



15 May 2019

Dear Valued Customer,

On November 15, 2018, Waste Industries completed a merger with GFL Environmental, a full service environmental solutions company with operations spanning almost all of Canada.

With 48 years of experience, we have learned a lot about this industry. Over those 48 years we have proudly built a company that is a strong community partner where we live and work. We have done this by focusing on sustainability, charity, and service. When considering potential merger partners we looked for a company that shared the three pillars of Service, Sustainability and Charity. GFL Environmental fit that mold perfectly.

In just over a decade, GFL Environmental has become one of the most impressive sustainable solutions providers in Canada by being more than just a solid waste company. They built their business as a full service environmental solutions platform with a focus on sustainable business practices. For us, as a company that pioneered sustainability in the waste industry over the last 48 years, we couldn't be more excited to throw our weight behind their mission to be Green Today and Green For Life.

Like us, GFL Environmental is an organization that supports charitable giving. They took great interest in the Full Circle Project as a way to make significant local impact in their existing footprint, meaning your donations will now have an even broader reach. Most importantly, they too believe in providing the best possible service for their customers.

We are proud to say that this merger will allow us to return to our pioneering roots, helping expand GFL Environmental across the US with the same business practices, beliefs, and team you've come to know and trust under the Waste Industries name. When you pick up the phone or chat with us online, you'll be talking to the same exact people who have been with you for decades.

In the coming months, you'll see our brands begin to merge. We hope that you are as excited about this as we are, a fresh coat of paint on a company that has always believed in pioneering the solid waste industry.

Should you have any questions or concerns about the transition, please do not hesitate to contact us at the same number you've always used. You can also visit us online at www.gflenv.com to learn more about the history of our new brand, and hopefully after a quick browse through the services provided, you'll understand why we are so excited to begin this new chapter in our story. GFL Environmental, Green Today, Green For Life!

Ven Poole
Board of Directors, GFL Environmental
Former Chairman & CEO, Waste Industries



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Green Today. Green For Life. | gflenv.com



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Dear Valued Customer,

On November 15, 2018, Waste Industries completed a merger with GFL Environmental. Due to this merger, you may be wondering what you can expect going forward and we have good news! Our fleet will be getting a fresh coat of paint and a new logo, but our commitment to you remains our highest priority.

You will still be serviced by the same team of professionals you've come to know with your time working with Waste Industries, maintaining our commitment to a safe, sustainable, and honest service unlike any other in the industry.

- Your local team is the same team you've always known, still servicing your account the way we always have. This means you'll submit payments the same way, call the same local branch, and have your waste and recycling collected by the same driver.
- In the future, you'll see us move to **www.gflenv.com**, but for the time being we will continue to use **www.wasteindustries.com** and we will update you when we are prepared to transition to a new and improved website.
- All your account details are the same, so you can still log into your online account at **www.wasteindustries.com**, use your same account number when you call on your statement, and update your account by calling or going online as usual.

Over the coming months you'll see trucks, containers, and uniforms begin to switch to our new colors. We thank you for bearing with us as we move through this transitional period and appreciate your patience.

Should you have any questions or concerns about the transition, please do not hesitate to contact us at the same number you've always used. You can also visit us online at **www.gflenv.com** to learn more about the history of our new brand.