



## Company Overview

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# Sustain At-a-Glance

- Created in June 2016 to meet waste management needs of Emergency Response companies and their customers throughout the US and Canada.
- Today we have grown from a start up to an established national company, with over 1800 projects completed from Pennsylvania to Oregon, and Texas to Alberta.
- Our Mission: Deliver comprehensive waste services with exceptional value in partnership with our customers to achieve results, while empowering our “best in market” team to make customer focused decisions in a dynamic and rewarding work environment.
- Our Commitment: Work hard everyday to solve customer challenges, with the understanding that we will succeed as an organization only when our customers succeed first.

Responsiveness – in communications, project scheduling

Program / Project Ownership - provide our customers with a national, single point of contact invested in success of the program.

Consistent Performance - regardless of project type, size, and location.

Comprehensive - waste solutions from point of generation to final disposal....

# Our Operating Principles



# Safety Program

Zero lost time accidents or reportable incidents since our creation in June 2016

All Employees participate in a 2 day general safety conference every three years

DOT / RCRA training per regulatory requirements for drivers and field employees

Paper Audits of all supplier safety records every two years at a minimum

Fleet Safety Program for Company Drivers / Trucks

- Quarterly On Line Refresher Training
- Annual In Person Driver Training

# Executive Biographies

- Dan Croghan – President. Over thirty years of experience in waste management industry. Majority of career in management and executive roles responsible for building extensive national level customer and supplier relationships, with emphasis on hazardous waste solutions for major chemical industry clients.
- Sam Ward – Vice President, Operations and Administration. Over twenty years waste services experience with emphasis on field operations, hazardous waste transportation, DOT regulatory permitting and compliance, and plant operations and safety.
- Patrick McGinnis – Vice President, National Services. Fifteen years experience providing comprehensive managed environmental services, industrial cleaning, waste management, and emergency / disaster response. Specific experience with retail clients, specializing in responsive service after an event, with services ranging from product removal, fueling services, providing portable restroom services, and removal of debris. He has personally managed eight disaster events over past ten years, and was a key member in the anthrax decontaminations in the US from 2001-2004.

# Organizational Structure



- National Services
  - Business Unit offering fully integrated waste services from point of generation through end disposal for multi facility customers.
    - Customers with both scheduled (routine) and project related waste needs
    - Specializes in the retail sector
    - Full autonomy in determining allocation of internal and external resources to meet client needs
    - Customer relationship owned by Project Manager offering a single of point of contact for customers
    - Services include emergency and disaster response, scheduled field services, project rentals, waste transport and disposal on national scale
- Industrial / Manufacturing Services
  - Business Unit offering comprehensive waste services to ongoing manufacturing operations
    - Both project and process related waste streams
    - Chemical, automotive, government, and other industrial markets
    - Full autonomy in determining allocation of internal and external resources to meet client needs
    - Customer relationship owned by Account Managers offering a single of point of contact for customers
    - Strategic account management at both the plant and corporate level
- Corporate Support Functions
  - Administrative and Operational Support for the Two Primary Business Units; National Services and Industrial / Manufacturing Services
  - Functions Include;
    - Logistics / Transportation
    - Quality Assurance / Internal and External Audit Programs
    - Accounting – Billing, AR, and AP
    - Regulatory Compliance / Training
    - Human Resources



# Sustain in Action – Chemical Storage Warehouse Cleanup

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- Event - Chemical warehouse product rack collapse in Cincinnati, OH. The storage rack, five levels high and as long as a football field, held a mix of totes, drums, bags, and pails. Oxidizers, flammables, acids, bases, organics, and inorganic chemicals were stored on the racks at the time of the incident. The collapse caused many of the containers to break open spilling solids and liquids across the concrete floor, resulting in a huge pile of mangled rack and various mixed chemicals.
- Our Solution – Sustain’s Technical Services team reviewed Safety Data Sheets for the spilled products, and developed a written plan to guide the emergency response crews on which chemicals were hazardous, non-hazardous, toxic, and incompatible with other materials. This was a challenge since many of the containers were comingled after the rack collapse. A waste management plan was produced which included a daily inventory report on the amount of waste generated, the storage location of the waste, and hazard class of the waste. Daily briefings were provided to the Ohio EPA and others on the Incident Command. Samples were provided to a local laboratory for testing, and the proper waste designation applied for purposes of transportation and disposal. Repackaged waste containers were labeled and segregated into containment areas organized by hazard class and disposal outlet. Sustain coordinated transportation and disposal of all wastes which included 30 roll off boxes, 560 drums, 50 totes, and a poly lined frac tank of liquids. We worked with several disposal facilities to find the best option with compliance, cost, and responsiveness as the key goals. All of the waste shipped safely offsite and disposed within 11 working days.

# Sustain in Action – Nationwide Hazardous Waste Transportation Services

- Work Scope – Hazardous Waste Transportation, Petroleum Pipeline Terminals
- Our Solution – Sustain was contracted to arrange transportation of hazardous waste generated at numerous petroleum pipeline terminals. We were contacted after customer experienced poor service from larger suppliers due to the challenging nature of the work scope. These challenges include; long milk runs often originating in the northeast US and terminating in the Southeast, remote locations often inaccessible using large tractor trailers, frequent route schedule changes and lack of customer resources and expertise to assist in loading trucks. Sustain dedicated a team of drivers to become familiar and comfortable with these challenges and utilized smaller box trucks equipped with pallet jacks and drum dollies to manage potential problems in the field. Sustain provided daily reports to the customer on progress and route changes. The result is a dramatic improvement in on-time service, with Sustain servicing an average of 22 pipeline locations each month during a seven to ten day period.





# Sustain in Action – Damaged Freight Transport and Disposal

- Work Scope – Transportation and Disposal, Damaged Chemical Products During Transport, Fuel Spill from Trucks
- Our Solution – Sustain provides fast response to disposal needs related to damaged freight and fuel spills. We service approximately 10-15 events per month, arranging transportation and disposal from freight terminal locations and truck stops / fueling stations across North America. Time is of the essence, since most of these locations are not equipped to store hazardous wastes for long periods of time. On average, Sustain provides quotes within 24 hours of notification, and waste ships off site within 7 working days. Companies that are serviced include FedEx, Ward Trucking, Pilot Flying J, and DHL with 30% of the pickups occurring in remote areas of Central Canada.

# Federal Transportation Permits

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- FMCSA Motor Carrier Number:  
MC-129208
- US Department of Transportation Number:  
3183922
- US EPA Identification Number:  
OHR000210260
- PHMSA Registration Number:  
060319550035B

# Insurance

- Commercial General Liability
  - \$1,000,000 Occurrence
  - \$2,000,000 Aggregate
- Auto Liability
  - \$1,000,000 Combined Single Limit
- Umbrella Liability
  - \$5,000,000 Occurrence
  - \$5,000,000 Aggregate
- Pollution and Professional Liability
  - \$1,000,000 Occurrence
- Workers Compensation
  - Per Ohio Statute
- Employers Liability
  - \$1,000,000 Occurrence
  - \$2,000,000 Aggregate

The logo for 'Sustain' features the word in a bold, blue, sans-serif font. A single green leaf is positioned above the letter 'i', with its stem extending down into the letter's vertical stroke.