



Ross Environmental Services, Inc.

Ross Incineration Services, Inc.

Ross Transportation Services, Inc.

Members of The RossWay Group®



Family Owned, Future Focused®

2019 Sustainability Progress Report

Report information based on 2018 Sustainability metric results

About the Ross Group of companies

The Ross Group of companies, which includes Ross Environmental Services, Inc. (RES), Ross Incineration Services, Inc. (RIS) and Ross Transportation Services, Inc. (RTS), are proud to present their 2019 Sustainability Progress Report. The companies are committed to sustainability and continue to monitor their performance in terms of the triple bottom line of economic, environmental and social impacts.

Dedicated to our community, the companies have been family-owned and located in Lorain County, Ohio since their founding in 1949. This report summarizes the results of the Ross Group's Sustainability efforts in 2018. During the past year, the Ross Group has made significant progress towards becoming a resilient, sustainable organization that is committed to continual improvement.

The companies continue to monitor and track key indicators to benchmark sustainability progress. At the same time, the Ross Group continues to implement sustainability programs in the areas of supply chain accountability and purchasing. The companies also embedded sustainability practices into project management and enterprise risk management systems. These processes are designed to help mitigate risk, create new opportunities and ensure that the companies remain sustainable into the future.

The companies have also demonstrated their commitment to sustainability through their support of the Biomimicry program at the University of Akron. Biomimicry (from *bios*, meaning life, and *mimesis*, meaning to imitate) is a scientific discipline that studies designs and processes to solve human problems. In 2014, the companies partnered with the University of Akron as well as several other organizations to begin a biomimicry research fellowship.

The Ross Group provides a broad range of environmental management services to its customers. The companies help its customers meet their sustainability goals by enabling them to maintain compliance with environmental laws and regulations. They provide environmentally sustainable services, including transportation and incineration of hazardous and non-hazardous waste materials, which are vital to the protection of the environment and human health.

Our commitment to sustainability is embodied in our motto of "What We Do Matters". It is also captured in our values, which express our commitment to improve the economic, environmental and social conditions within our community:

- Safety
- Employer of Choice
- Environmental Protection
- Community Involvement
- Customer Service
- Continuous Improvement
- Compliance
- Cost Creativity

This report provides a summary of the efforts of the associates of the Ross Group of companies who positively contribute to the present and future in the areas of environmental, social and economic impacts.

Minimizing Environmental Impacts & Maximizing Environmental Opportunities

The mission of the Ross Group of companies is to safely and profitably serve our customers by providing for the incineration, transportation, treatment and related services required to meet their environmental management needs and protect the environment. As companies that are dedicated to environmental protection, they are committed to assisting their customers in meeting their environmental goals and to protecting the environment. Here's a brief look at how the Ross Group of companies worked to maximize opportunities and reduce environmental impacts in 2018.



WHAT WE DO MATTERS®

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Perhaps the greatest way that Ross Incineration helps to protect the environment is through its primary service: the treatment of hazardous and non-hazardous waste by high temperature incineration. Ross Incineration utilizes incineration to reduce the volume and toxicity of waste received from its customers. As a result, Ross Incineration prevents thousands of tons of hazardous and non-hazardous wastes from entering the

environment. The impact upon the environment is further reduced by the use of ash management, metals reclamation and recycling systems in place at Ross Incineration.

Ross Incineration establishes its goals and tracks its progress on environmental performance through the utilization of the ISO 14001:2015 Environmental Management System. The company was certified to this standard in August 2018. RIS established environmental goals for 2018 as part of its ISO 14001 program and continually tracks progress toward these goals. Below are the 2018 goals:

- Goal: Monitor plant-wide particulate emissions to not exceed 2017 levels.
- Goal: Reduce consumption of non-renewable bypass fuels by 5% in 2018 to under 2017 levels.
- Goal: Monitor city water consumption (based on gallons used per ton processed) to not exceed 2017 levels.
- Goal: Monitor electricity usage (based on kilowatt hours used per ton of waste processed) to not exceed 2017 levels.
- Goal: Conduct safety audits of key safety and PSM programs.
- Goal: Obtain OSHA Safety & Health Recognition Program recertification status.



The Ross companies have recognized considerable achievements in several areas related to the ISO 14001 goals. For more information about our goals or objectives, please contact the Corporate Communications Department at Ross Environmental Services, Inc. at Community@rossenvironmental.com.



Ross Transportation invests in new truck technology and maintains its vehicles in order to increase the fuel efficiency of its fleet. Driver training is also an important component of this effort. In 2014, RTS developed its own Sustainability Management System.

As a component of this system, the company began setting annual environmental and social management goals and measures. Below are RTS' 2018 goals:

- Evaluate the use of new trucks to increase fuel, emissions and material resource efficiency.
- Improve Fuel efficiency to reach an average of 6.5 MPG for RTS' fleet and improve idle time.
- Improve RTS' sustainable resource management and reduce waste through the integration of Manager Plus and further integration with Ross Environmental Services' Purchasing services.





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Enhancing Social and Economic Impacts

At the Ross Group of companies, we know that measuring the social and economic impacts of businesses means looking at our most valuable asset—our human resources.

Safety Achievements in 2018



The safety of our associates and community is our highest priority. We focus on safety at all of the companies and track a number of safety metrics, as established by the Occupational, Safety and Health Administration (OSHA). These include the Total Recordable Case Rate (TRCR) and the Total Days Away from Work, Restricted or Transferred Cases (DART) with the overall goal of achieving zero workplace accidents and injuries. In 2017, RIS and RTS were also recertified to OSHA’s Safety Health Achievement Recognition Program (SHARP). This certification is granted to businesses who serve as a model of workplace safety and health. All three of the Ross companies were also below the averages for their industries for TRCR and DART rates. Additionally, the companies finished 2018 with zero Lost Time Accidents (LTAs), a significant achievement that reflects our commitment to placing safety at the forefront of everything we do.

Philanthropy and Community Outreach

The Ross Foundation, Inc. provides the Ross Group of companies with a centralized and distinctive avenue for charitable giving. The Ross Foundation supplies grants to non-profits in Lorain County and particularly within the geographical area encompassed by the Midview Local School District. In 2018, the Foundation awarded grants to a number of organizations including the Elyria Rotary Club, Midview Public Library; Lorain County Community College, American Heart Association; Save Our Children and the Midview Local School District, just to name a few. In all, the Foundation gave over \$80,000 to qualified non-profit organizations. Apart from scholarships and grants, the Ross Group of companies give back to the community by way of their participation in the annual Eaton Township Household Hazardous Waste collection event. This collection event has, since it began, collected and safely disposed of more than 133,795 gallons of household hazardous waste.



Internally, the Ross Group of companies extends its giving to associates by way of its C3 (Continuous Cost Creativity) program. This program allows associates to get rewarded for their ideas to reduce environmental impacts and improve operations. Moreover, employees are given the opportunity to benefit from Ross University, a program where associates take classes on a wide range of topics such as Sustainability, Project Management, Leadership Training and more.



Lastly, the Ross Group of companies host an annual Holiday Open House, for associates and neighbors to come learn more about the companies, what we do and how we protect the environment. This event is partnered with the Ross Group’s annual participation in the Lorain County Children Services Caring Tree project. As part of this project, associates select a child currently in the Children Service system to be their secret Santa.

The Ross Group of companies are committed to sustainability and continual monitoring of their performance in terms of the triple bottom line of economic, environmental and social impacts. Our company slogans, “Rely on Ross, We Do It Right!” and “What We Do Matters” are more than just sayings. Like our values, they are the words, ideas and institutions by which we live and work.

If you would like more information about any of these topics mentioned in this report or about the Ross Group of companies, please contact the Corporate Communications Department at:

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