**THE AWARE LINE**
(To Be Posted on Company Bulletin Boards)

**Channels of Communication**
If you have a concern regarding policy, ethical and legal behavior involving company operations, the first person to turn to is your supervisor or another member of management. If you are reluctant to talk directly with a company representative or prefer to remain anonymous in reporting a potential violation of law or company policy, you have another option:

Republic Service's AWARE Line
1-866-3-AWARE-4
(29273)
(toll free • 24 hours a day • 7 days a week)

**Employee Makes Call**
You will first hear a pre-programmed greeting (in English and then Spanish) encouraging you to talk directly to your local supervisor or other manager about your concerns. You are also reminded that your Human Resources and Safety Managers are also available to assist you. If you are still reluctant to communicate within routine channels, you will be asked to stay on the line.

Disciplinary actions, including termination when appropriate, may be taken against employees:
- intimidating or retaliating against individuals who in good faith reported potential violations;
- authorizing or participating in actions that violate the law or company policies; or
- failing to report a possible violation or withholding information.

Employees who report their own illegal acts or improper conduct will have such self-reporting taken into account in determining the appropriate disciplinary action.

**Employee Elects To Talk To THE NETWORK**
You will then be connected to a highly trained and experienced interviewer from THE NETWORK, an independent organization, who will ask you to describe your concerns in sufficient detail so that your information can be further reviewed by the company. If you prefer to remain anonymous, you will be given a code number for identification (PIN) to be used when calling back THE NETWORK for the status of the review or to provide any additional information.

**THE NETWORK Relays Information to the Company**
Your report will be sent directly to the Corporate Legal Department which will coordinate the review process as appropriate and involve only those managers necessary to properly research and resolve the matter.

**Process Action Plan**
The Corporate Legal Department will be responsible for coordinating the review process and resolution of matters with appropriate managers for communication directly to the caller or THE NETWORK.

**Employee's Concerns Are Addressed**
All reports concerning compliance will be promptly and fairly researched and will be treated confidentially to the extent possible under the circumstances. After the matter is reviewed, appropriate action will be taken when policy, ethical or legal violations are found to exist. The caller will be advised of the outcome of the review. Information will be maintained and tracked internally on an internal (password protected) database with limited access.

**Success of Republic Service’s Compliance Program**
The AWARE Line is an integral component of Republic Service’s Compliance Program. It will be the responsibility of the Republic Service’s Compliance Committee to regularly monitor the effectiveness of the AWARE Line and, as it deems appropriate, report its conclusions to Senior Management and to the Board of Directors or designated Board Committee.