

Motor Homes Arrive with Waste Management.

Think Green.®

When people travel together by motor home, it's important that they get along. Good relationships are important in recreation — and in the recreation business as well.

Fleetwood Enterprises Inc. of Riverside, Calif., is the nation's largest manufacturer of recreational vehicles and a leading producer and retailer of manufactured housing. Founded in 1950, Fleetwood has approximately 13,500 associates working in manufacturing facilities and retail sales centers throughout the United States and Canada. One of these facilities is situated in Decatur, Ind.

Years ago, Waste Management had served the Decatur plant, which generates a wide variety of wastes including such special wastes as incinerator ash, paint filters and paint waste. However, it subsequently lost the contract to a local hauler that offered a lower rate.

Undaunted, Waste Management remained in contact with Fleetwood's management and in 2003 stepped forward with a

Total Waste Solution that included:

- Monthly waste stream reports, including breakdowns on content, tonnages and costs
- Monthly meetings with operations and management personnel to identify and deal with any emerging waste issues
- Billings customized to Fleetwood's requirements

Waste Management made a special effort to build relationships with the Fleetwood plant's key personnel and backed its plan with its unique Service Guarantee, which guarantees on-time pickups, same-day emergency service and accurate account set-ups and invoices.

Impressed with Waste Management's commitment to relationship building, Fleetwood signed the company to a new contract in November 2003. Since then, Waste Management has continued to pay close attention to Fleetwood's needs and deliver the kind of personal service on which it has built its professional reputation.

By delivering on its guarantees, Waste Management keeps Fleetwood's business rolling.

From everyday collection to environmental protection, Think Green. Think Waste Management.

**INDUSTRIAL SERVICES**