

# Your Guide for Making a Decision on Your Medical Waste and Compliance Partner

| ASK YOURSELF...   | WHY IS THIS IMPORTANT?  |  | DOES YOUR PROVIDER OFFER THIS? |
|---|---|---|--------------------------------|
| <b>PRICE</b>  |   |   |                                |
| Have You Ever Encountered Any Issues with Pricing Transparency or hidden fees like fuel surcharges, franchise fees, or documentation fees?            | The price you're quoted is the price you pay. Transparent pricing ensures that you're treated fairly, paying a reasonable price for the services you receive.   | <b>INCLUDED</b>   |                                |
| Does Your Provider Have a Price Lock Option?  | Having a price lock option with your provider ensures stability and predictability in your budgeting. It protects your practice from sudden cost increases, allowing you to manage expenses with confidence and focus on delivering quality care.                                       | <b>INCLUDED</b>   |                                |
| Do You Get Any Discounts When You Bundle Multiple Services with Your Current Provider?  | Consolidating multiple vendors into one program saves money, time and simplifies overall practice management!   | <b>INCLUDED</b>   |                                |
| Does Your Provider Offer the Convenience of Autopay for Easy Billing?   | Our commitment to compliance extends to our customer portal and secure payment options to protect your information.   | <b>INCLUDED</b>   |                                |
| <b>SERVICE</b>  |   |   |                                |
| Does Your Current Provider Upgrade Your Solutions and Software Regularly at No Charge to You?   | Always upgrading our solutions to provide the most benefit at the right cost while keeping you up to date on the always changing industry and technology. We constantly spend 100s of hours searching for the best software and solutions, upgrading them regularly at no charge to you | <b>INCLUDED</b>   |                                |
| Does Your Provider Offer a Comprehensive Suite of Waste Management Services Including Specialized Disposal for Chemotherapy and Pharmaceutical Waste? | A provider that offers a full range of waste management services can streamline the process, making it more efficient and convenient for your facility. You can rely on one trusted partner for all your waste disposal needs, reducing the complexity of managing multiple vendors.    | <b>INCLUDED</b>   |                                |
| Does Your Current Service Properly Meet YOUR Needs?   | We make sure that you have a tailored solution that meets your needs. Our team will walk you through a Total Cost of Ownership Assessment to ensure   | <b>INCLUDED</b>   |                                |
| Does Your Provider Take Title to Your Waste, Or Is That Your Risk?  | We take full title to your waste to ensure you are fully protected from any risk once it leaves your facility.  | <b>INCLUDED</b>   |                                |
| Is Your Provider Able to Shop Multiple Options to Ensure Your Price Stays Low for the Long Term?  | We can leverage these relationships to constantly improve our service offerings and stay ahead of industry trends and innovations. Which drives down costs.   | <b>INCLUDED</b>   |                                |
| Does Your Provider Offer Nationwide Services?   | Having a provider that offers nationwide services ensures consistency and reliability, regardless of your facility's location.  | <b>INCLUDED</b>   |                                |
| Does Your Provider Meet Your Service Pickup Dates on YOUR Schedule, with Immediate Backup Arrangements if Needed?                                     | With multiple trucks and backup haulers in your area, we can always accommodate your needs, even at short notice. Does your provider have backups   | <b>INCLUDED</b>   |                                |

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|---|--|----------|--|
| How Flexible Is Your Provider on Their Contract If You Need to Change Your Services or Frequency of Pickups?            | We understand that your requirements may evolve over time. Our flexibility allows you to adjust the services and frequency of pickups to align with your current needs without facing penalties or excessive administrative hurdles.   | INCLUDED |  |
| Does Your Provider Do Regular Checkins, Total Cost of Ownership Assessments, and Risk Assessments?                      | We conduct regular check-ins, Total Cost of Ownership assessments, and risk assessments to keep you aware of your regulatory requirements, ensure you stay in compliance, and save time and money annually.  | INCLUDED |  |
| <b>CUSTOMER SUPPORT</b>   |  |          |  |
| Is It Easy to Reach Out to Your Provider When You Encounter a Problem? Do They Have a Customer First Mentality?         | Never wait to speak with a live agent. Enjoy concierge, white glove service and access to our leadership team without the cost.<br><br>Every account is assigned to a specific customer service representative who understands your unique needs and is always available to assist you. 24-hour SLAs mean your needs are met urgently. | INCLUDED |  |
| Does Your Provider Offer Online Account Management?   | Online account management enhances convenience and efficiency for your practice. It allows you to easily track service schedules, view invoices, manage compliance documents, and make service requests at any time, ensuring smooth and hassle-free operations.   | INCLUDED |  |
| Does Your Vendor Offer the Largest Team of Dedicated Client Support Experts for Any Issues or Questions You Might Have? | We pride ourselves on having one of the largest and most dedicated client support teams in the industry, ensuring that you always have access to the help you need, when you need it.  | INCLUDED |  |
| Are Your Terms and Conditions Clear and Understandable?   | We prioritize clear and understandable terms to reflect our values of transparency and integrity   | INCLUDED |  |
| <b>VENDOR REPUTATION</b>  |  |          |  |
| Is Your Provider Immune to Disruptive Industry Acquisitions and Consolidations?   | We are proudly privately-owned and held, meaning we only strive to please our customers, not shareholders. Our focus in non-acute healthcare settings ensures we understand your needs and have the experience and expertise to keep you satisfied.  | INCLUDED |  |
| Does Your Provider Have A 95% Customer Retention Rate and Offer Client References Upon Request?                         | We are dedicated to building and maintaining trust, delivering exceptional service, and ensuring that our clients' needs are always met. We encourage potential clients to request references, confident in the satisfaction and trust of our current clients.   | INCLUDED |  |
| Does Your Current Provider Have Core Values That Align with Yours?  | We stand by our core values which include Do the Right Thing, Be Passionate, Help Others, and Do What You Say.   | INCLUDED |  |
| Is Your Service Provider Consistently Receiving 100s of 5-star Reviews Within Your Vertical?                            | With 100's of 5-star reviews, we reflect our commitment to excellence, reliability, and customer satisfaction.   | INCLUDED |  |

## How Does Your Provider Rank?

**Who's Looking After You Personally and Professionally?**

Join the 40,000+ Providers Who Save Thousands Each Year