

Professionalism Helps Open Door to National Home Builder.

Think Green.®



America has a long tradition of supporting local businesses. Hometown companies are believed to be more in tune with community needs and values. This is one reason why many real estate developers prefer local haulers over national companies when it comes to servicing residential construction projects. However, it doesn't take long for most builders to realize that an industry leader can not only provide local service that's better than a small hometown company, it can actually be less expensive.

"Working with one waste company through a single point-of-contact has proven to be far more efficient than trying to deal with multiple haulers. Thanks to WM, we're able to quickly get services to the sites that need them, regardless of their location."

Brian Lynn
Construction Cost Manager
Ryan Homes

Ryan Homes is one of America's Top 10 homebuilders. A division of NVR Homes, Ryan Homes has built almost 20,000 homes since its founding in 1948, mostly in the Eastern and Mid-Atlantic states.

In 2006, Waste Management approached Ryan Homes with an offer to provide temporary services for several residential developments it was building in the Allentown/Bethlehem area of Northeast Pennsylvania. Although familiar with Waste Management because of work performed through WM's National Accounts division, Ryan's local managers instead decided to go with several less expensive local haulers.

However, the following year, Ryan's perceptions had changed significantly. They had come to realize that because local services were provided by a broker – a broker that charged a significant mark-up – costs were far more expensive than they had anticipated. Having to deal with multiple vendor invoices increased costs further by demanding increased

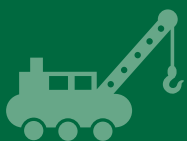
administrative time. Finally, the quality of the service itself was inconsistent as each local company had its own policies, schedules and capabilities.

When Waste Management again requested a meeting in early 2007, Ryan Homes was ready to talk. Ryan liked Waste Management's offer of a single point-of-contact for all waste issues, its single consolidated monthly invoice, its expert reporting system and the assurances of its unique Service Guarantee. By the time negotiations were complete, Ryan Homes had hired Waste Management to provide temporary services for three residential development projects: Fox Run in Easton, Pa., Hanover Point in Bethlehem, Pa. and Trio Farms in Upper Nazareth, Pa. Together, these three projects represent more than 450 new townhomes and single-family residences.

Service to these developments began in spring 2007 – a mere two weeks after negotiations concluded – and is expected to continue until their completion later this decade.

**Successful new home projects
are built on a solid foundation –
like the construction services
of Waste Management.**

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



**CONSTRUCTION
SERVICES**