

The Overview

UPMC is a world-renowned provider of health care and insurance known for their centers of excellence in transplantation, cancer, neurosurgery, psychiatry, rehabilitation, geriatrics and women's health. As the largest non-government employer in Pennsylvania, UPMC has a large footprint that includes more than 90,000 staff members, 40 academic, community, and specialty hospitals and 700 doctors' offices and outpatient sites. Additionally, as a leader in health care UPMC has also committed to achieving a high standard when it comes to the environmental sustainability in operations, services, and community impact.

The Challenge

In a market controlled by traditional, "landfill-first" haulers, the options for UPMC to drive waste minimization and increase sustainability are virtually non-existent. Additionally, the lack of sustainable provider options often result in the majority of disposed materials sent directly to landfill with little hope of recovery.

The Approach

RoadRunner is on a mission to reinvent recycling in a world dominated by waste. We do this through our dedication to creating unprecedented value for our customers, employees, and communities by leveraging our proprietary technology to improve recycling rates, lower costs, and deliver an unparalleled customer experience.

RoadRunner Fast Facts



14,000+ customers served nationwide



17% or more average cost savings for healthcare customers



8.6x more tons recycled annually, is the average increase customers experience per location



1 consolidated portfolio & single point of contact for all waste & recycling management

THE ROADRUNNER SOLUTION

The Goal

To create and launch a standardized, scalable program that is customized to UPMC's recycling needs for employees, patients, hospitals, and doctor's offices to achieve industry-leading diversion rates and improve overall sustainability.

Core Objectives

1

Identify core streams and services in menu-like format to become the UPMC-wide standard for waste & recycling

2

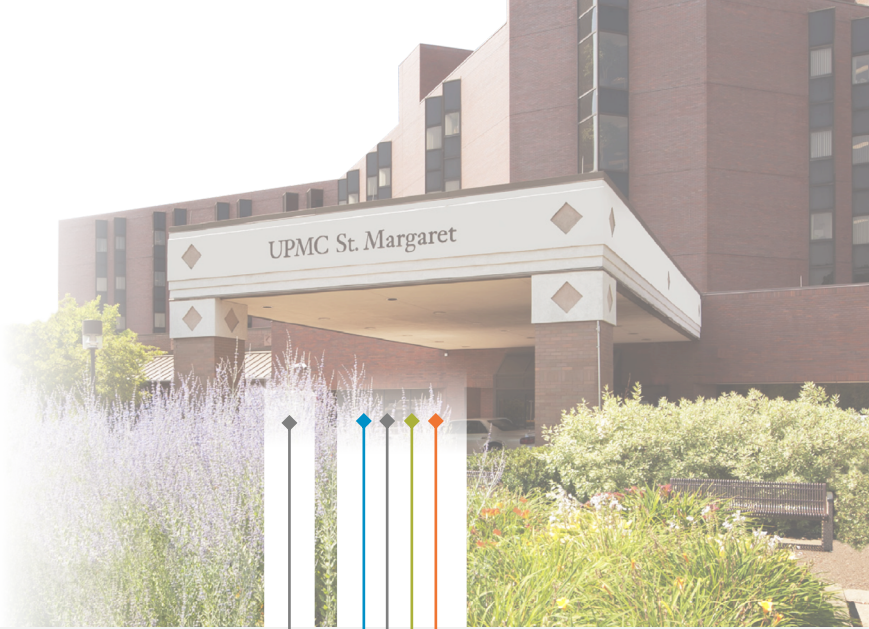
Build a custom-fit recycling solution for UPMC St. Margaret and execute a successful three-month pilot program

3

Aggregate learnings from the pilot launch using our machine-learning technology to develop an iterative and scalable recycling program for the entire UPMC portfolio

UPMC ST. MARGARET RECYCLING PILOT PROGRAM

In our initial pilot proposal we worked with hospital leadership to define a simplified solution for recycling with realistic goals. We strategically identified the waste streams and areas that made the most sense to test and coupled this approach with straightforward signage and a defined process to ensure successful program adoption that achieved high-quality results.



Before the pilot program, UPMC St. Margaret was only recycling **one type** of material.

As a result of this partnership, **five material streams** (see below) were identified for recycling opportunities with the potential for more to be added in the future.










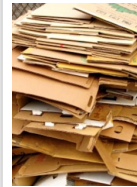
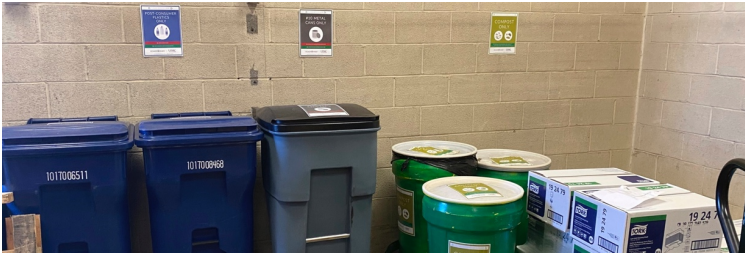
Pre-Launch Checklist

- ☐ Kickoff meeting with leadership team
- ☐ Conduct on-site staff trainings
- ☐ Send recycling program memo to staff
- ☐ Set up recycling stations & educational signage

Program Services

- ✓ Complimentary waste audit and customized program development
- ✓ Dedicated customer success team with a single point of contact
 - On-going support after launch to iterate on program and ensure compliance
- ✓ Individualized progress reports
 - Weekly report using RoadRunner's proprietary technology to analyze program, track progress by stream, and measure results

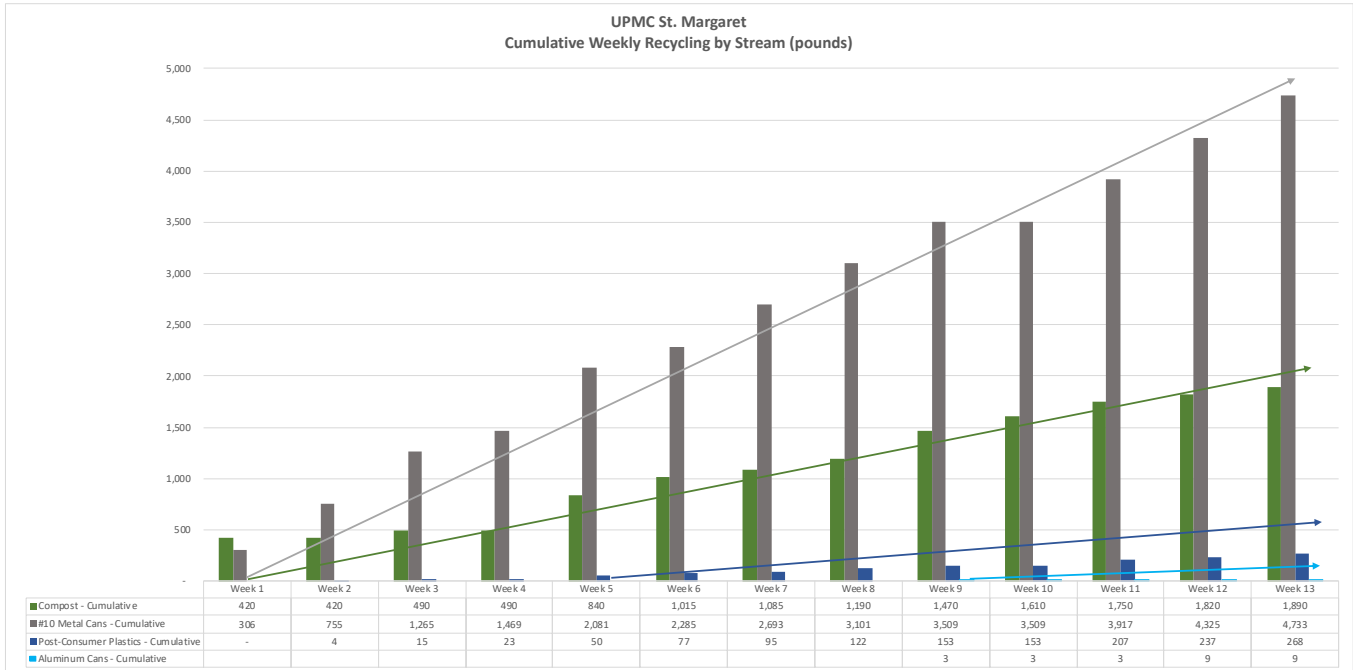
Program Overview

| STREAM | Post-Consumer Plastic | #10 Metal Cans | Compost | Aluminum Cans | Cardboard |
|-------------------|--|--|---|---|---|
| SERVICE | Service + Education | | | | Signage Only |
| LOCATION | Employee & Common Areas | Kitchen | Kitchen | Employee & Common Areas | Kitchen/ Dock |
| SIGNAGE |  |  |  |  |  |
| RECYCLING STATION |  |  |  |  |  |
| DOCK |  | | | | |

UPMC ST. MARGARET WEEKLY RECYCLING BY STREAM (LBS)

FUN FACT!

While it doesn't look like much plastic recycling is happening—don't be fooled! Empty plastic bottles don't weigh as much as other materials, so for added context this location recycled **~13,154 plastic bottles in just 13 weeks!**



RECYCLING RESULTS

Annual Projected Impact

RoadRunner estimates the projected annual impact of St. Margaret's recycling efforts will equate to:

Future Opportunities

We're grateful for the partnership opportunity with UPMC St. Margaret and to see the impact RoadRunner Recycling services could have on this location and its sustainability goals. In looking towards the future, we project that the estimated impact of our recycling services for all UPMC-affiliated locations has the potential to reach the equivalent of:

Annual
emissions
removed:

16
passenger
vehicles

3,580
passenger
vehicles



Gallons of
gasoline
conserved:

8,531
gallons of
gasoline

1,897,346
gallons of
gasoline



Households'
annual energy
conserved:

12
households'

2,614
households'



DID YOU KNOW?

The above equates to an estimated **12,235,913 plastic bottles** recycled annually!