

Paper Mill Gets on the Same Page with Waste Management.

Think Green.®

Many companies are unaware of the potential savings created by an effective waste services program. Sometimes it takes an expert in the field to spot opportunities for improvement.

South Africa's Sappi Limited is a multi-national corporation that produces high-quality coated paper for customers worldwide. Its customers include leading printers, advertisers, publishers and designers. One of Sappi's four North American manufacturing facilities is a mill in Muskegon, Mich. Because the mill recycles its own paper byproducts, it generates very little commercial waste. The facility does produce high volumes of

fly ash — more than 5,000 tons per month — from the burning of coal to fuel its operations. The ash first goes to a silo for storage and is then distributed to 25 to 30 on-site containers that must be hauled immediately to a landfill approximately three hours away for disposal. If this fly ash removal is delayed, the plant's operations are stalled or shut down.



In mid-2001, a representative from Waste Management contacted the management of the Sappi plant to discuss waste services. Waste Management had discovered that Sappi's hauler

was mishandling waste, dumping it at its own facility before taking it to the landfill. Also, certain safety precautions — such as the wearing of hardhats, the use of respirators and the chocking of truck tires — were not being taken. And, because the current provider charged Sappi a fixed amount per hauled container, it frequently hauled away containers before they were full, resulting in unnecessary service charges.

Waste Management immediately put together a program that addressed the buyer's environmental, safety and cost concerns. Waste Management promised to work closely with Sappi's Safety Director to determine how the drivers would operate in the facility, ensuring the observance of proper waste handling techniques and safety precautions. Waste Management also assured Sappi that, should the need for emergency service arise, it could have a driver on-site within the hour, and all hauls would be charged according to weight to prevent overcharges. Waste Management also offered Sappi full written records for each load.

In October, Sappi accepted Waste Management's proposal and signed the company to a five-year service agreement. Since then, its waste operations have improved markedly with no service interruption.

No waste company's services look better on paper — or in real life — than Waste Management's.

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