



# Building a Scalable Waste Program for a Rapidly Growing Technology Innovator

Over the last several years, Republic Services has partnered with a multinational technology company to transform their waste operations. What began as a small project to stabilize unreliable service has grown into a comprehensive onsite waste management program serving **22 facilities providing onsite expertise, management of hazardous waste and coordinated field services.**

## Opportunity

The company's previous waste vendor struggled with reliability. Service failures, missed pickups, and inconsistent labor quality, creating operational friction at multiple campuses. These issues forced the customer to hire outside consultants to diagnose problems and temporarily fill service gaps – an additional cost and administrative strain on their internal teams.

The lack of dependable onsite support also introduced risks in handling sensitive materials used in R&D environments, such as PFAS-contaminated waste and AFFF (Aqueous Film Forming Foam). The customer needed:

- Reliable waste handling across all facilities
- Knowledgeable onsite personnel, reducing administrative burden
- A partner capable of scaling with their rapid business growth

They turned to Republic Services for a solution that could restore stability and build a foundation for a long-term partnership.



Sustainability in Action



## Solution

Republic Services began by conducting a comprehensive site assessment to understand operational needs, service gaps, and KPIs across the company's Seattle-area locations. From this, Republic Services developed a customized strategy with knowledgeable onsite staff ensuring smooth waste operations and reduced burden on the company's administrative staff.

### Step-by-step Onsite Expansion

Republic Services initially deployed two onsite technicians to coordinate daily waste operations including organization of waste and paperwork. As the customer grew and waste operations got increasingly more complex, additional expertise and support was requested. Over several years, onsite resources expanded from 2 to 6 technicians, plus a full-time field chemist, onsite supervisor, and program manager. This build-out ensured that management of all waste streams moved smoothly and compliantly as facility count and R&D activity increased.

### Enhanced Technical Capabilities

The onsite team evolved beyond routine coordination, adding large-scale decontamination and demobilization services. Using Republic Services eliminated the need for outside consultants by 80% to ensure adherence to regulatory compliance and safety protocols. This improved efficiency and lowered operational complexity.

### Integrated Hazardous Waste Management:

With PFAS and AFFF materials onsite, the customer needed proven hazardous waste expertise, looking for compliant handling, inventory management, labeling, storage support, and coordinated transport. With a dedicated field chemist onsite, hazardous waste streams were managed efficiently and compliantly.

### Support Across 22 Seattle-Area Locations

As our partnership deepened and we expanded our services to the entire network of 22 R&D office and support facilities, the customer benefits from seamless management of their waste with our team handling the complexities of daily operations, hazardous waste profiling, vendor communication and environmental compliance, allowing them to focus on their core business with piece of mind.



## Data Points

Republic Services' integrated onsite program delivers measurable operational and environmental value:

# 39

tons of hazardous waste annually, including PFAS and AFFF

# 16,000

hours of onsite service delivered each year

### Waste Streams and Materials Managed

Routine R&D waste, lab materials, and specialized residues

Coordinated collection and processing across 22 facilities

### Onsite Services

Six certified technicians supporting daily operations

Full-time onsite program manager

Full-time onsite supervisor

Full-time onsite field chemist

### Capabilities and Enhancements

Large-scale **decontamination** and **demobilization** services

Hazardous material identification, profiling, labeling, and staging

Vendor coordination and compliance documentation

Continuous improvements based on KPI performance

*Our geographic reach and service mix demonstrate Republic Services' ability to deliver both reliability and efficiency across multiple facilities.*



## Bottom Line

### From Reliability Issues to Strategic Growth Partner:

After resolving reliability problems left by the previous vendor, Republic Services established a customized onsite program that provides the consistency, compliance support, and technical expertise this multinational technology company needs to maintain focus on their core business.

### Adaptable Support for Expanding Operations:

As a trusted extension of the customer's team, Republic Services seamlessly adapts to:

- New site openings
- Increasing staffing requirements
- Evolving hazardous waste handling regulations

This responsive partnership continues to strengthen as the customer expands their footprint and accelerates development in emerging technology fields—allowing them to grow confidently with reliable waste management expertise behind them.

***“Republic Services has become an essential part of our operations. Their onsite experts are dependable, knowledgeable, and responsive – improving service quality across all our Seattle-area facilities and enabling us to focus on scaling our technology programs.”***

**– Industry Partner**

## Keys to Success

- ✓ Growing partnership built on reliability and trust
- ✓ Scaling support as the customer grows – step-by-step expansion of services across 22 facilities
- ✓ Providing onsite services that significantly reduced administrative burden
- ✓ Dedicated onsite team: 6 technicians, field chemist, supervisor, program manager
- ✓ Simplifying vendor management via a 80% reduction in reliance on outside consultants
- ✓ Offering services for special needs like decontamination and demobilization services
- ✓ Building processes that ensure compliance for complex wastes like PFAS and AFFF

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