RSG must need to make changes to the current routes due to growth or efficiency we will notify the city prior to making the changes. RSG will provide those who would be affected with sufficient notice of any changes. This would be done thru a "tagging" system in which we would tag each house affected with the proper information and advanced notice.

Republic will resolve all complaints or issues as required in the RFP. All issues will be logged into Infopro with resolutions also documented. RSG will comply with all the requirements for reporting regarding such issues as expressed in the RFP. RSG will work with the City in reporting and providing the needed information in whatever manner the City wishes to receive this information.

BULKY ITEMS

All bulky items will be placed curbside on their regular service day and will be serviced on a weekly basis just as they are today. No requirement is needed to call customer service for such items to be picked up. This program will remain unchanged as the residents of Joplin have been participating in this program for some time. This will allow no disruption or change in their current service. This service will be included in the base residential rate.

YARD WASTE

The required yard waste will be placed curbside in their cart or curbside on their regular service day and will be serviced on a weekly basis as they are today. No requirement is needed to call customer service for such items to be picked up. RSG encourages the cart to be utilized for the yard waste. This program will remain unchanged as the residents of Joplin have been participating in this program for some time. This will allow no

disruption or change in their current service. This service will be included in the base residential rate.

RECYCLING

The proposed plan of operation for subscription recycle will utilize a 95 gallon cart for all recycle pickup on a weekly basis **beginning April 1, 2016**. The resident will place cart in the same area of the trash cart. A separate new front load residential truck will collect all recyclables. Republic will purchase carts and they will remain the property of Republic. All carts, both trash and recycle, will be maintained by Republic. Residents choosing to participate in the recycle program will have two carts; one for trash and one for recycle.

Because this is a new subscription program, Republic will allow a "sign-up" period prior to delivery of any containers. Once the original sign up period is over, carts will be delivered to those choosing to participate in the program. Each cart will have instructions attached to cart explaining the program and what is acceptable. The cart will be the same as the trash cart however distinguished for recycling based on the lid color—Light Blue. After the program starts, residents wishing to start after the initial rollout will be signed up and delivered in accordance to the service standards.

Republic will begin the cart acquisition phase immediately upon authorization by the City in order to start April 1, 2016. Republic has already identified staging locations conveniently located throughout the City. Final staging locations will be selected based on efficiency and safety of cart deployment to customers with City approval. As carts are received they will be delivered to these locations and then deployed methodically according to a well-coordinated and comprehensive plan. Republic generally attempts to complete cart deliveries within route boundary areas on the same day since customers will call in if a neighbor receives a cart when they have not.

Republic will work in conjunction with the City to promote the program to increase participation. Republic will schedule with the grade schools a recycle promotion program to attempt to increase awareness in conjunction with the Recycling coordinator. Examples of the flyer will be included in the proposal for your review.

SINGLE STREAM RECYCLING—COMMINGLED RECYCLABLE LIST OF ITEMS ACCEPTED

- ✓ Aluminum Cans, Trays & Foils (trays and foils must be clean) Examples: Soda cans, beer cans, pie trays, aluminum foil
- ✓ Steel Cans, Tins and Aerosols (all must be empty) Examples: Spray paint, hairspray, air freshener, deodorant spray, vegetable cans, soup cans, etc.
- ✓ Plastics #'s 1, 2, 3, 4, 5 & 7 (all lids and labels may remain on container)

- #1 PET (clear and green plastic resin) such as soda, water, and flavored beverage bottles)
- #2 HDPE (clear plastic and colored resin) such as milk and juice jugs, dishwasher and laundry detergent, fabric softener and bleach bottles
- #3 HDPE (colored plastic resin) such as health and beauty aid products, medication bottles, household cleaners and air fresheners
- #4 LDPE (grocery containers) such as butter, margarine, cottage cheese, sour cream, chip and dip tubs, frozen desert cups, gallon ice cream containers, coffee cans and coffee creamer containers
- #5 PP (grocery containers) such as yogurt cups, narrow neck syrup, spices and seasoning containers, ketchup, mustard, and salad dressing containers
- #7 Plastic Resin such as plastic buckets, kitty litter containers (5 gallon size maximum)

✓ Commingled Paper Fiber—If you can tear the paper it will recycle Examples: Newspapers (remove plastic sleeve), magazines, catalogs, telephone books, office, computer, and notebook paper (no metal clips, spirals, binders), school papers, drawings, pictures, paperback books (no hard covers), mail, junk mail, envelopes (no plastic cards, stick on labels or unused stamps), wrapping paper (no ribbons or bows) and paper bags.

✓ Cardboard and Chipboard Examples: Pizza boxes, cereal, cake, food mix, gift boxes, Soda and beer can carrying cases

CITY FACILITIES:

Republic will provide the needed front load dumpsters for all city facilities. Republic will service in accordance to the services described in the RFP. Both recycling and waste disposal services will be provided as well as roll off services as needed. Equipment will be provided by RSG. Pricing for these facilities is addressed in the pricing tab.

PENDING/EXISTING LITIGATION: (Section 2.8 h.)

There is no current litigation to disclose for Allied Services, LLC for Galena division only. We can provide pending or existing litigation if you need the scope broadened.

EMERGENCY/DISASTER PLAN (B. (c) page 20)

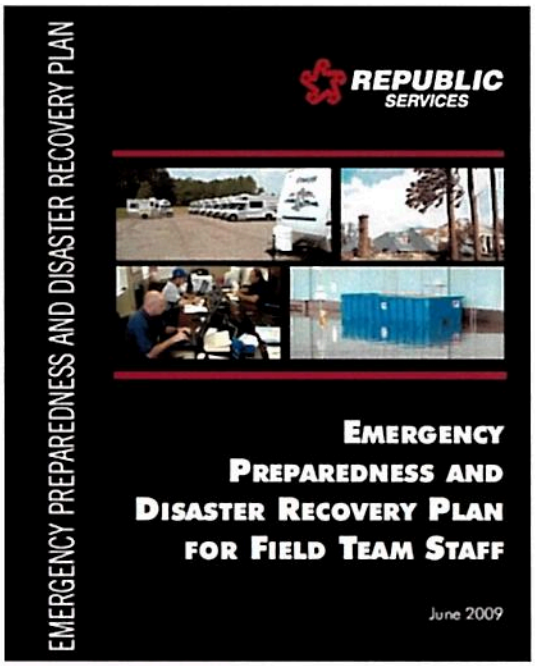
Republic has tremendous experience in assisting communities throughout the southwest cope with inclement weather of all types and other unique service challenges.

Republic is FEMA certified as a critical services provider, securing direct access between Republic and the Agency in case of a natural disaster.

Republic's national and local infrastructure and assets are described throughout this proposal. The following is offered as evidence of Republic's ability to respond to major emergencies, such as natural disasters:

- Republic is a FEMA-certified critical services provider.
- Republic emphasizes preparation for emergencies with little or no advance warning associated with them, demonstrated through the enclosed *Contingency Plan* and Republic safety plans.
- Every Republic Division, nationwide, is responsible for establishing a Partner Division relationship to provide immediate additional assistance as may be required, and this is true in the Joplin area;
- Several local and neighboring hauling divisions with hundreds of trucks, employees, and a post-collection infrastructure to support clean-up efforts.





Republic's *Contingency Plan* is continually updated, with a first focus on the protection of human health and the environment. The *Contingency Plan* provides guidance to local business units in preparing for an emergency or recovery of a natural disaster. Each Republic Senior Vice President is an owner of this plan and implementation of it in their region. The *Plan* also accomodates differences in threats based on geography through a structure of varying layers of preparation.

Note: Republic's *Contingency Plan* is 188 pages in its entirety. As such, Republic has conveyed the plan's *Key Components* on the following page. If the City is interested in viewing the entire document, Republic will provide it upon request.

REPUBLIC SERVICES

We'll handle it from here.™

JOPLIN EXPERIENCE

May 22, 2011 was one of the most devastating tornados ever recorded. Republic quickly mobilized equipment and personnel from across the nation to accomplish what would seem impossible. Revitalization of disaster planning at the corporate level occurred after this tornado. Republic was on site, performing cleanup work in Joplin days before any governmental agency was deployed and working. There is no way to convey in words Republic's ability to not only disperse equipment and personnel to commence cleanup of the unimaginable amounts of waste in Joplin, but the extreme care it took of its employees and their families during this critical time such that work could progress. The company provided housing, hot meals, grocery money, and a stipend to every family affected.

Republic replaced over 4,500 carts and hundreds of commercial dumpsters. Republic worked daily with the city in order to make sure that they knew "*We'll handle it from here*" hoping to allow them to focus on other important issues. Road signs were gone and thousands of people without electricity—an experience none of us will ever forget. For months the cleanup ensued and Republic was there every day. There are many reports of the cleanup tonnage but what is not included is the residential tonnage that was serviced by Republic. Tons of household garbage was removed (all refrigerated items, household debris) under the residential contract with no questions asked as Republic worked endless hours contributing to recovery efforts for the City of Joplin. It was our privilege to show the City of Joplin the unending support from Republic through this unimaginable time. This was our community, our families, our customers and our friends and together we made the unimaginable suddenly seem manageable.



- CITY OF BELLA VISTA ARKANSAS
  P.O. BOX 5655
  BELLA VISTA, AR 72714
- CITY OF BENTONVILLE ARKANSAS
  117 W. CENTRAL
  BENTONVILLE, AR 72712
- CITY OF CARTHAGE MISSOURI
  326 GRANT
  CARTHAGE, MO 64836
- CITY OF CARL JUNCTION MISSOURI
  P.O. BOX 447
  CARL JUNCTION, MO 64834

EXPERIENCE/REFERENCES (Sec 2.8 d.)

The City of Joplin has the unique advantage of knowing first hand the unparalleled quality of service provided by Republic Services. The Company stands committed to providing the best service possible maintaining our undeniable track record of success, integrity and proven reputation in Joplin while continuing to be stewards of our environment and communities we serve. **With Republic's history of minimal issues and numerous compliments, our best statement of experience is the citizens of Joplin, Joplin City Council, Joplin City Manager, Joplin Mayor and City staff.**

Other local communities proudly serviced by RSG:

City of Bella Vista Arkansas
Mayor Peter Christie
Residential Solid Waste and Recycling
479-876-1255
20 plus years experience

City of Carthage, Missouri
Tom Short, City Manager
Residential and Commercial Waste
417-237-7004
10 plus years experience

City of Bentonville Arkansas
Mayor Bob McCaslin
Residential and Commercial Solid Waste
479-271-5966
30 plus years experience

City of Carl Junction, Missouri
Mayor Mike Moss
Residential and Commercial Waste
417-649-7237
20 plus years experience

More references are available if needed as we service over thirty municipalities in the area



REPUBLIC'S JOPLIN CREW

HOLIDAY SCHEDULE (Sec B. (d) page 20)

Republic will continue to observe six holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. If the holiday falls during the week, route days will be delayed one day with Friday being serviced on Saturday.

INCLEMENT WEATHER POLICY (Sec B. (d) page 20)

During periods of inclement weather, primarily snow and ice, Republic may need to delay or suspend collection for the safety of the public and the Company's employees. The operations team will evaluate each situation as it arises and make a unified decision to suspend or delay collection for the entire City depending on the condition. If this occurs, collection days will be moved back in accordance to the suspension. Normally if one day is missed, services will be one day behind. If two or more days are missed, regular service will resume once it is safe. Those missed due to weather will be serviced their next service day taking all waste. Areas that are deemed unserviceable due to the weather conditions will be collected as soon as conditions allow. Notification will be on the City website, local Republic website and local television stations. Republic will continue to work with the City as demonstrated in the past to resume service as quickly as feasible. In rare situations, special arrangements may be made to provide service in the event of a long period of delay. This information is described in the Emergency/Disaster Plan.

DISPOSAL SITES (Sec 2.8 f.)

Republic will utilize two possible landfills, Prairie View Landfill in Lamar, MO and Resource Recovery in Cherryvale, KS. Both landfills are owned and operated by Republic Services and are currently in compliance with all applicable site regulations and permitting requirements and has no current regulatory concerns. Prairie View is located at Junction Hwy DD and I-49 and Resource is located at 4237 County Road 5300. Remaining capacity on Prairie View is 10,000,000 cubic yards or 22 years of expected life remaining. Their solid waste permit does not expire. Prairie View Landfill is a waste to energy landfill and also provides funding to the Region M Solid Waste District. Resource Recovery has remaining capacity of 790,000 yards or 13 years expected life remaining. Their solid waste permit is renewed annually in July. Republic has access to many years of disposal which will ensure the Joplin residents that all disposals will meet the requirements under the law. Republic will utilize the Galena Transfer Station located at 1715 E. Front Street in Galena, KS. Waste will be dropped at this facility and then transferred via transfer trailers to one of the above mentioned landfills. Information regarding the disposal sites is located in the Additional Information tab.

Republic's current plan for recycling drop off will be Triple R Recycling, LLC, which is a **local Joplin Missouri** company. They are located at 510 S. Tyler Avenue. The

information regarding Triple R Recycling LLC is located in the Additional Information tab. They will process and then ship to New American Recycling Company in Springfield, MO. They are located at 357 N. Forte Avenue. This location has capacity per day of thirty tons and operates under a Springfield Business License #BUS2013-00474.

Customer Experience

CUSTOMER SERVICE

Republic takes pride in the efficiency of its call center and team of professional, experienced Customer Service Representatives (CSRs). To create customer service excellence, Republic continually develops its extensive library of customer service training materials, programs, and tools which are regularly reviewed and updated. All current CSR's have extensive knowledge and expertise in the Joplin contract. Again, Republic customer service metrics are tracked internally, and **all** employees receive initial and ongoing customer service training.

CUSTOMER SERVICE/ROUTE INFORMATION INTERFACE

Republic's technology expertise is grounded by a team of seasoned information technology professionals dedicated to the identification, development, and integration of advanced and appropriate technology solutions to automate data capture and reporting functions to the greatest possible extent. Republic currently uses, in several US markets, a sophisticated suite of integrated applications to ensure Republic and its municipal clients have access to accurate data. The brief description of each primary technology component follows.

INFOPRO

Republic's InfoPro software is the backbone of the Company's customer management system, as indicated previously. InfoPro is the main customer database. Billing information, service location, container specification, and rate information are the primary components of this module. Accounting controls as well as collection event information is displayed. A direct link to the Accounts Receivable is available. Sales management information including territory, representative, contract information, SIC, and key contacts are stored in the service location section.

The container's routing, processing/disposal and billing schedule is defined. The rate logic allows for multiple rate variations to be applied to the single container group such as: monthly rates, lift rates, volume rates, excess weight disposal, minimum lifts, multiple additional rates, and supplemental service rates. Historical rate information is also retained. Each service location (site) within the customer account has a unique contract number; each service location can have multiple containers types such as front loader, front loader recycling, or roll-off. Line of business is designated at the container level.

There is a high level of data flow and interaction between the different modules, thus eliminating duplicate keying in any area. At the end of the day the information that has been keyed into InfoPro by the various users of the system is processed. At that point, history files are updated, charges are generated for customers, production values are updated, container inventory is updated, and preventive vehicle values are also calculated. InfoPro routing and dispatch modules are fully integrated with Republic's customer portal, *My Resource* which allows customers to view their accounts and service levels, review and pay invoices, and submit service requests.

TRUX

TRUX Weigh-IT is the industry standard software for ticketing, billing, materials management, and accounts receivable processing in the waste industry. Designed specifically for landfills, transfer stations, and recycling facilities. Weigh-IT is a Windows-based application which uses the .NET platform and Microsoft SQL service technology to organize and securely store data. Weigh-IT is scalable and capable of handling operations and billing processes for any size company, from single-site facilities to multiple scale locations with centralized reporting. Scale ticket entry has been optimized to be as quick and efficient as possible, allowing scale operators to process loads quickly. All Republic-owned facilities as of 9/30/14 and listed in this proposal run TRUX software.

DOSSIER

At its core, Dossier includes a powerful and flexible relational database which helps users manage fleet assets. Dossier allows for the definition of an unlimited number of asset categories, and each category may have an unlimited number of user defined characteristics. There is no practical limit to the number of assets which may be maintained with the Dossier system. Installed Dossier system sizes ranges from single locations with less than ten assets, to large enterprise systems with hundreds of shops or sites, hundreds of thousands of assets, and thousands of users. Assets can be added or inactivated at any time by user personnel with appropriate program security credentials.

Dossier also provides the business management environment for the support of maintenance management, namely cataloging of maintenance, operations, and management personnel along with relevant licenses and certifications, parts, or along with relevant licenses and certifications, parts and inventory management, as well as a purchasing environment for materials and externally sourced services.

In addition to characterization of static asset data, Dossier's unique architecture allows for the definition of hierarchical scheduled maintenance activities and equipment and parts warranties based on time and/or utilization. Once assets exist in Dossier, the program tracks all asset activity, including, but not limited to:
Scheduled and unscheduled work, including cost, parts, technician, and time spent; Work and cost performed by external providers; The asset utilization in terms of miles and hours; Fuel and parts inventory and individual asset usage; Special handling for tires, and tracking even if transferred to different assets or sent out for recapping; Requests for work or repairs reported by drivers and technicians.

Data capture functions are automated in Dossier eliminating duplicate entry and associated errors. Some of this automation is achieved within Dossier and some is the result of live interfaces to other business systems. For example, Dossier can electronically import fuel dispensing systems records and external provider work records.

The true benefit of Dossier's ability to integrate data from a variety of sources, as in the above example, is the resulting business analysis and decision support, including cost and productivity optimization, compliance, and safety management. Dossier includes management dash-boarding for key fleet metrics such as fuel cost and efficiency, preventive maintenance on-time scorecard, and more. The system containers over 150 built-in reports which allows Republic to get clarity and so drive improvements and change in its fleet operations. Dossier is a best-in-class fleet management tool designed to optimize maintenance operations.

MY RESOURCE



Republic's *My Resource* web portal and mobile application allows customers to self-manage their services. After a one-time registration process, users can establish their billing and notification preferences and grant/restrict access for other account users.



Through *My Resource*, customers can view account information, services, view multiple accounts and set preferences across multiple accounts, and view service details at each location in the account. Customers can self-manage the following functions:

- Schedule an extra pick-up;
- Report a missed collection and reschedule service;
- Schedule container repair; etc.

My Resource™

All new technology made with your customers' needs in mind.

Use this sheet as a guide to help communicate the benefits of My Resource with your customers:



Easy signup

Visit RepublicOnline.com, or go to the App Store/Google Play Store and search My Resource to download the app. Then, create a username and password – it's simple and free.

Service requests with the touch of a button

- Schedule a pickup
- Report a missed pickup
- Request a container repair
- Discover new products and services

Simplified location management

From any device, you can view all your business locations and their services, as well as add or remove account users.

Organized records

My Resource lets you view past bills and service requests.

Prompt notifications

Pay on time, all the time with optional email notifications about upcoming bills.

Convenient payment options

Pay your bill anywhere, on any device, or select auto payments. Not for you? No problem. We can continue sending a paper bill, instead.

One Blue Planet™ for all

My Resource makes it easy to benefit your business and the planet.

HELP CUSTOMERS SIGN UP FOR MY RESOURCE IN 4 EASY STEPS.

1. Visit RepublicOnline.com, or go to the App Store/Google Play Store and search My Resource to download the free app.

Available on the App Store | ANDROID APP ON Google play

2. Click "First time here? Please register."
3. Have your customer enter their account number, invoice number and email address, and click "Sign Up."
4. Follow the directions on screen to finalize registration.

Don't forget! Encourage customers to learn more about how they can benefit their business, home and life at RepublicServices.com

REPUBLIC SERVICES

We'll handle it from here.™

©2014 Republic Services, Inc.

CUSTOMER EXPERIENCE—A REPUBLIC PRIORITY

Republic views customer service not merely as a function, but rather as the reason it is in business. As such, a laser-like focus on customer experience is woven through all aspects of daily business at Republic, as is evidenced by Republic's customer service training, which is comprehensive, geared toward each particular position type, assigned, required initially and annually thereafter, and monitored. Recognizing the importance technology plays in measuring and improving performance and customer satisfaction, in addition to the sophisticated suite of tools in current use at Republic, the Company has charted a critical path to evolve its technology to enhance environmental mindfulness, accountability, and customer service providing real-time metrics and enabling additional communications channels for the City and customers.

Republic self-monitors its performance and has built in the ability to do so at every level. For example, Customer Service Representative (CSR) performance is monitored through the automated collection of a number of metrics and also through live monitoring of phone calls. Republic is committed to one-call resolution of all customer inquiries. Driver performance is monitored through the gathering of metrics from a variety of sources and the posting of these metrics on the Company intranet to inspire friendly competition among hauling divisions. Results are monitored and used to help employees continue to develop along their chosen career paths and so Republic can hold true to its model of continuous improvement. Republic's *Customer First* principles guide employee interaction and the prioritization of work throughout the Company.

As one of the nation's leading waste services companies and holding a significant share of the four states municipal accounts, Republic brings to the City a toolkit of sophisticated resources which will likely exceed the City's customer service requirements.

Delivering an exceptional customer experience to each customer is Republic's first priority and the cornerstone of program success. Each and every Republic employee, from Drivers to Republic's executive team, receives formal initial and ongoing customer service training.

Recognizing the importance technology plays in measuring and improving performance and customer satisfaction in the management of exclusive municipal collection franchises, Republic will utilize advanced resources to provide an exceptional level of efficiency, environmental mindfulness, accountability, and customer service providing metrics and enabling additional communications channels. These resources and tools are the result of a thorough investigation of Best Available Technology (BAT) and the collaborative efforts of Republic's Geospatial Intelligence, Information Technology, Customer Service, and Marketing teams.

Customer First Principles

These guide Republic's daily operations and customer interactions to ensure consistently excellent service.

1) Quality Personnel

Republic recruits and retains highly skilled and experienced personnel and compensates and incentivizes them accordingly.

2) Easy Communications

Republic maintains a high ratio of CSRs to customers so that customers have as much time with Republic CSRs as necessary to respond to any inquiry or permanently resolve any service matter. Customers have multiple communication channels to Republic's customer service team to facilitate open and easy communication.

3) Timely One-Call Resolution

Republic has detailed policies and procedures for its customer service systems and controls which facilitate expeditious concern resolution and follow-up. Republic's use of proven and appropriate methods, field communication, and same-day complaint resolution translates into timely and efficient response.



When customers contact Republic through the My Resource web portal or mobile application, information is immediately and directly sent to the proper department for prompt handling.

4) The Customer is Right

Republic employees are coached to give the benefit of the doubt to every customer even if facts may imply customer error. This friendly approach generally mitigates future calls and prevents unnecessary complaints to City staff.

5) All Republic Employees Trained in Customer Service

To ensure a high level of quality service, all Republic employees including drivers, administrative personnel, and managers, are regularly trained in customer service, ensuring efficient and professional processing of all customer interactions.

Managing Customer Inquiries

Republic's *Information Technology* and *Geospatial Intelligence* executives have thoroughly reviewed and understand the scope of the City's aspirational range of customer service tools and technology requirements.

When fielding a customer request, CSRs immediately access the customer's account information in Republic's customer management system, InfoPro. Republic owns the InfoPro application and continues to invest in it. When a new technology must be integrated, Republic's IT team makes the necessary modifications. CSRs can access all pertinent customer information through InfoPro, including service address, pick-up day, rate, service level, and a complete history of service requests and resolutions.

After determining customer need, CSRs input all required information into the customer's permanent file history and, if necessary, generate an on-line automated work order.

- If the inquiry is simply for information or clarification about Republic programs, the CSR will answer the question and close the file.

- If the request requires action on the part of Republic, a work order will be generated for the appropriate department address, end the telephone call, and produce an online work order in InfoPro, which must be closed out within two days.
- When customers contact Republic through the My Resource web portal or mobile application, the process is automated, and information is immediately and directly sent to the proper department for prompt handling.

Republic Route Supervisors spend the majority of their time working in their assigned area(s), which enables them to meet drivers at the customer location to ensure quick, permanent resolution.

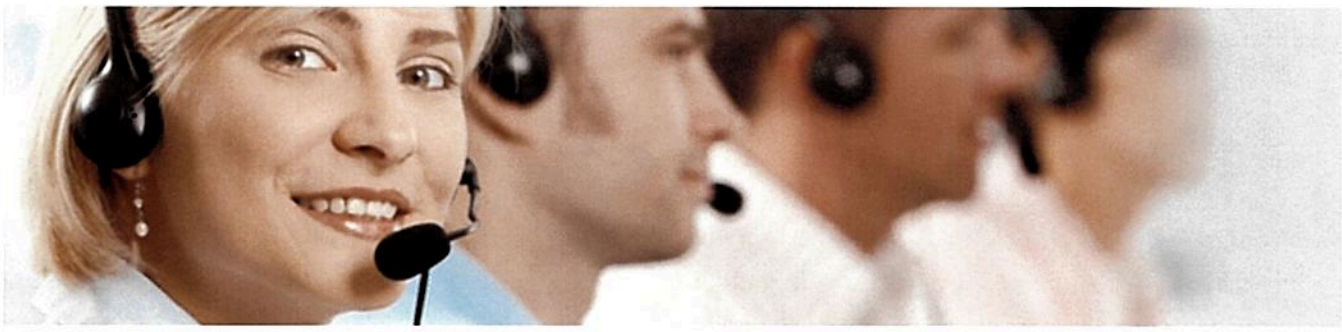
Common Customer Requests and Concerns

Expedient handling of customer requests occurs per the process flow chart located on the following page, with relevant narrative below. Common customer requests and concerns are tracked and reported by Republic business unit company-wide, which has resulted in an exceedingly high level of customer service.

Missed Pick-Ups, Late Setouts, Spills, and Litter

When a missed collection is reported—whether a miss actually occurred or not, Republic's operations team takes it seriously and responds immediately as if every incident is actual. The Route Supervisor completes a root cause analysis on each miss, and addresses it with the driver. Together they drill down on the incident to permanently resolve issue or the conditions that created it. The final step is to call the customer and apologize for the error and gather customer feedback. This ensures a cycle of continuous improvement. The general procedure for addressing all customer service inquiries and concerns is:

- Process a work order for a missed pick-up, late set out, or spills and litter resulting from collection.
- Republic's CSR will notify dispatch with specific information regarding the work order. This information, also communicated to the route supervisor, is maintained as an open work order until the task has been completed.



Exceptions

EXCEPTIONS:

This RFP is submitted with the following as noted exceptions.

1. Definitions. The following definitions need to be in the final contract:

- "Unacceptable Waste" means highly flammable substances, Hazardous Waste, liquid wastes, special wastes, certain pathological and biological wastes, explosives, toxic materials, radioactive materials, material that the disposal facility is not authorized to receive and/or dispose of, and other materials deemed by state, federal or local law, or in the reasonable discretion of Contractor, to be dangerous or threatening to health or the environment, or which cannot be legally accepted at the applicable disposal facility.

- "Hazardous Waste" means waste defined as, or of a character or in sufficient quantity to be defined as, a "Hazardous Waste" by the Resource Conservation and Recovery Act, as amended, or any state or local laws or regulations with respect thereto, or a "toxic substance" as defined in the Toxic Substance Control Act, as amended, or any regulations with respect thereto, or any reportable quantity of a "hazardous substance" as defined by the Comprehensive Environmental Response, Compensation and Liability Act of 1980, as amended, or any regulations with respect thereto. The term "Hazardous Waste" also includes any waste whose storage, treatment, incineration or disposal requires a special license or permit from any federal, state or local government entity, body or agency and any substance that, after the effective date of this Agreement, is determined to be hazardous or toxic by any judicial or governmental entity, body or agency having jurisdiction to make that determination.

2. Insurance. The following changes need to be made to Section 20 on pages 29-31:

- Remove the requirement that the form and limits of cover are subject to approval by City of Joplin, as noted – the limits are stated in this agreement. As for the form, that is established by Republic's insurers for all of Republic's customers, not just this particular one.
- Remove the requirement to provide copies of policies. All cover is evidenced via a certificate of insurance and, if applicable, policy endorsements.

- Revise the notice requirement - Republic's insurers have agreed to provide a thirty (30) day written notice in the event of policy cancellation. For the general liability and the auto liability policies, notice is also available for non-renewal and material change (but not on the workers' compensation policy).
- Remove the reference to professional liability – this is not a required cover and it is not applicable to the service that Republic provides.
- Add "except workers' compensation" to the additional insured requirement – additional insured status is not applicable to the workers' compensation cover

3. Termination. Section 7 of the sample contract should be revised as follows: (a) make the termination for default mutual; and (2) delete the City's ability to terminate for convenience.

4. Appropriation of Funds. Section 12 should be deleted. The City should have an ordinance in place requiring residents to pay for trash services, and therefore should not be at risk for non-appropriation of funds.

5. Title to Waste. The following needs to be added to the contract: "Title to and liability for any Unacceptable Refuse shall at no time pass to Contractor."

6. Indemnity. Bidder will indemnify the City to the extent of bidder's negligence or willful misconduct, breach of the agreement or breach of applicable law. Bidder cannot agree to indemnify for all damages or injuries cased to persons or properties arising out of the contract, but will indemnify for its own fault. This is an exception to Section 21(B) of the contract. Section 21(C) should extend only to contractor's employees.

7. Force Majeure. The following should be added to the contract: "Except for the City's obligation to pay amounts due to Contractor, any failure or delay in performance under this Agreement due to contingencies beyond a party's reasonable control, including, but not limited to, riots, strikes, terrorist acts, compliance with applicable laws or governmental orders, fires, bad weather and acts of God, shall not constitute a breach of this Agreement, but shall entitle the affected party to be relieved of performance at the current pricing levels under this Agreement during the term of such event and for a reasonable time thereafter. The collection or disposal of any increased volume resulting from a natural disaster or terrorist act over which the Contractor has no control, shall be included as part of the Contractor's service under this Agreement. In the event of such a natural disaster or terrorist act, the Contractor and the City shall negotiate the payment to be made to the Contractor. Further, when the City and the Contractor reach such

agreement, then the City shall grant the Contractor variances in routes and schedules, as deemed necessary, of the Contractor."

8. Recycling. All efforts will be made to service recycling on the same day of trash. Because it is subscription and participation is unknown, Republic would reserve the right to make changes on day of service if needed due to low participation numbers. We are hopeful that participation will be high and Republic will work in conjunction with Joplin in order to promote recycling so service will be provided on the same day. Republic will notify the City of any such changes in the recycling plan.

9. Complaints. Page 14 has several references to responding to complaints in 24 hours. We recommend changing that to one business day