



LETTER FROM THE CHIEF EXECUTIVE OFFICER

The challenges of 2020 highlighted the critical roles of culture, values and leadership at all levels as we navigated the COVID-19 pandemic within the context of increased focus on environmental and social justice. We are proud of the accomplishments of our 19,000 employees as they met those challenges and drove continuous improvement not only in our business, but also towards our sustainability objectives.

We view efforts to minimize our impact on the environment and drive continuous improvement in employee safety, welfare, engagement and inclusion as integral to our business, driving long-term value creation for all of our stakeholders.

We are proud to report our progress towards achievement of the fifteen-year aspirational sustainability targets we introduced in 2020, as well as other initiatives we have undertaken to further our efforts to address climate change. We achieved an 8% absolute reduction in Scope 1 and Scope 2 emissions in 2020. We also increased our offsets generated from our services provided led by a 7% increase in landfill gas collected and converted to renewable energy and a 5% increase in recycling tons processed. These efforts further

improved our net negative carbon footprint, reflecting the benefits of both reducing emissions and increasing our offsets to such emissions. Put simply, through our services offered in 2020, we were able to avoid 18.2 million metric tons of CO₂e, a figure that exceeded our emissions generated from operations by over 3.2 times. Going forward, we are well positioned to achieve our aspirational climate-related targets through a growing pipeline of projects under development, including renewable natural gas plants, leachate treatment plants and state-of-the-art greenfield recycling facilities.

In 2020, we also saw a reduction in employee turnover and safety-related incident rates, already below the industry average, plus a further increase in employee engagement. Recognizing



WE HAVE POSITIONED OURSELVES FOR CONTINUED PROGRESS TOWARDS ACHIEVEMENT OF OUR SUSTAINABILITY TARGETS WITH A GROWING PIPELINE OF PROJECTS UNDER DEVELOPMENT

the importance of putting employees first, our safety-focused, servant leadership-based culture guided our decision-making and facilitated our differentiated execution during the COVID-19 pandemic in 2020, and continues to do so. Our ongoing employee support since the onset of COVID-19 brings our investment to over \$40 million, largely focused on the health and welfare of frontline employees and their families. While the pandemic and associated restrictions impacted our traditional approach to providing in-person leadership training and personal development opportunities, we overcame these challenges with an online Learning Management System with increased emphasis on frontline education, significantly expanding the percentage of employees receiving training.

We also introduced a minimum wage target of \$15/hour in 2020, expanded our Employee Scholarship Program that supports the educational goals of our employees' children, and increased our commitments to local food banks and organizations with a focus on families at risk and racial inequities. Building on these efforts, we look forward to rolling out our "Waste Connections Cares Day" to provide employees paid time off for community service, celebration of cultural heritage, or personal time.

Employees can also donate this time to support coworkers in need through our Employee Relief Fund.

As a leading environmental services company, sustainability is not a new concept for us. In fact, many of the initiatives detailed in the following report highlight key areas that we have been pursuing since our inception in 1997, and are now a component of long-term incentive compensation.

As you consider our 2021 updates on sustainability, we hope that you will recognize the value of our track record for creating a culture of accountability, environmental stewardship, and safety, along with the inclusiveness of a servant leadership-driven organization.

We appreciate your interest in sustainability at Waste Connections and invite you to learn more at wasteconnections.com/sustainability.

Worthing F. Jackman
President and Chief Executive Officer