



**LEE'S SUMMIT**  
MISSOURI

**Household Hazardous  
Waste Collection  
Program Management  
& Disposal Services-  
Stericycle Qualifications**

**January 23, 2019**

**Submitted By:** Jack Ranney, HHW Account Manager

Stericycle Environmental Solutions  
700 Mulberry Street  
Kansas City, MO 64101  
512-663-2090

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**PROPRIETARY NOTICE**

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## A. Part I - Business Profile and Legal Structure

### 1. Stericycle Environmental Solutions Contact Information

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HHW Account Manager  
700 Mulberry Street  
Kansas City, MO 64101  
C: 512-663-2090  
John.Ranney@stericycle.com

### 2. Legal Name, address, phone, fax, email, website

Facility Information	Facility Capabilities
Stericycle Environmental Solutions, Inc. 28161 N. Keith Drive Lake Forest, IL 60045 Ph) 847-367-5910 F: 847-367-9493 Larry.whyde@stericycle.com Stericycleenvironmental.com	Corporate Office
SES – Kansas City, MO Solvent Recovery, LLC 700 Mulberry Street Kansas City, MO 64101 MOD 000 610 766 800-765-8732 F: 816-474-1275	RCRA Part B; CERCLA approved; storage capacity 119,000 gals., 2,850 drums; fuel blending; solids shredding; lab packing. Transportation and Field Staff resources.
SES – Transportation Permitted as Nortru, LLC 515 Lycaste Street Detroit, MI 48214 MID 021 087 275 313-824-5836	Maintains licenses to self-perform waste transportation throughout the Central and Midwest regions. MO DOT licenses H-1749, US DOT 337503

### 3. Type of Ownership or Legal Structure of Business

Stericycle Environmental Solutions, Inc. is a corporation. Its parent, Stericycle, Inc. is a publicly traded corporation.

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#### 4. Brief Company History

Stericycle, a public company (SRCL), was founded in 1989 and became a publicly-traded company in 1996. Stericycle's core business to date has been focused on the healthcare industry market segment, providing transportation and disposal of regulated medical waste/sharps and related compliance services to more than 585,000 customers worldwide. Based in Northbrook, and Lake Forest IL, Stericycle operates in the United States, United Kingdom, Ireland, Canada, Mexico, Argentina, Chile, Brazil, Portugal, Romania and Japan.

Stericycle Environmental Solutions was formed in 2014 with the acquisition of PSC Environmental Services as a new subsidiary with the singular focus of managing hazardous waste. Waste management programs work scopes include: transportation, treatment, storage, and disposal of hazardous and non-hazardous waste, lab packing, technical on-site services, and emergency spill response. This subsidiary represents the consolidation of multiple acquisitions made from 2007 to the present and now constitutes a \$500,000,000+ business unit.

#### 5. List of all services provided by business

Stericycle Environmental Solutions offers a complete range of waste services including reuse, recycling, treatment and disposal of both hazardous and non-hazardous waste. Among the services are:

<b>Transportation and disposal</b>	<b>E-waste</b>
<b>On-site services</b>	<b>Household hazardous waste</b>
<b>Lab pack</b>	<b>Remediation</b>
<b>Universal waste</b>	<b>Emergency response</b>

#### 6. SES Employees

Stericycle Environmental Solutions employs over 1700 personnel nationwide, 2 of which are permanently stationed in the St. Louis area.

#### 7. Failure to Complete Work

Stericycle Environmental Solutions has never failed to complete work in any of its awarded contracts.

#### 8. Contracting Civil or Criminal Actions

As a publically traded business, Stericycle is often involved in legal proceedings for a variety of reasons. Please refer to the Stericycle's annual report for more detail.

<http://investors.stericycle.com/phoenix.zhtml?c=119334&p=irol-reportsannual>

#### 9. Work Disqualification

Stericycle Environmental Solutions has never been disqualified from working for any public entity.

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## B. Part II - Experience

As a services company we distinguish ourselves from our competitors by providing unparalleled service quality, which we use as the primary indicator of a program's success and efficiency. While many of our competitors in the hazardous waste disposal industry are comparable in the technology that is available and the cost to provide disposal, it is service that distinguishes providers.

SES is dedicated to forming long-term partnerships with our clients, which requires a level of communication and dependability that is only found in premier service providers.

### Reference #1:

Account Name	Dallas County Home Chemical Collection Center, Dallas TX
Assigned Project Personnel	2 chemists, 3 environmental technicians Erik Lirley, Jim Hudspeth, Robert Mungia, Timothy Brown, Josh Ventura
Scope of Services Provided	Stericycle provides packing of waste, waste transportation and disposal; conducts mobile collections to 14 partner communities in Dallas County.
Dollar Amount of Contract	\$875,000/yr
Client Contact Information	Sandy Cook 214-553-1765 scook@dallascounty.org
Service Delivery Summary	Stericycle staffs Dallas County facility 3 days/week and 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday of each month. Contract term 2012 – present.



### Reference #2

Account Name	City and Borough of Juneau HHW Facility, Juneau AK
Assigned Project Personnel	1 chemist/project manager, 1 environmental technician Robert Piorkowski, Jennifer Davis
Scope of Services Provided	Stericycle staffs permanent collection facility, collects, packs, transports HHW and CESQG waste from the City and Borough of Juneau (CBJ)
Dollar Amount of Contract	\$169,000/yr
Client Contact Information	Jim Penor 907-780-6009 Jim.Penor@juneau.org
Service Delivery Summary	Facility is open to residents for HHW collection every Friday and Saturday; open to CESQGs every Thursday by appointment. Contract term 2002 – present.

### Reference #3

Account Name	Delta Diablo HHW Facility, Antioch CA
Assigned Project Personnel	1 chemist, 2 environmental technicians Jeff Hamilton, Frank Briggs, Dewone Young
Scope of Services Provided	Stericycle staffs, collects, packs, transports HHW waste from permanent facility for communities in East Contra Costa County
Dollar Amount of Contract	\$177,000/yr
Client Contact Information	Amanda Roa 925-756-1940 amandar@deltadiablo.org
Service Delivery Summary	Facility is open to residents for HHW collection every Thursday, Friday, and Saturday. Stericycle conducts three 1-day collection events annually throughout the. Contract term 2012 – present.

#### Reference #4

Account Name	San Mateo County Health Department
Assigned Project Personnel	1 project manager, 1-2 chemists, 3-6 environmental technicians
Scope of Services Provided	Stericycle staffs permanent collection facility, collects, packs, transports HHW from the facility in San Mateo, CA
Dollar Amount of Contract	\$199,500/yr
Client Contact Information	Elizabeth Rouan 650-655-6202 erouan@smcgov.org
Service Delivery Summary	Facility open to residents for HHW collection every Thursday, Friday, Saturday; collection events held periodically throughout the county; facility drop-offs are by appointment, reservations via online portal. Contract term 2006 – present.

#### Reference #5

Account Name	Johnson County, Kansas
Assigned Project Personnel	No permanent staffing
Scope of Services Provided	Stericycle provides waste packaging, transportation and disposal for permanent HHW facility.
Dollar Amount of Contract	\$150,000/yr
Client Contact Information	Julie David 913-715-6938 Julie.davis@jocogov.org
Service Delivery Summary	Facility accepts waste from residents and CESQG by appointment only; Stericycle packs collected waste; collection events are held periodically.

SES also has an extensive list of client references throughout the region and nationally. We provide service to more than 75 permanent HHW collection facilities and would be pleased to provide additional references upon request.

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## C. Part III - Personnel

### 1. Staffing Plan

SES will provide trained and experienced staff to operate permanent facilities and/or conduct 1-day collection events in compliance with all applicable regulations. Staffing level will be maintained at the appropriate efficiency level to ensure the participants are provided the highest level of customer service and the facility remains in compliance with all applicable federal, state, and local regulations.

The Central and Mid-West Region HHW team is comprised of over 35 full and part time staff that are experienced in hazardous materials activities, professionally trained, and we feel the most qualified in our business. Stericycle invests much time, energy, and resources to recruit top performers in our industry who display dedication to continually improving not only themselves, the company, and daily processes, but also share our values in safety, people, integrity, innovation, and product stewardship.

All staff assigned to the HHW service team have training in OSHA 40hr, CPR/First Aid, HM126- 181, Hazardous Waste Operations, and Bloodborne Pathogens. A full training table is listed below.

### 2. Key employees

Stericycle is pleased to provide the following trained, experienced SES employees to service and support the on-site labor needs for Saint Louis County's Program. Information and resumes for support staff are included below.

<i><b>Key Personnel</b></i>
Jack Ranney – Account Manager
Matt Langston – Kansas City TSDF Facility Manager
Oscar Bates – Environmental Technician

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### 3. Position Descriptions

**Account Manager** - Responsibilities are to ensure SES is providing high quality service for routine and non-routine items, special projects, or any site need. SES's Account Manager will assist in identifying any and all opportunities for recycling, waste reduction, cost reductions, and program improvements through the use of SES.

#### **Jack Ranney**

*HHW Account Manager*

*2 years with Stericycle Environmental Solutions*

#### **Qualification Summary**

- 12 years Household Hazardous Waste Management Experience, 5 years of experience assisting local governmental entities with HHW and waste management strategic planning, 6 years HHW Account Management
- Mr. Ranney has specialized in Household Hazardous Waste Collections Programs and Ag Chemical Collection Programs
- Participation in business review meetings, ensuring SES meets client needs through planned service meetings and measurement programs.

#### **Education / Credentials**

- Mr. Ranney has been a member of the North American Hazardous Materials Management Association since 1997 and currently serves on the NAHMMA Board of Directors
- He is a member of the Capital Area Planning Council's Solid Waste Advisory Committee, serving as At-Large-Member with specialty in Household Hazardous Waste.
- Mr. Ranney has received the 40 hour OSHA Standard 1910.120 (HAZWOPER), RCRA, DOT trainings.

#### **Past Relevant Experience**

- Mr. Ranney was the Program Coordinator for the Lower Colorado River Authority's HHW collection and education program. He coordinated collection events in LCRA's 10 county statutory district in cooperation with local governmental entities.
- He also served as the liaison with the former Texas Commission on Environmental Quality's Agricultural Waste Pesticide Collection Program and Texas Pharmaceuticals Disposal Advisory Committee.

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**Operations Manager-** Responsibilities include scheduling of staff training and updates, and managing all lab pack personnel and transportation units. The lab pack manager will ensure daily needs are coordinated of high hazard deactivation projects and cylinder management for pricing and scheduling.

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## **Matt Langston**

*Kansas City TSDF Facility Manager*

*24 years Hazardous Waste Management Experience*

### ***Qualification Summary***

- Matt has extensive experience in profiling, approving, and negotiating inbound wastes as well as outbound wastes from TSDF activities.
- He has held several positions within various companies including Facility Manager, Technical Services Manager and Laboratory Technician.
- Specializing in Waste Management Technologies, Treatment methods and Disposal options, RCRA and DOT regulations.
- Training in all levels of Personal Protective Equipment.
- Experienced with all facets of segregation, packaging, labeling, manifesting, transporting and disposal. Includes site safety assessment; profile creation and review; training; proper waste segregation; unknown sampling and analysis; universal waste; specialty items; fixed and mobile large scale county-wide event management; manifesting; transportation.

### ***Past Relevant Experience***

- Matt has acted as project manager for various projects including remediation sites, lab pack programs, HHWs, and site cleanups.
- He has been the project manager for fixed HHW facility programs, and the site lab pack chemist for various HHW collections in KS and MO.
- Past projects include: Johnson County, MO; City of Olathe, KS; Johnson County, KS; Government of Wyandotte County, KS

**Field Technician** - Responsibilities are to perform site collection of pails and lab pack containers, perform consolidation of flammables and corrosives, and lab packing operations. Technicians perform packing of completed packing lists and utilize SES system for creation of all manifests, LDR's, and any other necessary forms.

## **Oscar Bates**

*Environmental Technician*

*9 years with Stericycle Environmental Solutions*

### **Qualification Summary**

- Oscar has been with SES for nine years and has experience with hazardous, non-hazardous waste and environmental services.
- As Environmental Technician, Oscar performs a variety of waste handling duties including receiving, logging, labeling, segregating, classifying known and unknown materials, waste sampling and profiling, and packaging in accordance with SES policies, procedures and practices and all applicable regulations.
- Oscar prepares the appropriate shipping documents such as manifests, land disposal restrictions (LDRs) and labels waste materials in accordance with appropriate regulations and procedures.

### **Education / Credentials**

- DOT, RCRA certified training
- First Aid/CPR Certified
- Forklift Operator License
- Bloodborne Pathogen

### **Past Relevant Experience**

- Identification, packaging, and transportation of waste to meet proper DOT and EPA regulations for transportation and disposal
- Segregation/ chemical compatibility to ensure proper disposal consolidation and treatment of waste
- Daily compliance tracking
- Problem solving and maintenance through-out the project at hand
- Effectively utilize safety measures to ensure total compliance to required standards



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#### 4. Staffing Back-up Plans

Stericycle Environmental Solutions has a fully staffed TSDF in Kansas City, MO, that will provides staffing for the household hazardous waste programs. Should Stericycle sustain a loss of key personnel, we would immediately seek to backfill with a local employee or one with a similar background from the Kansas City TSDF or another facility. Stericycle has job requirements that all employees are required to meet for hiring purposes and career advancement.

#### 5. Staff Training Program

**At Stericycle, safety is the foundation of everything we do.**

A shared priority of Stericycle and our clients is the safety of personnel; people are our most important asset. That is why we have developed a comprehensive safety program to protect our employees and clients. Stericycle's safety program establishes guide-lines for a self-sustaining safety environment and culture in which participation and success can be measured at every level in the organization. The core tenet of this program is to provide all employees the ability to identify and reduce risk in the workplace.

Our safety process is integral to our operations, and we invest more in safety and safety training than any other contractor in the industry. Prevention of incidents is paramount. We recognize that our success and ability to earn the respect and continued patronage of our clients is directly dependent upon our employees being able to deliver our services in a safe and cost-effective manner.

Our vision is to achieve world-class status in our industry through improved processes, innovative technology, information sharing, and demonstrated leadership in the areas of health, safety, transportation, and training. Through our safety program, we establish performance standards, effectively communicate these standards to all employees, provide proper training and education so that these standards can be demonstrated, evaluate performance on a regular basis, hold employees and management accountable, acknowledge success when it is achieved, and make changes or improvements when needed.

### *Safety Training Program*

Stericycle's team supporting Saint Louis County are trained and have years of experience in all aspects of managing waste programs. Stericycle utilizes on-site training with a staff fully qualified in the function of Safety Training.

All Stericycle training programs comply with the Federal and State training requirements for Hazardous Waste Employees under 29CFR 1910.120, CCR Title 8, Section 5192 and DOT training requirements under CFR 49, HM181 and HM126.

All field personnel are trained to respond to Emergency Responses. This includes HAZWOPER training or Hazardous Waste Operations and Emergency Response Training which initially is 40 hours of training with 8 hours refresher annually.

The following table outlines the lab pack training Stericycle employees receive:

TABLE 2: STERICYCLE TRAINING MATRIX			
Type of Training	Project Manager	Chemist	Technician
Lab Pack Level I – 40-Hour (Introductory)	✓	✓	✓
Lab Pack Level II – 24-Hour	✓	✓	
Lab Pack Level III – 16-Hour	✓		
OSHA 40-Hour HAZWOPER (+ Refreshers)	✓	✓	✓
First Aid/CPR – 8-Hour	✓	✓	✓
SCBA – 4-Hour	✓	✓	✓
Confined Space Training	✓	✓	✓
Hazcat Identify – 8-16-Hour	✓	✓	
Forklift Training – 8-Hour	✓	✓	✓
DOT HM-126/181 Training	✓	✓	✓
Facility Waste Profiling – 4-Hour	✓	✓	
Manifest Preparation – 8-Hour	✓	✓	✓
Supervisor Training – 8-24-Hour	✓		

SES safety staff and location management are responsible to see that all staff under their direction receives training on general workplace safety as well as specific instructions with regard to hazards unique to any job assignment. All personnel receive appropriate training as outlined in CCR Title 8, 5192 and CFR Title 29, section 1910.120. Topics include incompatibility of wastes, lab packing of wastes, proper personal safety, and emergency procedures. In addition to the initial and annual training, periodic safety training on operational procedures is given. Matters concerning occupational safety and health are communicated to employees by written documentation, staff meetings, formal and informal training, and through posting.

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Communication from employees to supervisors and/or the safety representatives about unsafe or unhealthy conditions is encouraged and may be verbal or written, as the employee chooses. The employee may remain anonymous. During training, employees are familiarized with the nature, level and degree of risk and hazards likely as a result of participation in hazardous waste operations. All employees are encouraged to inform their supervisor, the program administrator or designee of any matter that they perceive as a workplace hazard and/or a potential workplace hazard. Employees are also encouraged to make safety suggestions and safety training to ensure employees retain the information, all training is accompanied by knowledge checks. Training is scheduled and tracked to ensure courses are current and all employees are up-to-date.

#### 6. Completed notarized Work Authorization Affidavit form.

Following this page is the completed Work Authorization Affidavit form, as well E-Verify compliance documentation.

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**WORK AUTHORIZATION AFFIDAVIT FOR BUSINESS ENTITIES**

**PURSUANT TO 285.530 R.S.Mo.**

**(FOR ALL CONTRACTS IN EXCESS OF \$5,000.00)**

County of Harris )

)SS.

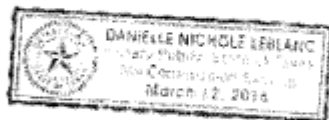
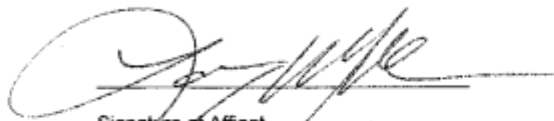
State of Texas )

My name is Larry Whyde. I am the

Director of Bids & Proposals (title) of Stericycle Environmental Solutions (name of business). I

am authorized to make this affidavit and have personal knowledge of the facts stated herein. I hereby affirm that the aforementioned business is enrolled in and participates in a federal work authorization program operated by the United States Department of Homeland Security with respect to all employees working in connection with this contract. I have attached documentation to this affidavit to show enrollment and participation by the aforementioned business in a federal work authorization program, as required by Section 285.530 R.S.Mo. In addition, I affirm that this business does not knowingly employ any person who is an unauthorized alien in connection with the work on this contract.

Further, Affiant sayeth not.

Signature of Affiant

Larry Whyde

Printed Name

Director of Bids & Proposals

Title

Subscribed and sworn to before me this 21 day of July, 20 15

Danielle LeBlanc Danielle LeBlanc

Notary Public

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Company ID Number: 94954

THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION

MEMORANDUM OF UNDERSTANDING

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Social Security Administration (SSA), the Department of Homeland Security (DHS) and Stericycle, Inc. (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). E-Verify is a program in which the employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification Form (Form I-9) has been completed.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note).

ARTICLE II

FUNCTIONS TO BE PERFORMED

A. RESPONSIBILITIES OF THE SSA

1. Upon completion of the Form I-9 by the employee and the Employer, and provided the Employer complies with the requirements of this MOU, SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all newly hired employees and the employment authorization of U.S. citizens.
2. The SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. The SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. The SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by the SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).
4. SSA agrees to establish a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 3 Federal Government work days of the initial inquiry.



Company ID Number: 94954

without changes to E-Verify, the Department reserves the right to require employers to take mandatory refresher tutorials.

Termination by any party shall terminate the MOU as to all parties. The SSA or DHS may terminate this MOU without prior notice if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine.

Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IRIRA to any action taken or allegedly taken by the Employer.

The employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, and responses to inquiries under the Freedom of Information Act (FOIA).

The foregoing constitutes the full agreement on this subject between the SSA, DHS, and the Employer.

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify Operations at 888-464-4218.

Employer Stericycle, Inc

Reiko D Kilker

Name (Please type or print)

Title

*Electronically Signed*

01/28/2008

Signature

Date

Department of Homeland Security – Verification Division



Company ID Number: 94954

USCIS Verification Division

Name (Please type or print)

Title

*Electronically Signed*

01/28/2008

Signature

Date

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## D. Part IV - Project Approach

### 1. Understanding of Project Scope and Objectives

Stericycle Environmental Solutions will meet with KC Dumpster and the City of Lee's Summit to determine the specifics of the household hazardous waste services to be provided. We are confident our professional experience and qualifications combined with our in-depth knowledge of the HHW program services, enables SES to implement services seamlessly to a new account. We will focus on service enhancement and the needs of the program as the program is reactivated and grows to meet demand

SES's history in managing HHW programs dates back to 1989, when it was owned by a predecessor entity. Since our original program designs, we have grown to be the premier HHW contractor in North America by developing a team of professionals with unmatched industry experience.

Our experience includes full management of HHW, conditionally exempt small quantity generator (CESQG) and agricultural pesticide management programs throughout the United States. Nationwide SES has operated thousands of HHW drop-off events and our HHW business has more than 300 customers with approximate annual revenues in excess of \$30 million. Additionally, we provide service to 75 permanent (i.e., fixed) HHW collection facility operations.

SES's HHW program capabilities include the following:

- Mobile collection events
- Permanent facility operations
- CESQG programs
- Door-to-door collections
- Sharps program
- Transportation
- Waste management
- Electronics collection and recycling
- Hotline and appointment system
- Program planning
- Community education/outreach
- Training

SES's approach to servicing any HHW operation is to provide the highest quality of service for Saint Louis County to achieve their goals. Our first priority is to ensure compliance with all applicable regulations and the second is to manage all materials using the highest available waste management hierarchy.

The basis of this approach is to have a dedicated service team that the County and other participating constituents can rely on daily. Our Regional SES locations and our corporate office (as needed) will provide support to this service team to ensure the County's programs operate to its expectation and are in full compliance with the contract terms and conditions.

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## 2. Unique services

SES offers many advantages to the City as a long-term partner:

### *Dedicated Service Team*

A dedicated, qualified, knowledgeable and friendly project staff is committed to the successful operation of the City's HHW Program. Our team is committed to working with the KC Dumpster and the City's staff to achieve program goals, both on-site and during planning activities. We are pleased to include a consistent service team which has many years of HHW experience. Matt Langston, Kansas City TSDF Facility Manager will oversee the staff and be responsible for all program operational activities. Jack Ranney, our HHW Account Manager, will be responsible for all contract issues, program planning, technical support, and oversight of project management activities. Along with SES's Missouri HHW team this service team will continue to work diligently to advance the goals of the County's HHW program including:

- Excellent customer service and technical support
- Legislative monitoring and feedback on changes that may affect your program
- Recommendations for potential incentives for cost savings
- Examine and recommend recycling and disposal alternatives as they become available

### *Reduction of Overall Program Costs*

As our references indicate, we constantly strive to identify cost and operational efficiency opportunities to help you achieve your program goals and reduce overall program costs. Our full-service TSDFs have the ability to receive nearly all types of waste, for multiple management methods. This allows us to consolidate waste at our facility to leverage volume discounts for disposal, which leads to optimal cost savings for the City. Also, our on-site personnel are able to pack material into larger containers because of the subsequent consolidation, rather than into incineration-direct packaging. This further reduces the City's rates for disposal and transportation.

### *Waste Management Focused on Reduction, Reuse, and Recycle*

SES recognizes the City's commitment to the waste management hierarchy that promotes source reduction, reuse, and recycling above other management methods such as incineration and landfill. SES will ensure that the most appropriate waste disposal methods are available for the City's use in determining the optimal way to manage the household waste collected. Stericycle will evaluate each waste stream received on an ongoing basis and work with the City to keep current on available management options. We will continually determine the

available technologies and our current capacity for managing the waste according to the following hierarchy of waste management practices.

- Waste reduction
- Waste recycle
- Waste reuse
- Waste treatment
- Waste incineration
- Landfill

## 2. Quality Assurance Plan

SES offers a vast spectrum of services to a diverse client base. Each service line requires a unique approach to meet the needs of individual industries. Stericycle's management is committed to meeting the needs of clients through quality-assured and safely performed projects, and has policies and programs in place to do so.

### *Significant Features*

Some significant features of SES's Quality Process, which have each been in effect for several years, include:

- **Operational Plans** that mandate specific QA requirements for daily operations at individual facilities;
- **Generic Quality Assurance Programs** for each service line (customizable to meet the needs of individual projects and clients);
- **Written, Client-approved Quality Assurance Programs and Standards**, where necessary, that meet requirements of federal and state environmental agencies, the American Society of Mechanical Engineers, the National Board of Pressure Vessel Inspectors, and other governing bodies for individual projects;
- **Work Orders** that define the scope, special equipment, and personnel needed for each job (and serve as the basis for documenting information used in continuous improvement initiatives); and
- **Quality Training** that addresses client, SES, OSHA, EPA, DOT, ANSI, and other requirements for relevant service lines within each operating division.

SES's Quality Management Plan covers safety, training, employee excellence, teamwork and communication, continuous improvement, innovation, and operational excellence. The "Continuous Improvement" section addresses SES's client-focused team approach, centered on our Continuous Improvement Process. This process primarily entails understanding our client's

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expectations and requirements so we can design service quality checks to test our performance and improve upon it.

### ***Documentation of Quality Issues/Problems***

Throughout the project, job logs, verbal discussions, phone logs, surveys, and other methods used to identify and document quality issues raised by SES and/or the client,

SES regularly interfaces with clients for comments on how our services are meeting their needs. Stericycle asks for ratings in criteria specifically relevant to the type of service being provided and encourages clients to request that SES develop the capability to provide additional services beneficial to that client. Through such interaction with our clients SES has successfully developed and implemented programs that are both profitable and relevant to industry changes.

SES develops an understanding of service issues or problems predominantly through dissemination of Client Satisfaction Surveys. Certainly, information regarding client satisfaction is sent via different media (word of mouth, phone calls, letters, etc.), but this information is only truly tracked if a relevant KPI has been established to evaluate Stericycle's performance in the area of concern. Accordingly, we rely on the surveys to document this information, and serve as the first step in problem resolution and future preventive action.

### ***Overview of Root-Cause Analysis Methodology***

Stericycle applies root-cause analysis strictly and literally when evaluating safety-related issues, but applies it to quality related issues only when the event (service failure or otherwise) is significant enough to warrant investigation. When this occurs, we approach quality problem solving in much the same way as for safety, by first producing an incident report, then performing a root cause analysis in an effort to develop a corrective action. The root cause analysis uses flow diagrams, cause/effect diagrams, and similar tools to assist in identifying the true source of the quality issue.

### ***Remedial Actions Taken***

SES's on-site managers take corrective actions to remedy immediate quality issues. Root-cause analysis results are submitted to the local Facility Manager, who determines how the situation will be investigated and addressed. This response may include, but is not limited to:

- immediate replacement of inappropriate materials, equipment, or personnel;
- formation of a quality improvement taskforce to develop and implement a process that prevents recurrence; or
- forwarding of the issue to corporate-level management for a company-wide response.

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### ***Incorporation of Lessons Learned in Future Work Processes***

Lessons learned are incorporated into the site-specific operating procedures, safety procedures, and quality program on an ongoing basis. This will include revision of training programs, discussions in operations planning and safety meetings, regular posting of KPI results to spur the on-site team to meet objectives, and similar actions.

### ***Continuous Improvement Cost-Reduction Goal***

Although SES has no formal company-wide goal for annual savings from continuous improvement initiatives, many contracts call for SES to produce cost reductions in our clients' overall costs for specific services. Among these are nationwide and facility-specific programs that have committed to reduce the client's costs for services. In some relationships, we have been able to reduce client costs significantly in the first year and bring continued reductions in subsequent years. These types of cost reductions can only be generated through successful continuous improvement initiatives.

### ***Workforce and Management Involvement***

As described above, all Stericycle personnel are integral parts of this program and are incentivized through compensation, promotion, and retention policies designed to ensure our clients receive high-quality service.

### ***Quality Training Program***

SES has developed an in-house training system to instill standards of safety, compliance, and operational excellence in our employees. We believe this seeds and propagates a commitment to quality service, and is a baseline requirement to meeting client expectations.

This training program, although not solely focused on quality, is designed to deliver the knowledge and philosophies of our quality program to our key operating personnel. These training programs target approximately 20% of our service delivery work force, and 50% of our professional work force.

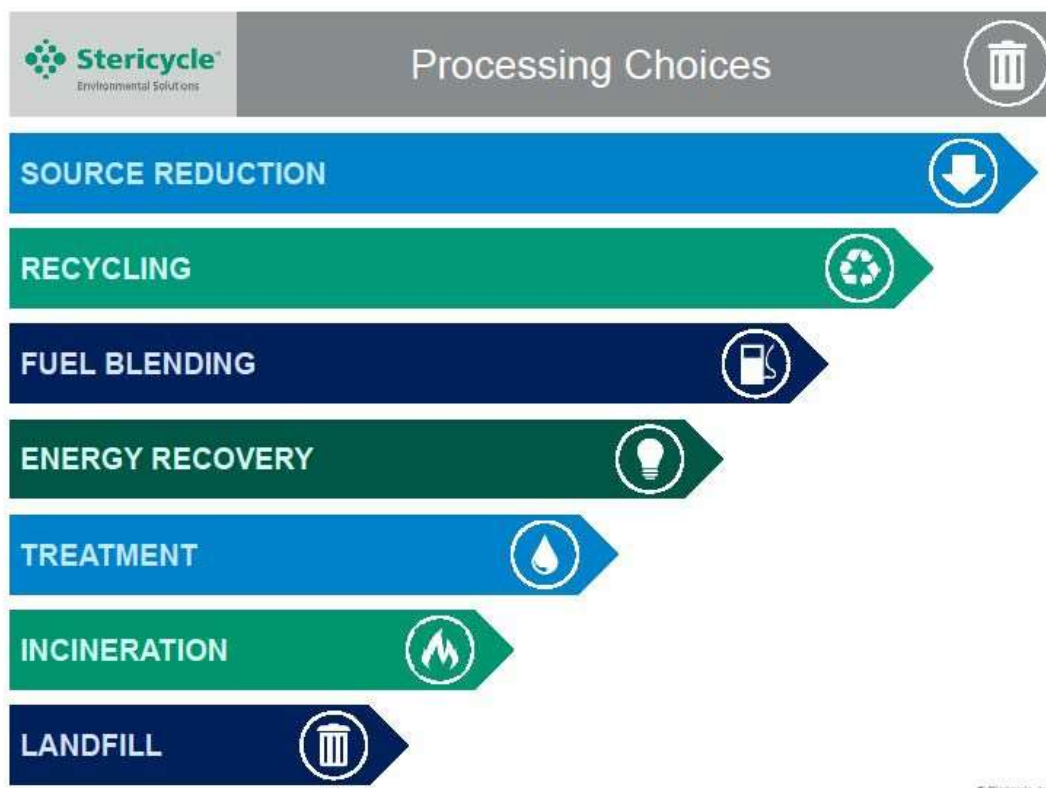
### Quality Responsibility

As a diverse, comprehensive service supplier in many North American markets, SES operates as a decentralized services company that strictly adheres to its core business standards and philosophies. The position of Facility Manager of our operating locations is key to maintaining the freedom and flexibility to adapt to changing client needs, while maintaining focus on these core standards and philosophies. Therefore, the Facility Manager at each of Stericycle's operating facilities is responsible for ensuring quality at SES. Each employee that in any way touches the service delivery process from order to delivery to invoicing, however, is ultimately responsible for delivering quality to our clients.

All SES on-site dedicated and as-needed personnel will be individually responsible for the quality of their services and of the personnel who report to them.

### 3. Waste Management Hierarchy

The primary focus of SES after source reduction is beneficial reuse and recycling, with a wide range of options designed to maximize value while protecting valuable resources. SES works with each of its clients to provide the most effective solutions for their waste disposal requirements while remaining focused upon overall cost reduction.





This approach to HHW recognizes the hazardous characteristic and potential value of the waste collection and utilizes the best options to mitigate those hazards long term. Little to no waste goes to a landfill directly or after it's burned as an alternate fuel source. We are committed to continue to seek and implement the best practices for HHW management.

SES is committed to these priorities in waste management. We consider all available waste management options in order to manage waste through reduction recycling, or reuse when feasible. When not feasible, SES additionally offers fuels blending of flammable materials to recover their fossil fuel energy content, and treatment and discharge of corrosive materials to render them non-hazardous. Both of these offerings allow the City to avoid the liability associated with the least preferred management methods of incineration or landfiling whenever possible. Materials that can be managed as a non-hazardous waste will not be lab packed but recycled or disposed of as non-hazardous waste.

The following shows how SES normally packages, treats, and disposes of HHW.

Waste Category	DOT Hazard Class	Packing Method	Treatment/ Disposal
Aerosols	2.1	Loose pack	Incinerate
Alkaline Batteries	8	Loose pack	Recycle
Antifreeze	Non-regulated	Bulk	Recycle/Stab
Asbestos	9	Loose pack	Landfill
Auto and Lead Acid Batteries	8	Palletized	Recycle
Corrosives	8	Lab pack	Treatment
Flammable (bulk)	3	Bulk	Fuel blend
Flammable (packed)	3	Loose Pack	Fuel blend
Fluorescent Bulbs	9	Loose Pack	Recycle
Latex Paint	Non-regulated	Bulk/Loose Pack	Recycle/Stab
Mercury	8	Lab pack	Recycle
Motor Oil	Non-regulated	Bulk	Recycle/Fuel blend
Nicad Batteries	8	Loose pack	Recycle
Lithium Batteries	9	Loose pack	Recycle
Oil Base Paint	3	Bulk/Loose Pack	Fuel blend
Oil Filters	Non-regulated	Loose pack	Recycle
Other Batteries	Various	Loose pack	Recycle
Oxidizers	5.1	Loose Pack	Treatment/Incinerate
PCB Waste	9	Lab pack	Incinerate
Poison Solids and Liquids	6.1	Lab pack	Incinerate
Propane (small Cylinder)	2.1	Loose Pack	Recycling
Propane (BBQ)	2.1	Loose Pack	Recycle
Reactive	4.2 or 4.3	Lab pack	Incinerate
Non-Hazardous Solids	Non-regulated	Loose Pack	Waste-to-Energy/Stab

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### *Cost-saving measures*

The application of sustainable practices to our customers' waste streams includes recycling, fuels blending, and treatment technologies and has enabled SES to achieve recycling rates for some programs over 70%. This approach to managing the waste streams is designed to meet the EPA guidelines of by-product management. In this way, SES provides a high degree of long-term risk protection, but importantly, manages waste to by-products through our hierarchy of treatment technologies. There are significant benefits to our clients in full utilization of SES TSDF locations, including:

- Significant direct cost reduction through recycling or treatment
- Added value from maximizing transportation cost/weight
- Removing excess weight (vermiculite, container weights)
- Recycling of steel drums versus destroying
- In depth audit process of all end-disposal outlets

### *Product stewardship initiatives*

#### *PaintCare*

As much as 65% of all material brought to your collection site will be paint and paint related material. In 2009, Oregon became the first state in the nation to adopt legislation mandating a comprehensive paint stewardship collection program for post-consumer paint. This landmark legislation translates to significant cost savings to HHW programs across Oregon.



In early 2010, the American Coatings Association (ACA) formed PaintCare to coordinate the network of collection sites, transportation and recycling of paint collected through the network. This program will collect a fee for all paint sold in Oregon to fund the management of waste paint. Through a competitive bidding process, SES/PSC was chosen as the primary transportation and paint management vendor for PaintCare.

PaintCare has not been implemented in the State of Missouri, but Stericycle can provide recycling of latex paint as a disposal option through 3<sup>rd</sup> party approved facilities.

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## *Sustainability*

For twenty-five years PSC Environmental Services, now Stericycle Environmental Solutions has invested in our employees, our operations and our communities to deliver first in class environmental services. Our employees provide innovative solutions that help our clients achieve their sustainability goals. State of the art technology streamlines our operations allowing us to provide more service utilizing fewer resources. We invest in training and professional development so our employees return safely to their families every day. We understand that improving our triple bottom line has a tremendous positive impact on our communities, our environment and the future of our business. Sustainability is a primary focus in delivering services to our clients. Here are just a few examples:

### *Technology*

Technological innovations are building operational efficiencies while improving our overall customer experience. **Hand-Held Devices** connect every service route to our operations and customer service team. The devices capture customer data on site and link it to our operating systems. Our technicians weigh containers and print shipping documents such as manifests and labels right at the point of pick up. **Laser** is an EPA approved process protected by a U.S. Patent allowing SES to print laser manifests in the field as opposed to using pre-printed forms. This on-demand printing produces a completely legible, precise form for compliance recordkeeping. The streamlined data entry system reduces the amount of time we spend on-site, expedites waste receipt at our TSDF, improves the accuracy of information on the shipping documents and reduces waste from unwanted or incorrect shipping documents. **On-line invoicing and payment** is a convenient option for our clients that eliminates the need for thousands of printed pages each year.

### *Scheduling and Transportation*

SES launched **ServiceMax** dispatching application in 2013. This cloud based application, fully integrated with SES's Customer Relation Management (CRM) system allows our logistics and field services team a process for dispatching personnel and equipment from a centralized system. Our clients receive a scheduled service window on the first phone call rather than waiting for later confirmation. The system has also improved our on-time performance, consistently arriving within the scheduled service window with greater than 90% accuracy.

### *Supply Chain*

Environmentally Preferred Purchasing- Each year, SES spends approximately \$1.5 million dollars on reconditioned waste containers and office supplies with recycled content.

### *Waste Management*

We've worked hard to provide our clients with more options in sustainable waste management including waste-to-energy, alternative fuel usage, solvent distillation and silver recovery. We work individually with our clients to introduce waste minimization opportunities and find the right solutions for their unique waste streams. Through capital investment in our solvent recycling equipment, Stericycle Environmental Solutions has significantly increased the percentage of waste fuels recycled into a new, saleable product. In the first two years alone (2012-13) our solvent rate increased seventeen percent (17%). The fuel that does not meet the technical specifications for recycling is utilized as an alternative fuel in the cement industry. These fuels replace raw materials used to operate kilns in the product of cement and cement products

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## 4. Customer Service

### i. Customer Service

#### *i. Overall Customer Service at the HHW Facility*

Delivering excellent customer service begins with careful site set-up planning that considers many aspects and issues that can affect the operations' safety, as well as preventing any release of hazardous waste to the surrounding area. Some of these aspects include appropriate size for collection activities, equipment and supplies needed, and vehicle traffic patterns. The following are key items that need to be considered when planning site operations for the County's HHWF:

- Smooth traffic flow through the unloading area with adequate space for emergency egress, if needed
- Proper signage, traffic cones and directional information
- No smoking in collection area or vehicles dropping off materials
- Signage providing participants with additional information (e.g. "No Smoking" and "Remain in Vehicles")
- Access to water, restrooms, and telephone
- Easy access to emergency equipment (e.g. eye wash and safety shower)
- Clear direction in regards to an emergency situation

SES will develop an Operational Plan & Procedures for the City's HHWF and will work with the City to make any necessary modifications as needed. All Stericycle staff that work at the HHWF will be trained on the operations plan, and customer services to each participant will be reiterated as the top priority.

#### *ii. Dealing with Disgruntled Customers*

SES strives to satisfy customer needs and works hard to find practical, cost-effective solutions whenever possible. When it comes to handling dissatisfied customers, we take a proactive approach by first identifying likely causes of dissatisfaction, developing solutions, and implementing them whenever the need arises.

Having provided HHW solutions for more than 20 years, the City will benefit from SES's experience in handling sensitive customer issues. Educating the public on common issues and how to avoid them helps minimize dissatisfaction and helps make the experience more satisfying. By implementing an SES customer education and awareness program, the City will mitigate the incidence of disgruntled customers.

On those rare occasions when a disgruntled customer has an issue, our professional on-site staff will work to achieve a solution that is acceptable to both the customer and the City.

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### ***iii. Customers with Unacceptable Waste***

Stericycle reserves the right to reject any items deemed unsafe or unsuitable to handle. These items may include, but are not limited to:

- Explosives
- Ammunition
- Radioactive Wastes

Stericycle will work with the City and Mid America Regional Council to determine options for managing and disposing of these items if they should be encountered. It is our experience that the local police and/or fire department can be called upon to handle most explosives and Stericycle can handle biological waste upon request. Stericycle maintains professional relationships with private companies that manage PCB and radioactive waste and can assist in arranging for appropriate handling of these items if needed.

SES will not let vehicles leave the site if they are carrying eminently dangerous unacceptable material in the vehicle that poses an immediate threat. The vehicle will be directed to a segregated area and the proper authorities contacted. SES will secure the unacceptable materials as best as possible, store the material at a location that the City approves, and obtain a quotation for proper management and disposal.

### ***iv. Customers Who Deliver Regulated Business Waste***

Only household hazardous waste will be accepted. SES will not accept business or suspected business waste from businesses, non-profit organizations, churches, home-based businesses, or rental property operations, at the collection facility. Generally, business waste can be identified based on large quantities of materials or items that are not typical of household usage.

If a participant delivers materials suspected to be business waste, the participant will be interviewed to determine the nature of the waste. SES can provide information for proper disposal to individuals attempting to deliver unacceptable business waste at the collection event.

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**v. *Waste from Participating Communities***

SES staff will accept HHW from residents of MARC participating communities. For those who are from a non- participating community, Stericycle staff will provide supplemental reference information on how they can properly dispose of the material. Alternatives will be determined satisfactory to the City and MARC before being included in the operations plan to ensure that the message is mutually agreed upon and that the information is delivered in a respectful fashion to the public. Typical options can include but are not limited to:

- Earth 911, a national website that lists all disposal and recycling centers
- State listing of HHW programs
- Dealing directly with Stericycle Environmental Solutions CESQG pick-ups

Stericycle shall conduct regular and periodic surveys of HHWF participants to determine customer satisfaction, advertising effectiveness, and scope of HHWF usage. SES, the City, MARC, and KC Dumpster shall mutually agree upon the survey format, number and frequency of surveys, and method of surveying participants.

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Stericycle understands that through our interaction with residents, we represent the image and reputation of our own company as well as the City, MARC, and KC Dumpster. As such, each employee is trained and instructed to interact with HHW collection event participants and property owners in a professional, polite manner. This point is stressed during the daily site safety meeting prior to the commencement of operations, and is an integral part of SES culture to provide premier customer service. Any non-conformance to this policy will be dealt with quickly and remedied to the satisfaction of both the City and Stericycle.



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## E. Part V - Operational Plan

### 1. Proposed Operations Schedule

At such time as Stericycle has received a notice of award, we will meet with KC Dumpster, and the City to finalize the service method and schedule for providing collection service. A detailed Operations Plan will be developed that specifies all tasks and requirements for operating the facility, approved methods of disposal, reporting, and environmental health & safety (EHS) requirements. The Operations Plan will be developed to comply with all EPA, State of Missouri, MARC, and City requirements.

### 2. Hazardous Materials Handling Procedures

As one of the leading household hazardous waste providers in the US SES has experience with operations of permanent and temporary events. Below you will find SES's structure for facilitating waste segregation and the management methods associated with transportation and disposal of wastes.

#### *i. Receiving and Segregating Waste*

##### *Unloading*

The unloader will have the following responsibilities. Once the vehicle has stopped, and the engine has been turned off, the unloader will remove the waste material from the vehicle. It will be the responsibility of the unloader to ask the participant the identity of the material being unloaded, if the waste container is not labeled. Special attention will be given to unlabeled materials, and those with conflicting markings/labels. The unloaders will be careful not to accept any of the materials on the unacceptable list.

Unloaders will only put the materials on the top of the waste carts for movement into and around the facility. In the event of an evacuation, residents will be instructed to exit their vehicles and accompany them to the evacuation assembly area.

##### *Sorting/Screening*

Sorting personnel will sort materials from the carts into the appropriate loosepack, labpack, and bulk waste streams. Hazardous materials Technicians and Chemists will identify and segregate the waste by DOT classification making sure all waste is packaged per DOT and Stericycle requirements.

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## *ii. Screening/Handling Procedures for Unknowns*

### *Laboratory/Unknown Identification*

In this area the Chemist will characterize unknown materials using HazCat techniques. Care will be taken while running these tests that incompatible materials are not mixed, and that the testing apparatus is not creating additional hazards. Persons working in this area will pay close attention to the materials being tested to avoid hazardous reactions.

The following procedures will be followed on-site in the identification of unknown/unlabeled waste. All unlabeled material received at HHW collections are sent directly to the labpack sorting table for testing.

Unknown chemicals will be tested using the HazCat system and physical tests to determine proper DOT classification. Once characteristics of an unknown compound are determined, materials are packed into the appropriate waste category.

The first step in identifying an unlabeled chemical will be to closely inspect the container to determine if portions of a label, color, shape or type of bottle give clues to its contents. Pesticides can often be identified by the type of containers; the same is true for cleaning products.

All materials that have formed crystals in or around the lid are tested for peroxides. The peroxide test strip is moistened and placed in contact with the crystals. The test is very sensitive and residual peroxides are sufficient to assess these compounds. Crystallized peroxides are generally shock sensitive and should never be opened, bumped, heated or physically stressed as they may explode if disturbed. Materials testing positive, but without crystals are packed into the organic peroxide labpack drum.

The second step is to determine if the material is an oxidizer. Potassium iodide starch paper is wetted with a 10% HCl solution and placed in contact with the material. If the oxidizer test is positive the material will be packed with the oxidizers regardless of pH.

Alkalinity and Acidity is tested with a single strip of pH paper. Solids are tested by wetting a small amount of the material in a petri dish. Liquid test strips are wetted with pH neutral water, and then dipped into the solution to be tested. If all other tests are negative and the pH is less than 4 the material will be placed with the acids, if the pH is greater than 10 it will be placed with the alkali. Flammability is assessed using a modified open-cup assessment test.

After each of the classification tests, it is important to record the results to avoid confusion and the duplication of efforts. The following notations are marked on the container using an indelible ink marker.

Peroxide Test Positive:	OP+
Peroxide Test Negative:	OP-
Oxidizer Test Positive:	OX+
Oxidizer Test Negative:	OX-
pH Test:	pH=_____
Flammability:	FL+/FL-

In the event that all tests to identify a hazard are inconclusive, an unknown material is generally placed solid or liquid toxic drums for incineration. Chlorinated hydrocarbons tests may also be performed to assess PCB or chlorinated solvent contamination in bulked oil drums.

Once identified, the materials will be returned to the sorting area to be packed. It is the responsibility of the HazCat personnel to communicate to the sorting personnel the hazardous nature of the materials being returned.

### *iii. Waste Packing and Bulking Procedures*

SES offers a simplified approach to packaging, requiring waste be sorted and packaged to D.O.T. requirements, for acceptance into our facilities. After screening has occurred the wastes will be packaged in various methods as described below.

- ❑ Flammable Liquids (Oil base paints and solvent, staged for bulking)
- ❑ Flammable Liquids and Solids (Other flammable materials, not suitable for bulking will be loose packed. Flammables will be labpacked only if required by DOT [i.e. the waste is in a glass container or carries a subsidiary hazard, Flammable, Poisonous 3 (6.1) waste for example])
- ❑ Motor Oil, Antifreeze and Auto Batteries (bulked or palletized)
- ❑ Latex Paint (staged for bulking)
- ❑ Labpack Materials (After screening and classification material will be put in proper drums identified by Haz Class. Ex: Haz class 6.1 will be packaged together in one container.)

- 
- ☐ Reusable items will be sorted out of the waste stream onto carts and wheeled over to the reuse area.

The following methods are recommended to package and transport the collected waste materials:

- **Bulking:** This is the most space saving and cost efficient way to package the waste. This method reduces air space in the drums, allowing shipment of fewer drums, which decreases cost of transportation and minimizes handling at the disposal facility. SES recommends consolidation/bulking of the following collected items onsite: gas, thinners, solvents, turpentine, oils, antifreeze, mineral spirits and other similar fluids. Bulking should be performed in strict adherence to established operations and safety plans and in accordance with any municipal, state, and/or federal regulations and guidelines. No unlabeled items should/will be poured off. Prior to consolidation waste materials will be mixed in a bucket to check for compatibility. Technicians will wear poly-coated tyvek, half face respirator with organic vapor cartridges, protective gloves, and steel-toed boots and use only non-sparking tools. Drums used will be steel and poly closed head drums and UN rated totes. Bulking into totes saves time and money in processing and handling which can be passed on to the Counties. Totes will be the preferred container for consolidation on larger events.
- **Loose pack:** This method allows for the profiling and packaging of commonly generated HHW materials into drums, cubic yard boxes and roll offs. This saves a tremendous amount of time during segregation and packaging. The items frequently loose packed are paints, pesticide solids/liquids and aerosols.
- **Lab Pack:** All other waste streams will be lab packed according to 49. CRF.173.12b allowing for compatible materials to ship together under a generic shipping name. As the materials will be going directly to a permitted TSDF for processing, packing slips will not be required, thereby saving some additional time at the events.

The following items will aid in determining the packaging method used to containerize the waste materials:

- Physical and chemical properties
- Chemical compatibility
- Size of the actual waste container
- DOT shipping requirements
- Disposal technologies (incineration, fuels blending, recycle, etc.)
- Ultimate disposal facility requirements

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#### *iv. Waste Storage Procedures*

Upon acceptance, waste materials are segregated by compatibility and stored within the permitted storage units of the facility. If fire-rated and code compliant chemical storage units are not available on-site, the waste will be packaged per DOT specifications during each day of the facility operations.

Each time a container is generated, a waste tracking number of the container and the process being performed on the material are recorded on the waste process form. Any time a new container of material is produced during processing, the new container is issued a computer generated waste tracking number, which is affixed to the new container. The waste tracking number and the identity of the newly generated material are recorded on the waste process form. At the end of each shift, the Waste Process Form is submitted to the plant record keeper for entry into the data tracking system.

When a container is prepared for shipment off-site, the container's waste tracking number is recorded on the outgoing waste handling form. The outgoing waste handling form is attached to the generator copy of the outgoing manifest and submitted to the plant record keeper for entry in the data tracking system.

These procedures provide a paper trail of each container as it passes through the facility. All container storage areas and processing areas shall be inspected daily when in use. At a minimum, weekly inspections are to be completed and recorded on a prepared log sheet for all storage and process areas and equipment. Inspection logs shall be maintained at the facility for a period of no less than three years from the date of inspection. Where inspections reveal discrepancies such as leaking containers, immediate corrective action shall be taken by operations personnel to resolve the condition.

#### *v. Spill Contingency Plan*

Spill prevention and on-site safety remain our first commitment in the operation of HHW collection programs. The following is a description of our procedures for dealing with spills and leaking containers. This includes the training of our employees in the proper handling, sorting, and packaging of waste products to significantly reduce the risk of spills and exposures from leaking containers.

Spill cleanup will be an immediate priority for our on-site staff. Obviously, the type and quantity of material spilled will affect the level of response. The following steps outline typical procedures to address on-site spills.

### SOLIDS



- Alert Site Supervisor
- Assess the identity and quantity of material spilled

- 
- Use hand broom and dustpan to collect the spilled material
  - Place the collected original material into the original product container if possible. If not, seal material in plastic zip-lock bag and label
  - Complete the spill clean-up by using absorbent pads to wipe remaining residue from the spill area and decontaminate equipment used. Use a clean pad to decontaminate gloves.
  - Place used absorbent pads in a plastic zip-lock bag, label, and package material in appropriate drum category.

## LIQUIDS

- Alert Site Supervisor.
- Assess the identity of the spilled material.
- Use granular or pad absorbent to control movement of liquid.
- Use enough absorbent to absorb all free liquids.
- Work the absorbent into the spill with a broom.
- Collect all contaminated absorbent into a plastic bag or pail. Label the container appropriately.
- Decontaminate the spill area with absorbent pads and discard with the contaminated absorbent.
- Decontaminate any equipment used.
- Label and package material in appropriate hazard class.

In addition to spills, unsealed or leaking containers must be properly sealed prior to packaging. SES uses large plastic ziplock bags to contain the material; the outside of the bag is marked if the container label has become unreadable. If drum overpacking is required, the HHW participant will be directed by the Site Supervisor to a designated overpack area.

The following equipment is included in all SES spill containment barrels.

- Duct tape
- Clear ziplock bags of various sizes
- Diatomaceous Earth Absorbent
- Oil and Universal Absorbent pads
- Broom, Shovel, Dust Pan
- 55-gallon drum liners (6 mm)
- 85-gallon overpack drums



In the event that a spill or release occurs, presenting a safety hazard beyond the protective capabilities of the issued PPE, the area will be evacuated and the Site Supervisor will implement the appropriate emergency response actions.

If site evacuation is necessary, the Supervisor will direct everyone to proceed to a location upwind of the waste handling area. Traffic control personnel will direct vehicles out of their lanes and to an exit away from the hazard before leaving their area and waste handlers will assist them if needed.

SES's insurance policy covers all spills and incidents that may occur as a result of our actions while our staff are on site. The County's liability is also minimized in regards to Worker Safety Regulations as all staff assigned to your project have the 40 hours OSHA HAZWOPER and other trainings pertaining to hazardous materials.

### 3. Operations Procedures

#### *i. Facility Opening and Closing Procedures*

SES employees will arrive at least 30 minutes prior to the advertised opening of the HHWF. This will allow enough time to conduct set-up and inspections before the site is scheduled to receive the first participant. Prior to opening SES will:

- Unlock and open entry /exit gate.
- Unlock and or open exterior and fire doors including exterior storage building doors.
- Don PPE including steel-toed boots, uniforms, disposable chemical resistant gloves, and safety glasses.
- Replenish supplies and forms.
- Collect, segregate, package and document all waste.

#### *Off Loading Procedure*

- Direct resident to unloading area.
- Verify that participant is resident of the MARC region and that material is residential.
- Remove material from car, segregate out latex paint. Place on carts.

- 
- Segregate material into proper drums.
  - Once drums are full - move to storage buildings.
  - Update current drum sheet.

#### *Closing procedure*

- Turn off all electrical equipment in use during the work shift.
- Ensure that all waste containers are placed in secondary containment area
- Make sure not over allowable storage amounts in main building.
- Move all equipment indoors for the night. Check behind facility for tools left out.
- Put funnels away and close all drums.
- Close and lock all exterior doors. Make sure doors to storage buildings are locked.
- Lock entrance gate at closing time.
- Update system with weights of participants.

#### *ii. Facility Housekeeping*

SES will maintain the HHWFs on a daily basis. Our rigorous inspection plan specifies the schedule and method of inspection of various equipment, structural and operation features of each facility. This program is designed to attain a clean appearance and safe working environment.

Other routine housekeeping tasks include, but are not limited to:

- Maintain organized and orderly files
- Immediately clean up spills and splatters
- Change visqueen sheeting on the floor weekly, or when needed (if applicable)
- Immediately patch holes and tears in visqueen
- Pick up paper and debris inside and along the perimeter of the facility
- Sweep facility daily
- Immediately wipe spills and residue on the outside of the bulking drums
- Ensure all labels and markings are legible and securely affixed to containers
- Package and store all waste in the appropriate containers at the end of each day

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- Store all supplies within the interior fencing of the facility

All food and drinks will be stored and consumed within the designated break area. Smoking is prohibited in or near the facility.

In addition to our own internal inspections, SES understands that the City and/or MARC may/can conduct periodic safety inspections. SES will cooperate with the City, MARC, or MDNR in addressing all areas of concern and remedy deficiencies (if any) promptly.

If during an inspection deficiencies that are identified will be remedied immediately. The following areas will be evaluated daily: Hazardous Conditions, Emergency Preparedness, Personal Protective Equipment, Decontamination Area, Personnel Methods Behavior, Chemical Handling and Storage, and Traffic Flow and Points of Public Contact.

### *iii. Facility Equipment Maintenance*

SES shall provide all necessary materials required for operations of HHWF operations, emergency response incidents, and the proper separation, containerization, handling, storage, transport and disposal of collected materials. SES shall provide an adequate number of containers, packaging materials, and absorbent for on-site bulking of certain materials. SES will also provide all necessary personal protective equipment, supplies, and administrative materials which includes, but is not limited to, protective clothing, goggles, respirators, tools, portable restrooms, traffic cones, visqueen, forms, manifests, labels, markings, placards, office supplies and equipment including copier/facsimile machines, forklifts, pallet jacks, paint bulking equipment and any other materials/supplies required to independently conduct household hazardous waste collection, reuse, recycling, and disposal activities (standard services) at the permanent collection centers.

### *iv. Facility Inspections*

SES staff will conduct periodic facility inspections as stated in the HHWF SOP. Inspection forms may be modified to meet the specific needs of the City, MDNR, and or MARC.

Daily Facility Inspection will address all safety equipment, security items, drum inventory logs and secondary containment if applicable.

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***v. Drop Offs at HHWF During Non-Operational Hours***

SES will manage all material that is left at the HHWF during non-operational hours per the SOP agreed upon with the City. This SOP will include but not be limited to complete documentation of the incident, material types, material volumes, and photographs.

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## F. Part VI - Subcontractors

Stericycle Environmental Solutions will not utilize subcontractors for operating the collection facility.

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## G. Part VII - Compliance History

### 1. Health & Safety Plans

SES has extensive experience preparing and providing site/job specific Operations, Contingency, Health and Safety Plans and Illness Prevention Plans. Upon award, SES will provide updated site specific plans for work at the City's HHWFs. These plans will be comprehensive and compliant with all EPA, MDNR, regulatory requirements, and MARC requirements. Plans will be completed and submitted for review and approval to the City's Program Manager. Staff training is documented and filed with plans that are maintained on-site.

#### *Safety and Emergency Procedures*

The Health and Safety Plan includes the following components:

- Site Location
- Description of Project
- Site Characterization
- Site Safety and Health Responsibility
- Risk Analysis
- Training Requirements
- Medical Surveillance
- Comprehensive Work plan
- Decontamination Procedures
- Emergency Response Plan
- Map and directions to Nearest Hospital
- Emergency Contact Information
- Labeling, Marking, and Manifesting Procedures
- Lab pack Instructions
- MSDSs
- Reporting Forms
- Approvals (PBR, Variances)

#### *Operations Plan, Site Layout*

The Operations Plan includes the following components:

- Site Information
- Facility Administrator
- Contractor Information
- Generator EPA ID Number
- Contract Administrator
- Site Work Plan (set-up, collection, spill clean-up secondary containment, PPE, waste shipments, site closure)
- Site Layout

---

### ***Company Policies/Procedures Specific to HHW Program and HHWF***

SES realizes that HHW collection events pose a potential hazard to employees, City property, and community residents. In an effort to minimize these potential hazards, SES has developed an extensive training program and site safety plan.

All employees onsite must attend a pre-event health and safety meeting that outlines all the activities onsite, as well as the hazards that may be encountered during these activities. Each employee is required to sign the safety sheet stating that they understand the hazards and contingency plan and are able and willing to carry out the plan in the event of an emergency. This meeting assures that all employees are aware of the following:

- Location of safety equipment
- Each employee's role and expectations
- Contingency plan in the event of an emergency
- Traffic flow
- Acceptable and unacceptable materials
- Packing strategy
- Hazards associated with the materials that are commonly collected

## **2. Contingency Plans**

Stericycle Environmental Solutions has developed a contingency plan in the event of release, spill or emergency. A copy of this plan will be on the person of the project manager. The plan will include safety references, emergency phone numbers, hospital information, poison control center, police department and SES contact information. The project manager will evaluate any and all spills to determine appropriate action and clean up required.

A continuous blast of a hand-held air horn or a truck horn will be used in the event of an emergency that requires evacuation. All on-site operations will cease, residents will be evacuated from the unloading area, and all employees will leave the area and gather at the designated evacuation gathering point for further instruction. The project manager will at that point further assess the situation and determine appropriate action.

If a resident or employee experiences a health issue (such as heat stress, cuts, fractures), first aid will be administered. The project manager will be notified and will summon further medical assistance if deemed necessary.

If a resident or employee shows signs or symptoms of chemical exposure, the employee will be decontaminated and first aid will be administered. The project manager will be notified and will summon further medical assistance if deemed necessary.



SES also has developed and implemented a Business Continuity Plan (BCP) for systematically addressing protocols for security, emergency response, and business continuity with respect to our employees, their families, our facilities, and our customers. The BCP addresses natural disasters, pandemic, acts of violence or other hostile situations.

### ***RCRA Compliance***

The Kansas City TSDF (Solvent Recovery, Inc.) is a RCRA Part B permitted facility and is operated in compliance with EPA and State of Missouri (MDNR) regulations. A comprehensive list of inspections and violations for the Stericycle TSDF can be provided upon request. A Facility Audit package has been included in this Qualifications document.

# FACILITY AUDIT PACKAGE



## Kansas City, Missouri TSDF

*LEGAL/PERMITTED NAME: Solvent Recovery, LLC*

700 Mulberry St.  
Kansas City, MO 64101  
816-474-1391

[StericycleEnvironmental.com](http://StericycleEnvironmental.com)





## Facility Audit Package | Kansas City, Missouri TSDF

# Table of Contents

INTRODUCTION

ENVIRONMENTAL SOLUTIONS FACILITIES  
& CONTACTS

INSURANCE

PERMITS & ACCEPTED WASTE CODES





## Facility Audit Package | Kansas City, Missouri TSDF



## About Stericycle

### We protect what matters

Around the world and in most organizations, increasingly strict regulatory guidelines and stringent quality controls are putting new demands on businesses. And for many, staying up to date with the requirements that govern their respective industries is a challenge. That's where we come in.

Stericycle is a world-leading business-to-business services company providing organizations, large or small, with a wide array of essential and highly specialized compliance-based solutions. We have the scale, expertise, and experience to handle the many complicated and often behind-the-scenes services that allow our more than 1,000,000 customers to focus on their business.

To our customers and the communities that we serve, Stericycle is a company that protects people, brands and business. We protect what matters.



## Overview of Stericycle's Key Services



**M&I  
Hazardous Waste**

Proper packaging, transportation and treatment of "less than a truckload" RCRA regulated materials



**Retail/Healthcare  
Hazardous Waste**

Turn-key services to manage disposal of hazardous wastes in the healthcare setting and from unusable products from retail outlets



**Pharmaceutical  
Waste**

Proper packaging, transportation and treatment for all types of unused pharmaceuticals to protect the environment and communities



**Compliance**

Tools and resources to promote safety, compliance, data privacy, and other best practices for small healthcare offices



**Medical  
Waste**

Compliant management of regulated medical waste to protect workers, reduce contamination risk, and improve sustainability



**Information  
Destruction**

Protects businesses and their customers with secure collection and destruction of confidential information



**Recalls**

Comprehensive brand protection solutions including notifications, returns management, replacement, and reporting of product recalls



**Communication  
Solutions**

Live voice and automated systems to manage customer and patient contact, appointments, and other communications

## Stericycle Environmental Solutions

Stericycle Environmental Solutions provides customers with an unparalleled portfolio of services designed to successfully comply with all environmental and waste regulations. Our deep bench of highly trained technicians, expertise in compliant packaging for containment and segregation, and fleet of specially equipped trucks address our customers' needs and ensure full compliance with various OSHA, DOT, EPA and state regulations.

A total of thirteen RCRA Part B permitted Treatment, Storage and Disposal Facilities (TSDFs) and approximately fifty permitted Service Centers deliver the most appropriate hazardous waste disposal method for any given client, while meeting all regulatory and sustainability goals.

Beyond compliance, we work closely with our customers to uncover innovative reuse, recycling and alternative-use options that control costs, minimize liability, and support sustainability goals and environmental responsibility.

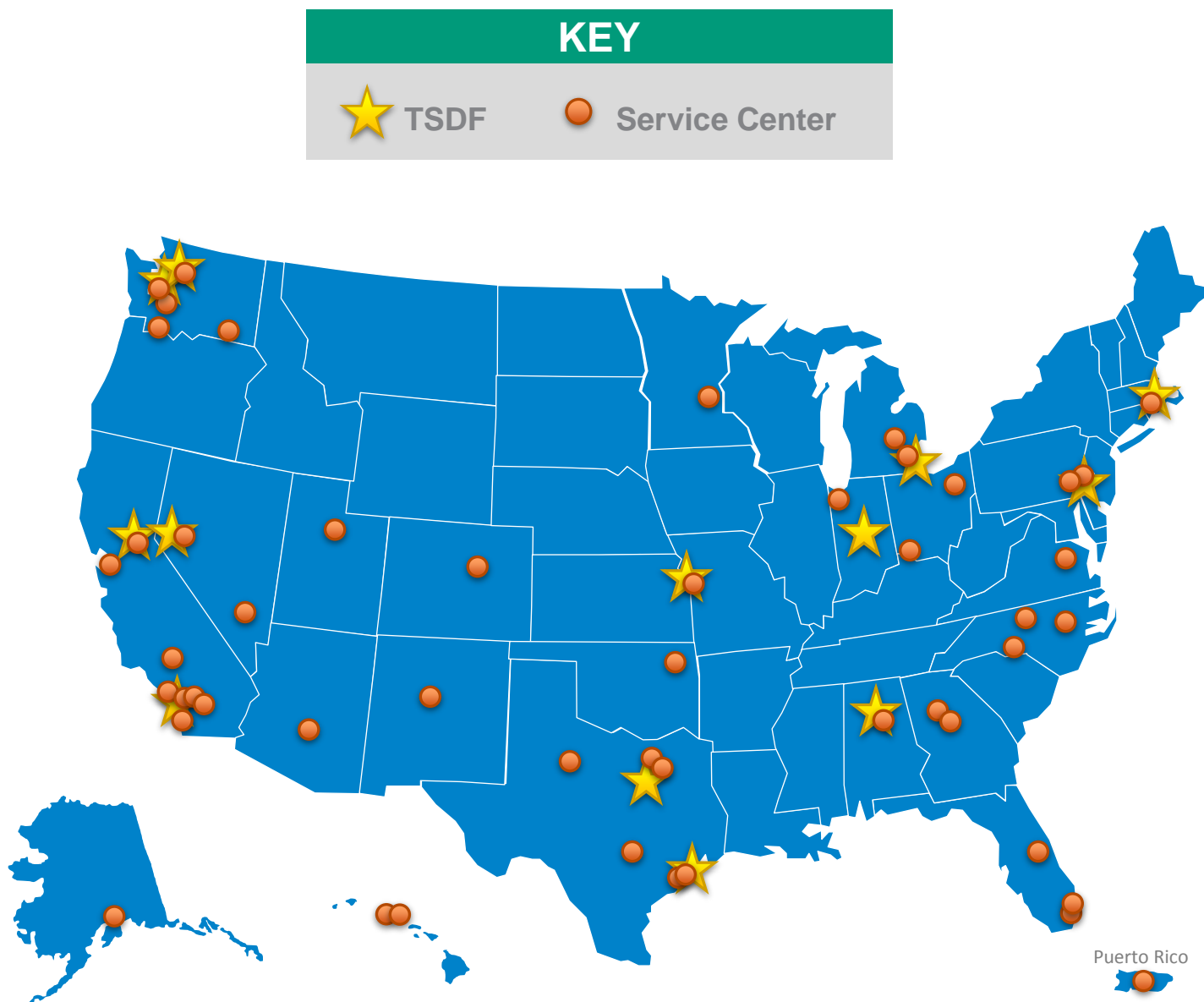




## Facility Audit Package | Kansas City, Missouri TSDF



## U.S. ENVIRONMENTAL SOLUTIONS FACILITIES



## Treatment, Storage and Disposal Facilities

500 Medco Road Birmingham, AL 35217 205-841-1707	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility, Storage capacity of over 67,000 gallons and 1,040 drums; Solvent recovery/distillation; Fuel blending. Transportation and Disposal of Hazardous, Non-hazardous, and Universal wastes.
	<b>LEGAL/PERMITTED NAME</b>	Allworth, LLC	
	<b>EPA ID #</b>	ALD 094 476 793	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Nortru LLC	
Todd Williamson	<b>DOT #</b>	337503	

425 Isis Avenue Inglewood, CA 90301 323-776-6233	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility, Transportation services; storage capacity of 183,400 gallons and 1,080 drums; Fuel blending; Solvent recycling/distribution; Transportation and Disposal of Hazardous, Non-hazardous, and Universal wastes. Battery recycling; Fluorescent bulb recovery; Chlorinated solvent recovery.
	<b>LEGAL/PERMITTED NAME</b>	Rho Chem, LLC	
	<b>EPA ID #</b>	CAD 008 364 432	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Rho-Chem LLC	
Dorothy Harley	<b>DOT #</b>	195711	

11855 White Rock Rancho Cordova, CA 95742 916-351-0980	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility; Repacking; Consolidation; Lab packing; Transportation & Disposal of Hazardous, Non-hazardous, and Universal wastes. Bulk liquid capacity of 360,000 gallons. Containerized waste capacity of 3,140,000. On-site laboratory for testing received waste. 10-day Truck-to-Truck Transfer;
	<b>LEGAL/PERMITTED NAME</b>	General Environmental Management of Rancho Cordova, LLC dba PSC Environmental Services of Rancho Cordova	
	<b>EPA ID #</b>	CAD 980 884 183	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	21ST Century Environmental Management of California LP	
TBD	<b>DOT #</b>	2059497	

## Treatment, Storage and Disposal Facilities (continued)

2770 Fortune Circle East Indianapolis, IN 46241 317-860-1192	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility, Transportation, Storage, Disposal of Hazardous and Non-Hazardous waste, Universal waste, Waste to Energy, Recycling
	<b>LEGAL/PERMITTED NAME</b>	Stericycle Specialty Waste, Inc.	
	<b>EPA ID #</b>	INR000110197	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Stericycle Specialty Waste Solutions, Inc	
Keith Birdwell	<b>DOT #</b>	1348411	

515 Lycaste St. Detroit, MI 48214 313-824-5840	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility; Storage capacity 1.1 million gallons and 2,020 drums; Solvent distillation; Metal/solids shredding; Metal drum recycling; Transportation and Disposal of Hazardous, Non-hazardous, and Universal wastes and Waste-to- Energy Recycling.
	<b>LEGAL/PERMITTED NAME</b>	Petro-Chem Processing Group of Nortru, LLC	
	<b>EPA ID #</b>	MID 980 615 298	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Petro-Chem Processing Group of Nortru, LLC	
Allen Jones	<b>DOT #</b>	337503	

700 Mulberry St. Kansas City, MO 64101 816-474-1391	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B, CERCLA approved Facility; Storage capacity 85,650 gallons and 2,891 drums; Fuel blending; Lab pack/de-pack;
	<b>LEGAL/PERMITTED NAME</b>	Solvent Recovery, LLC	
	<b>EPA ID #</b>	MOD 000 610 766	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Nortru LLC	
Matt Langston	<b>DOT #</b>	337503	

2095 Newlands Dr. E Fernley, NV 89408 775-575-2760	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility; storage capacity of 182,303 gallons and 2,942 drums (liquid); 3,211 cubic yards (solid); Inorganic waste treatment; Metal- bearing resource recovery; Photographic silver recovery; Battery recycling, Transportation and Disposal of Hazardous, Non-hazardous, and Universal wastes.
	<b>LEGAL/PERMITTED NAME</b>	21st Century Environmental Management of Nevada, LLC	
	<b>EPA ID #</b>	NVD 980 895 338	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	21st Century Environmental Management of Nevada LLC	
Tracy Buono	<b>DOT #</b>	615443	



## Treatment, Storage and Disposal Facilities (continued)

2869 Sandstone Dr. Hatfield, PA 19440 215-822-8995	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility; Approved to accept 440 waste codes; Storage capacity of 160,000 gallons, 569 drums, and 750 tons of bulk solids; Corrosive, Inorganic Wastewater Treatment; Heavy metal stabilization; Transportation & Disposal of Hazardous, Non-hazardous, and Universal wastes.
	<b>LEGAL/PERMITTED NAME</b>	Republic Environmental Systems, LLC	
	<b>EPA ID #</b>	PAD 085 690 592	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Republic Environmental Systems Transportation Group LLC	
Richard Scheule	<b>DOT #</b>	267146	

275 Allens Avenue Providence, RI 02905 401-781-6340	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility; Storage capacity of 130,000 gallons and over 5,000 drums; Transportation & Disposal of Hazardous, Non-hazardous, and Universal wastes. Lab pack; Oil recycling, Fuel blending; Silver reclamation.
	<b>LEGAL/PERMITTED NAME</b>	Northland Environmental, LLC	
	<b>EPA ID #</b>	RID 040 098 352	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	21st Century Environmental Management LLC of RI	
Kevin Fitzgerald	<b>DOT #</b>	618090	

405 Powell St. Avalon, TX 76623 972-627-3224	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B, CERCLA approved; storage capacity of 180,000 gallons; 3,500 drums; and 60 cubic yard of solids. Solvent recovery; Fuel blending.
	<b>LEGAL/PERMITTED NAME</b>	Chemical Reclamation Services, LLC	
	<b>EPA ID #</b>	TXD 046 844 700	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Philip Reclamation Services Houston LLC	
Johnny Busby	<b>DOT #</b>	166862	

## Treatment, Storage and Disposal Facilities (continued)

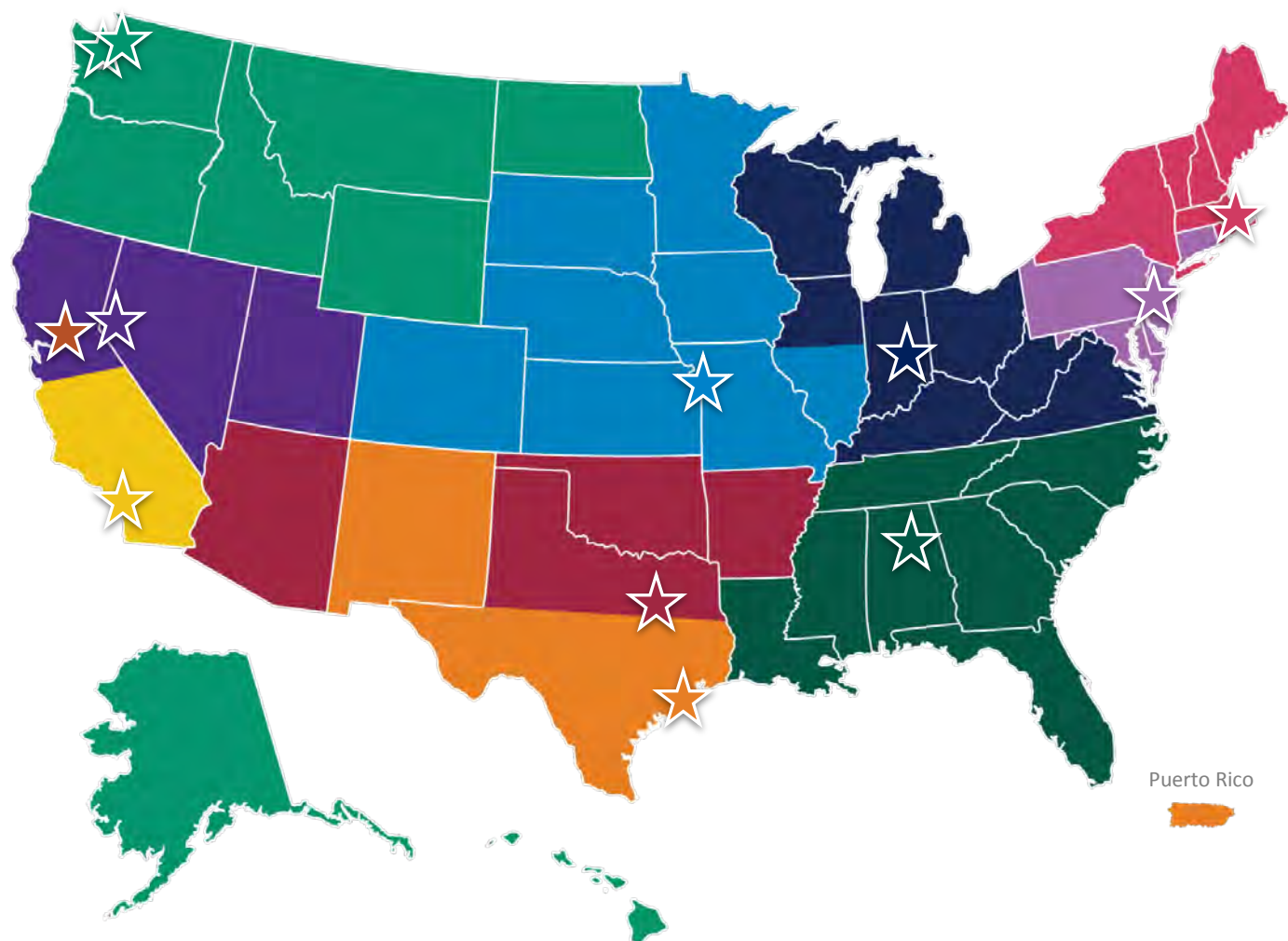
2131 Progressive Dr. Dallas, TX 75212 214-637-5575	<b>LOCATION TYPE</b>	Plant	<b>CAPABILITIES</b> Water/Wastewater Treatment Facility; sewer & line cleaning; sand & grease trap cleaning/treatment; vacuum trucks;
	<b>LEGAL/PERMITTED NAME</b>	PSC Recovery Systems, LLC	
	<b>EPA ID #</b>	TXD 102 599 339	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	PSC Recovery Systems LLC	
Chuck Trombold	<b>DOT #</b>	993643	

4050 Homestead Road Houston, TX 79915 713-674-2406	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B Facility, CERCLA approved; Storage capacity of 50,000 gallons and 1,100 drums; Wastewater Treatment; Fuel blending; Solidification; Stabilization; Lab Pack, Solvent recovery. Bulking for Incineration;
	<b>LEGAL/PERMITTED NAME</b>	Philip Reclamation Services, Houston, LLC	
	<b>EPA ID #</b>	TXD0474196338	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Philip Reclamation Services Houston LLC	
Terry Ramey	<b>DOT #</b>	166862	

20245 77th Ave. South Kent, WA 98032 253-872-8030	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B, CERCLA approved Facility; Storage capacity of 500,000 gallons and 6,000 drums; Carbon adsorption; Chemical oxidation/ precipitation/stabilization; Wastewater and sludge Treatment; PCB waste storage.
	<b>LEGAL/PERMITTED NAME</b>	Burlington Environmental, LLC	
	<b>EPA ID #</b>	WAD 991 281 767	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Burlington Environmental LLC	
Megan Swick	<b>DOT #</b>	262568	

1629 E. Alexander Ave Tacoma, WA 98421 253-627-7568	<b>LOCATION TYPE</b>	TSDF	<b>CAPABILITIES</b> RCRA Part B, CERCLA approved; Storage capacity in excess of 600,000 gallons bulk and 27,000 gallons in drums; Wastewater Treatment; Corrosives; Thermal Treatment; Fuel blending; CWA Facility
	<b>LEGAL/PERMITTED NAME</b>	Burlington Environmental, LLC	
	<b>EPA ID #</b>	WAD 020 257 945	
<b>FACILITY MANAGER</b>	<b>LEGAL DOT NAME</b>	Burlington Environmental LLC	
John Carpenter	<b>DOT #</b>	262568	

## Flow of Waste



Kansas City	Kent & Tacoma	Indianapolis
Hatfield	Providence	Rancho Cordova
Fernley	Inglewood	Avalon
Houston	Birmingham	

This map is a generalization and exceptions do exist.



## Facility Audit Package | Kansas City, Missouri TSDF





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
06/01/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> MARSH USA INC. 540 W. MADISON CHICAGO, IL 60661 Attn: Chicago.CertRequest@marsh.com		<b>CONTACT</b> NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:															
<b>INSURED</b> Stericycle Environmental Solutions A Subsidiary of Stericycle, Inc. 28161 N. Keith Drive Lake Forest, IL 60045		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Lexington Insurance Company</td> <td>19437</td> </tr> <tr> <td>INSURER B : Hartford Fire Insurance Company</td> <td>19682</td> </tr> <tr> <td>INSURER C : Trumbull Insurance Company</td> <td>27120</td> </tr> <tr> <td>INSURER D : Twin City Fire Insurance Company</td> <td>29459</td> </tr> <tr> <td>INSURER E : Allied World National Assurance Company</td> <td>10690</td> </tr> <tr> <td>INSURER F : Allied World Assurance Company</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Lexington Insurance Company	19437	INSURER B : Hartford Fire Insurance Company	19682	INSURER C : Trumbull Insurance Company	27120	INSURER D : Twin City Fire Insurance Company	29459	INSURER E : Allied World National Assurance Company	10690	INSURER F : Allied World Assurance Company	
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INSURER F : Allied World Assurance Company																	

## COVERAGES

CERTIFICATE NUMBER:

CHI-006222014-24

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b>  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		EG 1932356	06/01/2016	06/01/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b>  <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		83 CSE S13402 (AOS) 21 CSE S13403 (PR) 83 CSE S13404 (HI) "PHYSICAL DAMAGE - SELF INSURED"	06/01/2016 06/01/2016 06/01/2016	06/01/2017 06/01/2017 06/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
E	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> EXCESS LIAB  <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE	0305-0836	06/01/2016	06/01/2017	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N <input type="checkbox"/> N/A	83 WN S13400 (AOS) 83 WBR S13401 (WI)	06/01/2016 06/01/2016	06/01/2017 06/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Contractors Pollution Liab/E&O		COPS 13099044	06/01/2015	06/01/2016	Per Incident/Agg 10,000,000
F	Pollution Legal Liability		0310-1636	06/01/2016	06/01/2017	Each Occur/Gen Agg 10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Evidence only.

## CERTIFICATE HOLDER

Stericycle Environmental Solutions  
28161 N. Keith Drive  
Lake Forest, IL 60045

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE  
of Marsh USA Inc.

Manashi Mukherjee

Manashi Mukherjee

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ACORD 25 (2014/01)

The ACORD name and logo are registered marks of ACORD

Additional supplemental insurance available upon request

AGENCY CUSTOMER ID: 350208

LOC #: Chicago



## ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARSH USA INC.		NAMED INSURED Stericycle Environmental Solutions A Subsidiary of Stericycle, Inc. 28161 N. Keith Drive Lake Forest, IL 60045	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

### ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

Named Insured Includes:

21st Century Environmental Management of Nevada, LLC, a Nevada limited liability company  
21st Century Environmental Management, Inc., a Delaware corporation  
21st Century Environmental Management, LLC of Rhode Island, a Rhode Island limited liability company  
21st Century Environmental Management of California, LP, a California limited partnership  
Allworth, LLC, an Alabama limited liability company  
Burlington Environmental, LLC, a Washington limited liability company  
Chemical Pollution Control of Florida, LLC, a Florida limited liability company  
Chemical Pollution Control, LLC of New York, a New York limited liability company  
Chemical Reclamation Services, LLC, a Texas limited liability company  
Disposal Consultant Services, Inc.  
General Environmental Management of Rancho Cordova, LLC, a California limited liability company  
Luntz Acquisition (Delaware), LLC, a Delaware limited liability company  
Northland Environmental, LLC, a Delaware limited liability company  
Nortru, LLC, a Michigan limited liability company  
Philip Holdings, LLC, a Delaware limited liability company  
Philip Reclamation Services, Houston, LLC, a Texas limited liability company  
PSC Environmental Management, Inc., a Delaware corporation  
PSC Environmental Services of Pomona, LP, a Delaware limited partnership  
PSC Environmental Services, LLC, a Delaware limited liability company  
PSC Holdings, Inc. Subsidiaries  
PSC Holdings, Inc., a Delaware Corporation  
PSC Recovery Systems, LLC, a Georgia limited liability company  
PSC, LLC, a Delaware limited liability company  
Republic Environmental Recycling (New Jersey), Inc., a New Jersey corporation  
Republic Environmental Systems (Pennsylvania), LLC, a Pennsylvania limited liability company  
Republic Environmental Systems (Transportation Group), LLC, a Pennsylvania limited liability company  
Rho-Chem, LLC, a California limited liability company  
Solvent Recovery, LLC, a Missouri limited liability company  
Stericycle Environmental Solutions, Inc.

ACORD 101 (2008/01)

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Additional supplemental insurance available upon request



## Facility Audit Package | Kansas City, Missouri TSDF





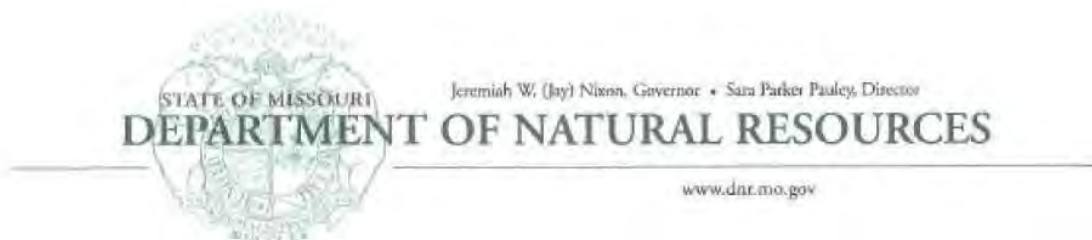
# Permits & Accepted Waste Codes

## RCRA Part B Waste Facility Permit

D	F	K			P			U				
D001	F001	K001	K052	K136	P001	P057	P114	U001	U053	U107	U158	U214
D002	F002	K002	K060	K156	P002	P058	P115	U002	U055	U108	U159	U215
D003	F003	K003	K061	K157	P003	P059	P116	U003	U056	U109	U160	U216
D004	F004	K004	K062	K158	P004	P060	P118	U004	U057	U110	U161	U217
D005	F005	K005	K069	K159	P005	P061	P119	U005	U058	U111	U162	U218
D006	F006	K006	K071	K161	P006	P062	P120	U006	U059	U112	U163	U219
D007	F007	K007	K073	K169	P007	P063	P121	U007	U060	U113	U164	U220
D008	F008	K008	K083	K170	P008	P064	P122	U008	U061	U114	U165	U221
D009	F009	K009	K084	K171	P009	P065	P123	U009	U062	U115	U166	U222
D010	F010	K010	K085		P010	P066	P127	U010	U063	U116	U167	U223
D011	F011	K011	K086		P011	P067	P128	U011	U064	U117	U168	U225
D012	F012	K014	K087		P012	P068	P185	U012	U066	U118	U169	U226
D013	F019	K015	K088		P013	P069	P188	U014	U067	U119	U170	U227
D014	F024	K016	K093		P014	P070	P189	U015	U068	U120	U171	U228
D015	F034	K017	K094		P015	P071	P190	U016	U069	U121	U172	
D016	F035	K018	K095		P016	P072	P191	U017	U070	U122	U173	U235
D017	F037	K019	K096		P017	P073	P192	U018	U071	U123	U174	U236
D018	F038	K020	K097		P018	P074	P194	U019	U072	U124	U176	U237
D019		K021	K098		P020	P075	P196	U020	U073	U125	U177	U238
D020		K022	K100		P021	P076	P197	U021	U074	U126	U178	U239
D021		K023	K101		P022	P077	P198	U022	U075	U127	U179	U240
D022		K024	K102		P023	P078	P199	U023	U076	U128	U180	U243
D023		K025	K103		P024	P082	P201	U024	U077	U129	U181	U244
D024		K026	K104		P026	P084	P202	U025	U078	U130	U182	U246
D025		K027	K105		P027	P085	P203	U026	U079	U131	U183	U247
D026		K028	K106		P028	P087	P204	U027	U080	U132	U184	U248
D027		K029	K111		P029	P088	P205	U028	U081	U133	U185	U249
D028		K030	K112		P030	P089		U029	U082	U134	U186	U271
D029		K031	K113		P031	P092		U030	U083	U135	U187	U278
D030		K032	K114		P033	P093		U031	U084	U136	U188	U279
D031		K033	K115		P034	P094		U032	U085	U137	U189	U280
D032		K034	K116		P036	P096		U033	U086	U138	U190	U328
D033		K035	K117		P037	P097		U034	U087	U140	U191	U353
D034		K036	K118		P038	P098		U035	U088	U141	U192	U350
D035		K037	K123		P039			U036	U089	U142	U193	U364
D036		K038	K124		P040			U037	U090	U143	U194	U367
D037		K039	K125		P041			U038	U091	U144	U196	U372
D038		K040	K126		P042	P099		U039	U092	U145	U197	U373
D039		K041	K131		P043	P101		U041	U093	U146	U200	U387
D040		K045	K132		P044	P102		U042	U094	U147	U201	U389
D041		K046			P045	P103		U043	U095	U148	U203	U394
D042		K047			P046	P104		U044	U096	U149	U204	U395
D043		K048			P047	P105		U045	U097	U150	U205	U404
		K049			P048	P106		U046	U098	U151	U206	U409
		K050			P049	P108		U047	U099	U152	U207	U410
		K051			P050	P109		U048	U101	U153	U208	U411
					P051	P110		U049	U102	U154	U209	U013
					P054	P111		U050	U103	U155	U210	U040
					P055	P113		U051	U105	U156	U211	U202
					P056			U052	U106	U157	U213	

## Permits & Accepted Waste Codes

### RCRA Part B Waste Facility Permit



March 2, 2015

CERTIFIED MAIL – 7009 0960 0000 8848 4054  
RETURN RECEIPT REQUESTED

RECEIVED  
3-9-15

James H. Renfroe  
EH&S Director of Permitting and Projects  
Stericycle Environmental Solutions  
4050 Homestead Road  
Houston, TX 77028

RE: Hazardous Waste Permit Application  
Solvent Recovery, LLC, Kansas City, Missouri  
EPA ID# MOD000610766

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Dear Mr. Renfroe:

The Missouri Department of Natural Resources (Department) reviewed Solvent Recovery, LLC's (SRC) hazardous waste permit renewal application, dated January 31, 2015, for completeness, as required by Code of State Regulations 10 CSR 25-8.124(1)(A)3.B. We determined the application is complete for the purposes of public participation and technical review.

SRC, a wholly owned subsidiary of PSC Environmental Services, LLC, operates a commercial hazardous waste treatment and storage facility, located at 716 Mulberry Street in Kansas City, Missouri. SRC transports and stores a variety of hazardous waste produced by other hazardous waste generators to their facility. SRC is permitted to handle most hazardous waste, other than dioxin or polychlorinated biphenyls greater than 50 parts per million. SRC extracts paint and paint related wastes for reuse. Other hazardous waste is blended and stored in containers or tanks until shipped off-site to be used as supplemental fuel for energy recovery. Wastes that cannot be fuel blended are collected and stored until SRC ships it to other facilities designed and permitted to handle that waste.

The Department is conducting the public participation activities for the complete permit application, as described in 10 CSR 25-8.124(1)(B)2. The *Kansas City Star's Missouri South Neighborhood News* will publish a legal notice announcing that your complete permit application is available for public review. We mailed a notification letter and legal notice to everyone on the facility mailing list. We sent a copy of this letter, the letter to the facility mailing list, the



## Permits & Accepted Waste Codes

### RCRA Part B Waste Facility Permit (page 2)

Mr. James H. Renfro  
Page 2

complete permit application, and legal notice to the Kansas City Public Library's Central Library, for public viewing. A copy of the legal notice and various letters are included with this letter.

You will receive more information from the Department concerning the specifics of the permit application. You must adequately address all technical deficiencies that may come up during the technical review before we can prepare draft hazardous waste permits. The following is the project decision schedule, specifying target dates for this permit application. This schedule replaces any past project decision schedules you may have received.

March 2017	Prepare draft hazardous waste permits.
June 2017	Give public notice announcing the public comment period.
September 2017	Finish the public comment period, including any public hearing.
December 2017	Issue a final permit.

If you have questions regarding this letter, please contact Cedric Cunigan, Project Manager, of my staff at the Missouri Department of Natural Resources, Hazardous Waste Program, P.O. Box 176, Jefferson City, MO 65102-0176, by telephone at (573) 751-3553 or 1-800-361-4827, or by e-mail at [cedric.cunigan@dnr.mo.gov](mailto:cedric.cunigan@dnr.mo.gov). Thank you.

Sincerely,

#### HAZARDOUS WASTE PROGRAM



Richard A. Nussbaum, P.E., R.G.  
Chief, Permits Section

RAN:cct

Enclosures

c: Mayor Sly James, City of Kansas City  
~~County Executive Michael D. Sanders, Jackson County~~  
Ms. Mary Reilly Grisolano, Project Manager, U.S. EPA Region 7  
Ms. Lillie Brack, Director, Kansas City Public Library, Central Library  
Kansas City Regional Office, Missouri Department of Natural Resources

## Permits & Accepted Waste Codes

### Wastewater Permit

CITY OF FOUNTAINS  
HEART OF THE NATION



KANSAS CITY  
MISSOURI

#### Water Services Department

#### Industrial Waste Control Division

1001 Harrison Street  
Kansas City, Missouri 64106-3044

(816) 513-0600  
Fax: (816) 513-0615

### WASTEWATER DISCHARGE PERMIT

In accordance with Chapter 60, Kansas City, Missouri Code of Ordinances, permission is hereby granted to **Solvent Recovery, LLC** to discharge Stormwater at **716 Mulberry Street, Kansas City, Missouri**.

This permit is granted in accordance with discharge limitations, monitoring requirements and other conditions set forth in Parts A, B, C, D, and E hereof.

This permit is granted for the period of **March 2, 2012 to March 2, 2017**, or until such time as it is no longer applicable to facility's operations, whichever comes first.

  
\_\_\_\_\_  
Terry Leeds  
Water Services Department Acting Director

Signed 6<sup>th</sup> day of March, 2012.



## Permits & Accepted Waste Codes

### US DOT Hazardous Material Transporter Permit

**UNITED STATES OF AMERICA  
DEPARTMENT OF TRANSPORTATION  
PIPELINE AND HAZARDOUS MATERIALS SAFETY ADMINISTRATION**



**HAZARDOUS MATERIALS  
CERTIFICATE OF REGISTRATION  
FOR REGISTRATION YEAR(S) 2015-2018**

**Registrant:** NORTRU, LLC  
Attn: EMILY HOLTEN/JJ KELLER  
PO BOX 368  
NEENAH, WI 54957

This certifies that the registrant is registered with the U.S. Department of Transportation as required by 49 CFR Part 107, Subpart G.

This certificate is issued under the authority of 49 U.S.C. 5108. It is unlawful to alter or falsify this document.

**Reg. No: 051815 553 004XZ**

**Issued: 05/18/2015**

**Expires: 06/30/2018**

**HM Company ID: 062727**

#### **Record Keeping Requirements for the Registration Program**

The following must be maintained at the principal place of business for a period of three years from the date of issuance of this Certificate of Registration:

- (1) A copy of the registration statement filed with PHMSA; and
- (2) This Certificate of Registration

Each person subject to the registration requirement must furnish that person's Certificate of Registration (or a copy) and all other records and information pertaining to the information contained in the registration statement to an authorized representative or special agent of the U. S. Department of Transportation upon request.

Each motor carrier (private or for-hire) and each vessel operator subject to the registration requirement must keep a copy of the current Certificate of Registration or another document bearing the registration number identified as the "U.S. DOT Hazmat Reg. No." in each truck and truck tractor or vessel (trailers and semi-trailers not included) used to transport hazardous materials subject to the registration requirement. The Certificate of Registration or document bearing the registration number must be made available, upon request, to enforcement personnel.



## **FACILITY AUDIT PACKAGE**

Last Updated 5/8/2017