



Scaling Reliable Waste Management for a Multi-site Healthcare Network

Over the past five years, Republic Services has partnered with a nationwide healthcare provider to simplify their waste operations across their network of hospitals and clinics in the Seattle region. Initially, Republic Services was given the opportunity to replace the current provider at a single site. This has grown into a comprehensive program to manage all their waste spanning 19 locations. Through a dedicated onsite technician with hazardous waste expertise, the customer's staff was relieved from coordinating waste stream and vendor management. Republic Services has become a trusted extension of the provider's environmental services team – ensuring safety, compliance and operational consistency across a complex healthcare network.

Opportunity

Before Republic Services, the healthcare provider struggled with a waste vendor whose service failures disrupted hospital operations. Missed pickups, delays and inconsistent handling created compliance issues, especially for clinical waste. These problems posed risk to staff and patients, added administrative burden and ultimately drove hospital leadership to seek a more reliable, knowledgeable partner.

The provider sought a solution that would:

- Restore dependable service
- Improve regulatory compliance
- Provide knowledgeable onsite support with accurate waste reporting
- Manage hazardous and regulated waste compliantly
- Streamline operations across their network through a single coordinated program
- Provide a single consolidated waste for all locations

Republic Services stepped in with a customized, scalable plan designed to meet the specific needs of a fast-growing healthcare system.



Sustainability in Action

Solution

Republic Services began with a comprehensive site assessment to identify process gaps, service failures and compliance needs at the main hospital campus. From this, Republic Services developed a tailored strategy focused on onsite support, accurate waste handling and unified program oversight via in depth waste data reports and sustainability goal tracking.

Onsite Technician Deployment

To stabilize operations, Republic Services assigned a dedicated onsite technician at the main hospital. This technician ensured proper collection and staging of waste, maintained accurate pickup inventories, coordinated with nursing and facilities teams and provided consistent communication. The technician quickly became a trusted resource, reducing errors, improving service reliability and relieving staff of time-consuming waste management tasks.

Program Expansion Across the Healthcare Network

As confidence grew, Republic Services expanded to **19 facilities** throughout Seattle, delivering coordinated scheduling, service management and compliance oversight to maintaining consistent standards across the customer's entire healthcare network.

Hazardous Waste and Vendor Management

Republic Services streamlined the expanding program by taking over all hazardous waste operations – profiling, packaging, labeling and transportation – across facilities. By also managing the third-party bio waste vendor relationship, Republic created a single point of contact, reducing vendor management for the customer and enhancing visibility into regulated waste streams.

Enhanced Onsite Capabilities

Republic Services refined onsite processes with regional operations support, standardizing procedures, strengthening compliance tracking and maintaining compliant waste storage areas. The partnership delivered reliability, compliance assurance and operational clarity to support staff and protect patients across the expanding healthcare network.



Data Points

Republic Services' integrated approach provides measurable operational and compliance benefits across the provider's healthcare network:

15

tons of hazardous waste annually

8,000+

hours of onsite support delivered annually

Waste Streams and Materials Managed

Ongoing support for regulated medical waste through third-party vendor coordination

Consistent handling practices across 19 facilities

Onsite Services

Dedicated onsite technician at the primary hospital campus

Standardized waste collection, staging, and inventory processes

Program Reach

19 hospitals and clinics in the Seattle metropolitan area

Coordinated hazardous and regulated waste services across all locations

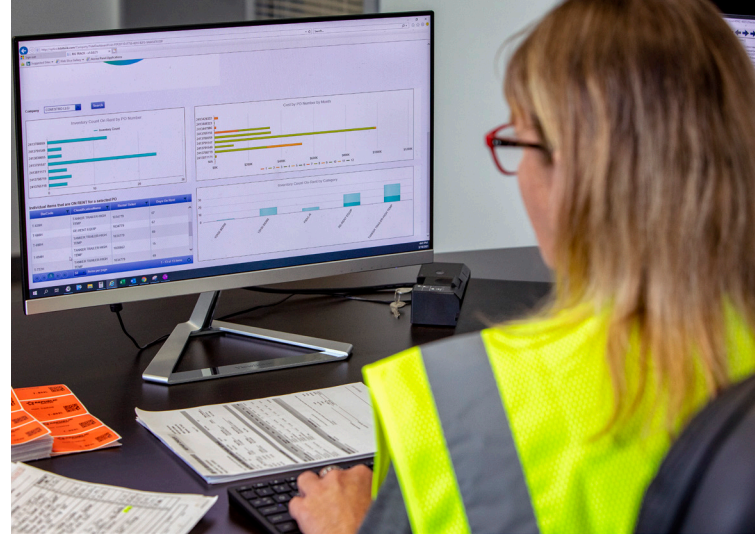
Unified program oversight and communication structure

Operational Enhancements

Reduced compliance risk due to improved handling and documentation

Lower administrative burden for hospital staff

Centralized coordination of hazardous waste and bio waste services



Bottom Line

Republic Services transformed a critical operational challenge into a high-performing waste program. By delivering reliable service, providing onsite expertise and expanding into hazardous waste management, a partnership established built on trust and compliance.

The provider now benefits from a streamlined program enhancing patient safety, regulatory performance and operational efficiency. Serving 19 locations and managing regulated waste streams, Republic Services stands ready to support the health system's growth and evolving needs.

Keys to Success

- ✓ Reliable multi-year partnership built on trust and performance
- ✓ Dedicated onsite technician ensuring consistency and compliance
- ✓ Integrated management of hazardous waste and bio waste vendor
- ✓ Reduced compliance risk and administrative burden
- ✓ Scalable program supporting hospitals and clinics across the region

“Republic Services has transformed the way we manage waste across our hospitals and clinics. Their onsite support, communication and hazardous waste expertise have made them an essential partner in helping us maintain compliance and support our daily operations.”

– Industry Partner

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Sustainability in Action