

Quick Action Keeps Project Moving When Partner Leaves.

Think Green.®

Separation anxiety doesn't just affect young children on their first day at school. Sometimes companies find themselves in serious need when business partners suddenly leave a project and take a valuable service provider with them.

Fru-Con, headquartered in Ballwin, Mo., is an integrated general contracting company with offices throughout the United States. A subsidiary of Germany's Bilfinger-Berger service group, Fru-Con provides comprehensive construction, engineering and maintenance services to industrial facility developers nationwide.

In June 2007 Fru-Con was in the midst of helping expand and upgrade the Broad Run Water Filtration Plant in Leesburg, Va., when its primary general contracting partner announced it had completed its contract obligations and was moving on. Unfortunately for Fru-Con—which still had considerable work to complete on the \$16 million project—its partner had been the one providing them both with C&D waste collection and disposal services via Waste Management. When its partner left, all of Waste Management's waste containers left with it.

Suddenly without waste service, Fru-Con placed an urgent call to the local Waste Management office and asked if a new service agreement could be implemented ASAP. Even though Fru-Con was not yet an official customer, Waste Management immediately leapt into action, delivering two 30-yard open-top roll-off containers to the Broad Run site that same day and making provisions to have up to six containers on site later that week.



Pulling containers six to eight times per day, Waste Management worked with Fru-Con management to streamline the chain-of-command, providing two Fru-Con personnel with authority to call for service via Waste Management's Customer Service Center or their designated Waste Management sales representative. Waste Management also assigned a single WM driver to the account to make sure service was always delivered at a consistently high level.

Because of Waste Management's speed and thoroughness, Fru-Con experienced no significant delays as a result of its partner's abrupt departure, helping the company stay on budget and on schedule.

Left on their own, companies can find an immediate helpful service partner in Waste Management.

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