

C R & R



CITY OF FULLERTON
REQUEST FOR PROPOSAL



RFP #2526-RFP-003
SOLID WASTE MANAGEMENT SERVICES
NOVEMBER 17, 2025 - 4:00 PM



TRANSMITTAL LETTER



November 17, 2025

Steve Avalos, Budget & Purchasing Manager
City of Fullerton
303 West Commonwealth Avenue
Fullerton, CA 92831

Dear Mr. Avalos:

In response to the Request for Proposals #2526-RFP-03 Solid Waste Management Services issued by the City of Fullerton, CR&R, Incorporated (CR&R) hereby proposes to provide said services in accordance with this Proposal, which includes the Proposal Forms and accompanying materials submitted with this Proposal in response to the City's RFP.

CR&R is one of Southern California's most innovative and successful waste and recycling companies, serving more than 3,000,000 residents and more than 30,000 businesses throughout Orange, Los Angeles, San Bernardino, Imperial, and Riverside counties. CR&R was founded with the idea that collecting, processing, and recycling waste materials was an important and essential community service. Today, this responsibility is as steadfast as ever, with CR&R continuously leading the charge to meet the demands of an ever-changing environmental movement. Our enterprise-wide recycling network now offers integrated hauling, collection, and processing services to more than fifty jurisdictions throughout California.

CR&R is a California corporation formed in 1963 and is submitting this proposal as an individual organization. The name of the authorized person who will sign the agreement in the event one is awarded is Clifford R. Ronnenberg, Chairman and CEO.


CR&R Contact: Julie Barreda, Senior Vice President
11292 Western Avenue, Stanton CA
julieb@crrmail.com
(714) 349-2864

CR&R has examined, understood, and agreed to all requirements set forth in this RFP. CR&R warrants that the service and performance requirements as described in this RFP, its enclosures, attachments, and all addenda listed below have been thoroughly reviewed. CR&R has conducted all due diligence necessary to confirm material facts upon which the proposal is based.

Addendum #1 Date: October 17, 2025
Addendum #2 Date: October 17, 2025
Addendum #3 Date: October 17, 2025

CR&R accepts all requirements set forth by the City of Fullerton and takes **zero exceptions** to the draft agreement. CR&R acknowledges the validity of the proposal contents, including the proposed rates for a period of no less than 120 days from the date of submittal. CR&R attests that all information submitted with the proposal is true and correct.

Sincerely



By: _____

Name: Clifford R. Ronnenberg

Title: Chairman and CEO

TABLE OF CONTENTS

1	INTRODUCTION
7	RELATED EXPERIENCE BY AREA
12	PROJECT TEAM
21	OTHER RESOURCES INCLUDING EQUIPMENT
43	SAFETY RECORD
58	OWNERSHIP AND FINANCIAL RECORDS
63	INSURANCE
69	REFERENCES
95	RATES AND COSTS
106	EXCEPTIONS

INTRODUCTION

1



INTRODUCTION

CR&R Incorporated (CR&R) is a local, family-owned corporation and has been a premier provider of solid waste management services for over 60 years, right here in Orange County. CR&R is also one of the largest privately held solid waste management companies in California and services the most municipalities in the County of Orange compared to other operating hauling companies. Our organization carries a strong recognized commitment to community service, a proven ability to exceed CalRecycle program requirements, an operator of world-class recycling and organics processing infrastructure, and an industry-leading environmental solutions provider.



We are thrilled to bring our sustainability leadership and unparalleled community service to the City of Fullerton (City). CR&R's ability is further enhanced by the location of our Executive Offices, Operations Yard, and Call Center, which is less than 10 miles, or a 25-minute drive from Fullerton City Hall.

PROGRAM ENHANCEMENTS

Beyond delivering all services outlined in the draft Franchise Agreement, with no exceptions taken, CR&R is proud to list our Program Enhancements below which go above and beyond the scope of the RFP. Our team designed these enhancements specifically for the City of Fullerton to provide the highest level of customer service, increase recycling participation and diversion program compliance, and support the educational and civic goals of the community.

Free Additional Recycling Cart for Residential Customers

CR&R is committed to environmental sustainability and achieving California's recycling goals. To maximize the City's diversion efforts, CR&R will provide one (1) additional recycling cart for free, to each single-family residential customer.



Commercial Recycling Program Outreach Prior to the Contract Service Start Date

CR&R is committed to visiting each commercial and multifamily customer beginning upon award of contract and prior to commencement of service. Our goal is to provide the City with a 100% compliant roll-out during the transition period that is based on right-sized, customer “agreed to” services levels. This will allow CR&R’s three (3) Dedicated Sustainability Specialists to focus on public education, customer service, and the maintenance of recycling programs from day one.



Household Hazardous Waste (HHW) Curbside Collection Program

In addition to hosting the required annual HHW collection event and to alleviate the accumulation of HHW in homes, CR&R will provide free quarterly HHW curbside collection for all Fullerton single-family residential customers. This program supports seniors and residents that are not able to make it to the clean-up events.

At-Home Sharps Collection Program

For the safety and convenience of residents who administer at-home medication via needles, CR&R will provide free quarterly containers to safely collect household sharps via mail-back packages to each Fullerton residential and multi-family customer.



In-Home Organic Collection Pails

To assist residents in complying with mandatory state requirements to recycle organic material, CR&R will offer free in-home organic collection pails for food scraps, by request to any Fullerton residential or multi-family customer.



Commercial Organics Collection Containers

To assist commercial businesses who generate food waste and maximize city diversion efforts, CR&R will offer free organic collection containers that provide convenient, space-saving solutions for back-of-house applications.



Academic Scholarships and Internships

To promote education and environmental stewardship, CR&R will provide five (5) \$1,000 scholarships for the senior graduating class per academic year to the high schools within the Fullerton and Fullerton Joint Union Highschool District. This \$5,000 per year scholarship will be provided throughout the duration of the Franchise Agreement. Additionally, CR&R will offer one (1) paid internship for academic credits, each semester throughout the term of the contract for students to gain a strong understanding and earn professional experience within our Sustainability Department, directly working with cities throughout Southern California.



Community Sponsorship and Fostering Local Organizations

CR&R's commitment to community service is unmatched and we fully support each of our partner cities' efforts to foster and champion local organizations, from food pantries to animal shelters and afterschool programs. CR&R is honored to participate and offer financial support in the amount of \$100,000 per year in charitable donations to support city sponsored events and local community organizations within the City of Fullerton for the term of the agreement.

Provision of 10,000 Reusable and Recyclable Aluminum Cups for City Sponsored Events

CR&R is committed to California's refill and reuse initiatives and will further support the City's sustainability efforts to achieve "zero waste" by offering 10,000 aluminum reusable cups that are 100% recyclable for City sponsored events.



Olyns Cube Reverse Beverage Container Recycling Vending Machines

Access to California Redemption Container (CRV) sites can vary in cities. Olyns Reverse Vending Cubes offer a unique path towards obtaining container deposits while providing the option to support local organizations. CR&R will sponsor the installation and operation of two (2) Olyns Cubes, at a City-selected location, to be accessible to residents of the City of Fullerton.



Downtown District Enclosure Beautification Program

CR&R understands the importance of the Downtown Fullerton District and the uniqueness of its vibrant businesses, restaurants, nightlife entertainment, and most of all, its walkability. Our Sustainability Department’s experience in establishing successful, cost-effective, shared enclosure programs in the cities of Orange and Laguna Beach, position CR&R to offer a path forward for compliant, safe and convenient recycling programs within the City. CR&R’s commitment to community service is unmatched and we fully support each of our partner cities’ efforts to

We are thrilled to offer \$100,000 towards the refurbishment of all Downtown District City Enclosures, including new epoxy flooring that will complement the required steam cleaning. CR&R will also design custom signage and work with each participating commercial customer to ensure proper use and maintenance of the enclosure is achieved. We are confident that our right-sized, seven-day-a-week offered collection service of trash, recycling and organics, and the fresh “look and feel” of each enclosure will promote business involvement in its upkeep and establish their commitment to recycling obligations.



Visual representation of Downtown District City Enclosures before and after proposed CR&R refurbishment.



Fullerton City Street Beautification and Maintenance

CR&R is sensitive to the sometimes unavoidable impact that our industry has on the communities we serve, such as the potential ramifications on streets due not only to the weight of materials collected, but also the miles they travel. As such, CR&R is committed to mitigating this effect as much as possible by providing custom designed, light-weight collection vehicles, including commercial 3-axle recycling trucks and a smaller rear-load commercial cart collection vehicle to prevent wear and tear on city streets.

PROVEN TRANSITION EXPERTISE

The CR&R team offers the City of Fullerton our extensive and locally unsurpassed transition experience compared to any other company in our region. We have successfully completed sixteen (16) hauler transitions within the past ten (10) years, with the most recent transitions conducted in the City of Laguna Beach in 2024 and the City of Laguna Woods in 2021. The focus of Fullerton's transition is to ensure continuity of service, minimize impacts on customers, and prioritize 100% SB 1383 compliance from day one.

CR&R is ready and committed to placing our unsurpassed transition experience to work in the City of Fullerton. This is achieved by effectively managing transitions through careful planning, communication, proactive outreach, and extensive collaboration with City Staff to achieve City goals and address any potential challenges. This approach has enhanced our service delivery process and the overall customer experience. No matter the operational challenge, our goal has always been the same: complete the transition with minimal disruption to the customer and always keep the City informed throughout the process. Additional information is provided in Section 13: Operation.

IN SUMMARY

CR&R is uniquely positioned to be the City of Fullerton's most capable and committed partner in advancing its environmental, operational, and community goals. As the region's most experienced local service provider, with over six decades of proven performance, CR&R brings the stability, innovation, and accountability the City deserves.

Our proposal represents far more than compliance within a franchise agreement, it embodies a shared vision for Fullerton's future, one defined by sustainability, efficiency, and civic pride. From powering collection fleets with renewable natural gas produced locally, to investing directly in City infrastructure, beautification, education, and community programs, CR&R's approach ensures that every aspect of our service delivery contributes measurable value to Fullerton and its residents.

We are ready to apply our full capabilities, technology, and resources to make this partnership a model of success for the City of Fullerton. Together, we can build a cleaner, stronger, and more sustainable Fullerton, one that reflects the City's leadership and the community's shared commitment to excellence. Please continue to the sections below for additional details on the program enhancements proposed and CR&R's response to the City's RFP.



RELATED EXPERIENCE
BY AREA

2



RELATED EXPERIENCE BY AREA

CR&R is one of Southern California's most innovative and successful waste and recycling companies, serving **more than three million residents, more than 50 jurisdictions, and more than thirty thousand businesses** throughout Orange, Los Angeles, San Bernardino, Imperial, and Riverside counties.

Our groundbreaking technologies and pioneering reclamation programs allow us to **recycle more than four hundred thousand tons of materials each year**, creating cleaner communities, reducing air and water pollution, conserving landfill space, and extending our natural resources.

The CR&R journey began in Stanton, California back in 1963, where at the time, a mere one million people called Orange County their home. Recycling was not a mainstay as it is today, and most people sent their waste to landfills. As the population continued to grow, it became apparent that this disposable mindset culture was not sustainable. In response, CR&R began implementing recycling programs in Orange County long before it was mainstream, changing the direction of our industry in California and throughout the nation.



At CR&R, we are proud of the fact that we can immediately and decisively act on any request. The company's owners and senior management team are based in Stanton and are directly available to City Staff. This local management structure brings their extensive familiarity with Orange County and is able to provide Fullerton with an unparalleled level of responsiveness, without any extra layers to encumber decision making between the City and the company.



A. RELATED EXPERIENCE

CR&R offers wide-ranging expertise in solid waste collection, material processing innovation, diversion program implementation, and community involvement. We bring the City of Fullerton the benefit of our experience in cities near Fullerton of similar size, as well as our significant experience in effective service transitions:

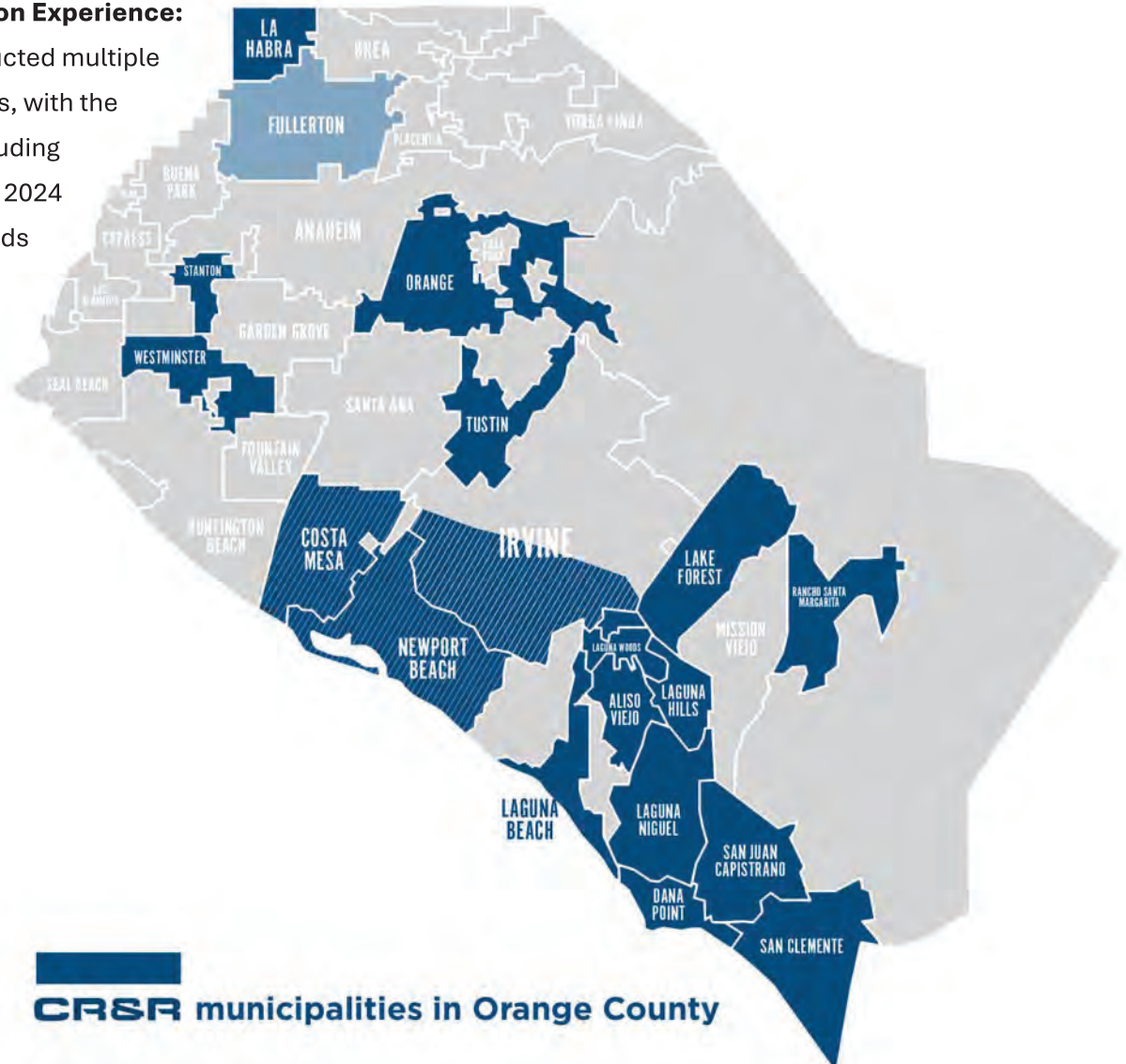
Regional Experience: CR&R serves neighboring and nearby cities, including Orange, La Habra, Stanton, Artesia, Bellflower and Santa Fe Springs.

Orange County Experience: CR&R serves 20 jurisdictions in Orange County, including Aliso Viejo, Costa Mesa, Costa Mesa Sanitary District, County of Orange, Dana Point, Irvine, La Habra, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Midway City Sanitary District, Newport Beach, Orange, Rancho Santa Margarita, San Clemente, San Juan Capistrano, Stanton and Tustin.

Larger-Sized City Experience: CR&R serves larger jurisdictions including the cities of Orange, Temecula, Lake Forest, Newport Beach and Tustin.

Recent Transition Experience:

CR&R has conducted multiple hauler transitions, with the most recent including Laguna Beach in 2024 and Laguna Woods in 2021.

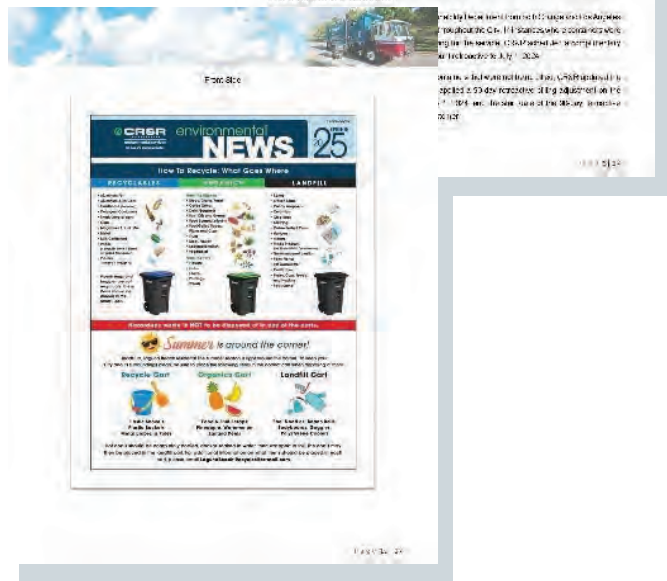
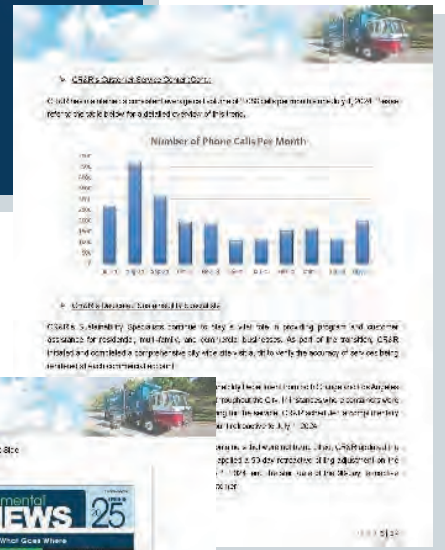
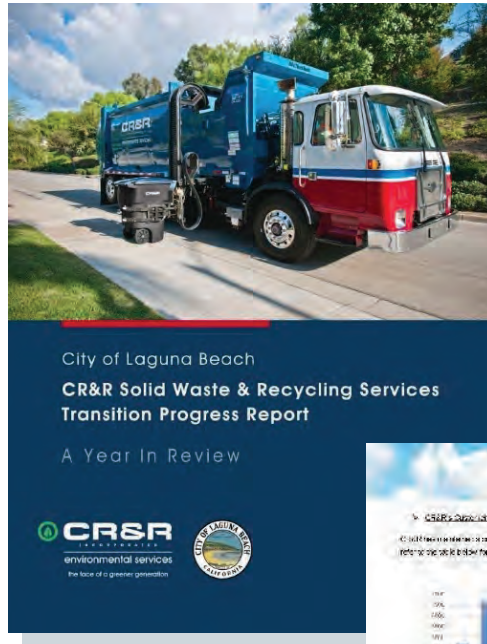


B. QUALIFICATIONS

Our team of experts at CR&R bring the City of Fullerton the qualifications and experience it seeks to ensure excellent service and regulatory compliance. CR&R is able to deliver every component of the City’s scope of work; we meet and exceed every requirement outlined in the Solid Waste Management specifications in Section 4. CR&R has carefully reviewed the Scope of Services and the City’s timeline and are confident in our ability to fully achieve each deliverable.

Our most recent transition was conducted in the City of Laguna Beach, which serves as an example of our strong record of achieving implementation deadlines and facilitating effective program and service transitions. CR&R is able to apply these tried and tested best practices in Fullerton to ensure an optimal transition experience for the City.

As part of our efforts to ensure communication and service delivery throughout the transition process for the City of Laguna Beach, CR&R established quarterly Progress Reports for the City Council and City Manager. Examples of some of the material provided to the city are shown here.



REGULATORY COMPLIANCE

Since the implementation of AB939, CR&R has been at the forefront working with our city partners to achieve and exceed diversion goals. At CR&R, our commitment to diversion led us to establish a dedicated team of more than twenty-five (25) Sustainability Specialists whose sole focus is the implementation of AB 341, AB 1826 and SB 1383 programs. This team of recycling experts conducts hundreds of customer contacts and site visits each month to promote diversion programs and monitor compliance. **Year to date in 2025, our Sustainability Department conducted 13,421 customer contacts in Orange County alone.**

CR&R has over a decade of experience with our team of Sustainability Specialists who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in-person customer contact, obstacles to implementing a recycling program are eliminated.

As a result, many of the cities served by CR&R have achieved notable compliance rates. Examples of the current (September 2025) compliance rates are provided in the table shown here.

Our sustainability experts provide all aspects of diversion program development, implementation, outreach, and monitoring to provide the City with regulatory technical support with annual CalRecycle reviews and report submittals. They have decades of experience in administering effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach play an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation.

CITY	SB 1383 COMPLIANCE	
	COMMERCIAL	MULTIFAMILY
Costa Mesa	100%	100%
El Modena	100%	100%
Irvine	100%	100%
La Habra	100%	100%
Laguna Beach	100%	100%
Laguna Hills	98%	100%
Laguna Niguel	100%	98%
Laguna Woods	100%	100%
Lake Forest	100%	98%
Orange	99%	98%
Orange Islands	99%	99%
Rancho Santa Margarita	100%	100%
San Juan Capistrano	98%	100%
Stanton	97%	100%
Tustin	100%	100%

Through our public outreach, we provide residents, businesses, and community stakeholders with targeted messaging and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

PROJECT TEAM

3



CLIFFORD R. RONNENBERG, CEO

Mr. Ronnenberg is the founder, owner, Chairman of the Board and Chief Executive Officer of CR&R. He has more than 60 years of experience in the solid waste management business. Since its inception in 1963, Mr. Ronnenberg has grown CR&R into one of the largest and most progressive privately-owned, solid waste management companies in the United States.

Mr. Ronnenberg manages all aspects of the business from the corporate office in Stanton, California. His vision and leadership are the primary reasons why CR&R can offer a comprehensive package of solid waste management services for residential, commercial, and industrial collection including recycling, composting, anaerobic digestion, transfer, engineered municipal solid waste, street sweeping, and disposal throughout Southern California.

DAVID M. RONNENBERG, COO

Mr. Ronnenberg is the Chief Operating Officer and Division President of all Solid Waste Operations. In addition, Mr. Ronnenberg is also responsible for our CR Transfer, Haulaway Storage Containers and Recycling and Transportation Divisions. A graduate of the University of Southern California in Finance and Management, Mr. Ronnenberg has used his training and experience exclusively for CR&R and its subsidiaries for over 35 years, which has contributed to the growth and expansion of the company.

Mr. Ronnenberg is also responsible for facility management, procurement, dispatching, transportation, production management, product quality, buy-back center operations and cost controls. He presently serves on the CR&R Executive Committee, which is responsible for the overall management and direction of the company.

MICHAEL ZORZI, CFO

Mr. Zorzi serves as the company's Chief Financial Officer. In addition to his financial duties, he is responsible for expanding the company's technology infrastructure to improve operational efficiencies and to enhance customer communications. Mr. Zorzi has extensive experience providing strong financial, operational and system improvements to large companies across multiple industries. Michael also has broad experience in new business development, financing and acquisitions.

As Chief Financial Officer, Mr. Zorzi will be responsible for overseeing all financial reporting, franchise fee payments, and other reporting requirements as specified in the Franchise Agreement for the City of Fullerton.

A. CR&R PERSONNEL ASSIGNED TO FULLERTON

CR&R offers the City of Fullerton the most experienced solid waste management team in Orange County. Together, the senior personnel who will be involved in the transition and administration of the solid waste services on behalf of the City have a total of over 250 years of experience covering all facets of the solid waste industry. Individually, each manager at CR&R has extensive operating experience with a passion for world class customer service and a commitment to safety in every community we service.

Over the years, CR&R has recruited the best of the best in local industry experts. As a result, CR&R's key personnel have more than 100 years of combined experience in direct solid waste management services for the City of Fullerton. Beyond our direct experience in the City of Fullerton, the entire team consists of industry veterans with experience ranging from effective service transitions, material processing innovation, program implementation, and CalRecycle compliance. Furthermore, all key decision-makers live and work in Southern California and are intimately familiar with the regulatory and environmental standards set by the State and have a personal stake in improving their own communities.

CR&R's Team will operate out of our Stanton office, which is located less than 10 miles, or 25 minutes from Fullerton's City Hall. The primary contact for the City of Fullerton will be Julie Barreda.

JULIE BARREDA, SENIOR VICE PRESIDENT

Ms. Barreda has worked in the solid waste and recycling industry for 35+ years. She expertly navigates contract management, regulatory compliance, and partnership building with local governments to ensure reliable, sustainable service. Julie also oversees our open market commercial business and government contracts throughout Orange County. Ms. Barreda collaborates closely with our Customer Service and Operations team to ensure we are providing the highest level of service to our customers and will be the City's direct point of contact for any questions or service needs for this contract. Ms. Barreda received her bachelor's in business management from the University of Phoenix.

MICHAEL J. SILVA, SENIOR VICE PRESIDENT

Mr. Silva brings more than thirty-five years of senior level solid waste management experience to his role as Project Manager with CR&R. With expertise in technology development and construction management, Mr. Silva helped to design and construct the first solid waste processing facility in the country in 1992. He also led the team that developed the 3-cart fully automated collection system for the City of Temecula, which has since become the "gold standard". Over the years, Mr. Silva has built several transfer stations and material recovery facilities. Most recently he completed the largest anaerobic digestion plant in the country, and the first and only Engineered Municipal Solid Waste facility in California. This facility converts trash bound for the landfill into a coal substitute, which is 75% cleaner.

Mr. Silva earned a bachelor's degree in civil engineering and engineering management from University of the Pacific, and a master's in civil engineering from Stanford University.

DENNIS MAISANO, SAFETY DIRECTOR

Mr. Maisano joined CR&R as the Corporate Health & Safety Manager in March 2018 after retiring as a Sergeant from Irvine Police Department, serving over 29 years in law enforcement. He worked in multiple assignments as a traffic officer, commercial enforcement officer and supervised the Major Accident Investigation Team (M.A.I.T.). Dennis is integral to CR&R's Safety policies and associated trainings, including working with local police and fire departments to demonstrate and conduct live trainings on CR&R's proprietary fire suppression systems (more information provided on Page 22).

ROYDEN FUJIMORI, GENERAL MANAGER

Mr. Fujimori is the Regional General Manager for CR&R and is responsible for all service aspects of the business including residential collections, commercial collections, roll off, dispatch, portable storage operations, and post collection. A graduate of the University of California Irvine with over 20 years of industry experience, he is the senior manager for any large operational undertaking. Mr. Fujimori has successfully led more than a dozen large scale customer transitions and has a reputation for thoroughness, leaving no small detail to chance. He also oversees the Industrial Engineering Department and will have direct responsibility for routing.

FRANK ALVAREZ, FLEET MANAGER

Mr. Alvarez manages CR&R fleet operations for maintenance and vehicle purchases. He oversees the shop managers for each operation site to ensure CR&R's fleet is to the highest standards with all maintenance performed on a strict schedule and in conformance with the California Highway Patrol (CHP) Terminal Inspection procedures. Mr. Alvarez oversees all aspects of CHP inspections for operational sites. Mr. Alvarez has over thirty years' experience in fleet maintenance and purchasing for CR&R. He will be responsible for vehicle procurement for the City of Fullerton agreement. He works closely with operations manager Norma Zarate to be responsive to any vehicle related matters as they arise.

NORMA ZARATE, OPERATIONS MANAGER

Ms. Zarate is our Operations Manager for North Orange County. She is responsible for all aspects of the operation that service this geographic area. Ms. Zarate currently manages a team of seven route managers that supervise over 150 route employees. Coming from a transportation family, Ms. Zarate has over 14 years of industry experience, which she has continued to hone her skillsets through a series of increasingly responsible roles at CR&R. Ms. Zarate also has extensive capability in the planning and execution of large and complicated service transitions. Her ability to gain commitment in building a culture of service, safety and performance has earned her a reputation as a true leader.

FILBERTO HERNANDEZ, SENIOR ROUTE MANAGER

Filiberto (Fili) Hernandez is our Senior Route Manager. He is currently responsible for drivers in the City of Laguna Beach. His experience includes route management in the City of Orange, Tustin, Newport Beach, and Westminster. He has been part of the CR&R team for over 15 years and has over 25 years of experience in the waste industry. This includes 22 years of commercial driving and over 10 years as a route manager. Mr. Hernandez has been a vital part of the growth of our Lampson operating site. Besides a major contributor in the daily operations, he has been part of the new contract rollout teams in Laguna Beach, Laguna Woods, Orange, Lake Forest, La Habra, Newport Beach, Westminster, and Artesia. His first-hand experience gives him the ability to plan, organize and manage the work of his drivers to ensure that the service is delivered in a consistent and safe manner.

ELISA BENE, CUSTOMER SERVICE MANAGER

Ms. Bene is responsible for ensuring the Customer Service Department is operating efficiently and meeting or exceeding service levels, monitoring telephone calls to review the quality of the work performed, providing feedback, and coaching the representatives on areas that need improvement and recognizing areas of excellence. In addition, Ms. Bene reviews and tracks work orders for accuracy and provides progressive training for the Customer Service Representatives on the various skill sets required. Ms. Bene also provides customer feedback or issues to senior management on a regular basis. She establishes good working relationships with City personnel and responds promptly to City requests. Ms. Bene will be part of the transition team and ongoing management for the City of Fullerton.

IDANIA SAPINA, ACCOUNTING MANAGER

Ms. Sapina supervises our billing, accounts payable and receivables teams. She ensures billing processing accuracy and works within our accounting department to standardize methods and implement new procedures to improve quality and efficiency. Ms. Sapina maintains billing system software functionality and conducts monthly billing meetings among other departments. She will be responsible for overseeing the transition of Fullerton accounts to the CR&R billing system.

MIKE CAREY, SENIOR SUSTAINABILITY MANAGER

Mr. Carey is our Manager of the Sustainability Department and his extensive background in sustainability provides the team with knowledge, coaching, and guidance to ensure compliance with state regulations, including AB 341, AB 1826, and SB 1383.

Prior to joining the CR&R team, he was the manager of the award-winning community nonprofit recycling center at Orange Coast College consisting of thirty-five employees. In addition to managing the day-to-day operations, Mr. Carey was instrumental in implementing numerous sustainability programs at Coast Community College such as the Green Office Certification Program, and large-scale water conservation and energy programs. His recognized leadership experience in the industry includes Advisory Board member for the U.S. Green Building Council, Board Member for CRRA, and instructor of Environmental Studies.

ANGELO DE GUZMAN, SUSTAINABILITY SUPERVISOR

Filiberto (Fili) Hernandez is our Senior Route Manager. He is currently responsible for drivers in the City of Laguna Beach. His experience includes route management in the City of Orange, Tustin, Newport Beach, and Westminster. He has been part of the CR&R team for over 15 years and has over 25 years of experience in the waste industry. This includes 22 years of commercial driving and over 10 years as a route manager. Mr. Hernandez has been a vital part of the growth of our Lampson operating site. Besides a major contributor in the daily operations, he has been part of the new contract rollout teams in Laguna Beach, Laguna Woods, Orange, Lake Forest, La Habra, Newport Beach, Westminster, and Artesia. His first-hand experience gives him the ability to plan, organize and manage the work of his drivers to ensure that the service is delivered in a consistent and safe manner.

CRAIG DIBLEY, SUSTAINABILITY LEAD

Ms. Bene is responsible for ensuring the Customer Service Department is operating efficiently and meeting or exceeding service levels, monitoring telephone calls to review the quality of the work performed, providing feedback, and coaching the representatives on areas that need improvement and recognizing areas of excellence. In addition, Ms. Bene reviews and tracks work orders for accuracy and provides progressive training for the Customer Service Representatives on the various skill sets required. Ms. Bene also provides customer feedback or issues to senior management on a regular basis. She establishes good working relationships with City personnel and responds promptly to City requests. Ms. Bene will be part of the transition team and ongoing management for the City of Fullerton.

ALISSA PORRAS, SUSTAINABILITY SPECIALIST

Alissa Porras will serve as one of the Sustainability Specialists in the City of Lake Forest. She is a dedicated professional with a background in sustainability, community development, and program implementation. Alissa holds a bachelor's degree in environmental science and policy from California State University Long Beach. Having worked with non-profit organizations, Ms. Porras has experience promoting sustainable practices. She has been a part of the sustainability team since 2022. Her career at CR&R began as an intern and quickly progressed into the role of Sustainability Specialist.

In her current position, Ms. Porras has been instrumental in the successful implementation of food waste programs in the City of Tustin. Her efforts have contributed to reducing food waste and also include educational outreach initiatives with over 7,000 residents. With her experience, background, and dedication to environmental causes, Ms. Porras continues to drive change and promote sustainable practices in her role.

IZABELLA VILLEGAS, SUSTAINABILITY SPECIALIST II - FULLERTON

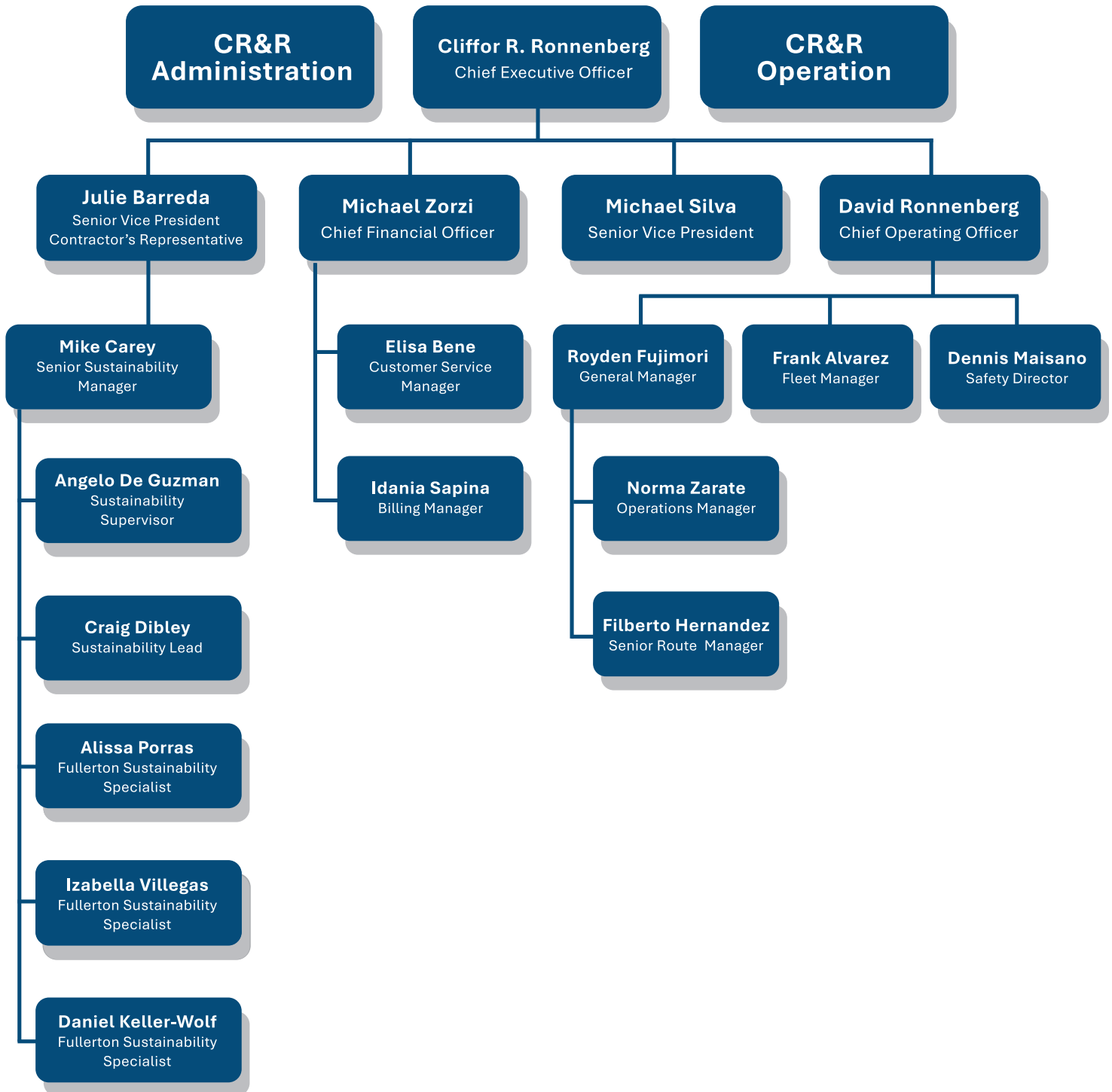
Ms. Villegas is a seasoned professional and leader within the Sustainability Department. She is a graduate of California State Polytechnic University Pomona, achieving a Bachelor of Science in Environmental Biology degree. As a student leader, she was an elected Student Senator, Club President, and a Student Commissioner. Prior to working at CR&R, Ms. Villegas worked for four years as a Recycling Coordinator in the waste management industry. Her experience includes regulatory compliance, outreach, program implementation and monitoring for the cities of Anaheim, Brea, Fullerton, Garden Grove and Placentia. Since coming to CR&R in 2023, she has quickly progressed to a lead role, providing mentorship, training and oversight of fellow team members. Ms. Villegas also excels in special event planning, and outreach and education. In her currently assigned city of La Habra, Ms. Villegas has developed strong ties to the community, business owners and property managers.

DANIEL KELLER-WOLF,, SUSTAINABILITY SPECIALIST II - FULLERTON

Mr. Keller-Wolf brings two years of proven success in the waste management industry. As a graduate of California State University Fullerton, Daniel also has a background in student leadership as well as experience as a Teaching Assistant. Prior to working in the sustainability field, Mr. Keller-Wolf worked as a manager in the food service/hospitality industry and as a manager of an entertainment venue. Mr. Keller-Wolf prides himself on being analytical and a problem solver. At CR&R, he has been instrumental in program management and implementation of complex projects in Laguna Woods and Laguna Beach. He has quickly gained a reputation for being result driven and attentive to detail. Mr. Keller-Wolf has a strong interest in waste management technology and how these emerging technologies could benefit our industry and partner cities. Mr. Keller-Wolf's communication and customer service skills are an asset to his assigned municipalities.



CR&R ORGANIZATIONAL CHART



B. FRONTLINE EMPLOYEES: AB 1669 COMPLIANCE

CR&R is willing to offer employment to the City of Fullerton's current contractor as described in the referenced Labor Code if CR&R is selected and awarded the Agreement. CR&R will follow all parts of the Labor Code requirements.

CR&R is committed to the hiring of prior-contractor employees.

We value the wealth of knowledge and experience the professionals currently working in the City of Fullerton would bring to our team. Because drivers for both CR&R and the current contractor belong to the same union, we anticipate that this process would be a seamless transition. All requirements of AB 1669 shall be adhered to in CR&R's employment offers.

Prior to the hiring of any outside personnel for the purposes of providing services in the City of Fullerton, CR&R will provide a written offer of employment to qualified and properly licensed drivers, as well as mechanics, and any other personnel working for the incumbent hauling company assigned to serve Fullerton.

Employees will be offered the following benefits while working for CR&R:

- Health Insurance Plan
- Dental Insurance Plan
- Vision Plan
- Life Insurance
- Paid Vacation and Sick Days
- 401k Retirement Plan with Employer Contributions

HIRING PROCESS

As part of the offer, the prior contractor's employees currently serving the City of Fullerton will be asked to complete the following:

- ④ Applicants would be required to undergo a standard pre-placement physical examination, background investigation, and drug screening at the Company's designated facilities.
- ④ The pre-hire requirements are the basic standards required by all potential employees seeking employment with CR&R.
- ④ The completion of pre-hire requirements would be scheduled on a Saturday or after regular work hours to avoid any interruption of service or performance with the City.
- ④ All applicants seeking employment with CR&R would be scheduled for an interview conducted by our Human Resources Manager, Corporate Recruiter and General Manager.

OTHER RESOURCES INCLUDING EQUIPMENT

4



OTHER RESOURCES INCLUDING EQUIPMENT

CR&R is ready to serve the City of Fullerton and deliver all of the City's requested service and compliance needs, including the following per the Draft Franchise Agreement requirements:

- ④ Residential Sector Services: CR&R will implement a source separated three-container solid waste management program that collects and removes solid waste that has been discarded into carts at all residential properties in the City of Fullerton, meeting all standard compliance regulations of SB 1383.
- ④ Commercial Sector Services: CR&R will collect and remove solid waste placed in carts, bins, roll-off containers, and compactors to ensure compliance with SB 1383. CR&R will provide the City's preferred three-container program.
- ④ Industrial Sector: CR&R will provide temporary bins and roll-off services, meeting all CALGreen requirements for construction and demolition services.
- ④ Alley Service: CR&R will ensure safe and reliable service of the residential and commercial collection needs adjacent to the alleys throughout Fullerton.
- ④ Bulky-Item and Illegally Disposed of Item Sweeps of City "Hot Spots": CR&R has years of experience assisting City's to manage the illegal disposal of bulky items in the public right-of-way, including operating daily routes via flatbed vehicles in cities such as Laguna Woods, Dana Point and the City of Orange.
- ④ City Facilities and Events: CR&R will provide solid waste management services to the City's properties as described in the RFP. This service will be provided at no cost to the City and in a configuration that meets all SB 1383 requirements. We will also provide free solid waste management services and event boxes/containers at City-hosted events.

A. COLLECTION FLEET

ALTERNATIVE VEHICLES

CR&R's fleet of RNG-fueled vehicles is one of the most visible symbols of how the CR&R is driving innovation. CR&R understands that the maintenance and operation of our fleet of vehicles has a direct impact on daily life for residents and businesses in Fullerton. As such, we are committed to enhancing the Fullerton community by proposing **all new RNG 2026-2027 model vehicles** for the provision of safe, clean and environmentally-sound operations in the City.

PROPOSED COLLECTION VEHICLE VENDOR CONTACT INFORMATION

④ AmRep/WasteQuip

Rob Strange
1555 S. Cucamonga Avenue,
Ontario, CA 91761
(909) 215-2259
(909) 923-0430
rstrange@amrepinc.com

④ Rush Truck Centers of California

Ray Gamez
8830 East Slauson Avenue,
Pico Rivera, CA. 90660
(949) 355-4382
(562) 566-1865
gamezr@rushenterprises.com



The vehicles will be powered with alternative fuel, using the RNG produced at CR&R's Anaerobic Digester Facility. All CR&R trucks will display our traditional red, white and blue paint schemes with identification numbers, CR&R branding and our telephone number. All vehicles will have 3-4 axles and will not be split body trucks as each truck will collect only one material type per trip. Each vehicle will have a capacity of approximately 40 cubic yards and a maximum load capacity of approximately 10-12 tons.

FIRE SUPPRESSION TRAINING AND EDUCATION

A key component of vehicle operations is driver training and community education regarding fire prevention. CR&R continues to conduct additional driver training regarding fire prevention, focusing on identifying and preventing hazardous waste contamination, particularly from items such as electronic bikes and scooters. The training, provided by CR&R's Director of Health & Safety, emphasized the importance of identifying, tagging, and reporting hazardous waste.

The continuous fire prevention training has yielded positive results. On March 11, 2025, one of CR&R's drivers successfully identified and removed an electronic bike from a residential recycling cart before it entered the truck, preventing a potential fire. This incident highlights the effectiveness of CR&R's ongoing safety training and demonstrates our dedication to operational safety within the cities we serve. In addition to internal training, CR&R launched a social media campaign educating residents on how to properly dispose of batteries and other household hazardous waste items. An example of a social media post for this campaign is shown.

DANGER of Improper Disposal of Lithium Batteries

If an electronic device can be recharged, it is safe to assume it has a lithium battery inside it. Lithium batteries are found in a wide range of devices, including...

- CELL PHONES
- CHILDREN'S TOYS
- POWER TOOLS
- E-BIKES
- LAPTOPS
- ELECTRIC TOOTHBRUSHES

BATTERIES are NOT ALLOWED in your waste or recycling carts!

Lithium batteries can be easily punctured in the back of a waste collection vehicle and ignite a fire. Please visit www.crrinc.com for information on proper disposal.

CITY OF FULLERTON CALIFORNIA

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environmental services
the face of a greener generation

SPLIT BODY VEHICLES

CR&R also operates a split body vehicle plus a 6-yard Peterbilt/AmRep RNG powered vehicle to service customers within the identified “Hard-to-Service” areas. Our custom vehicle will allow the detachable hopper to be serviced with a FEL collection truck, minimizing vehicle traffic within the City, and allowing for source separation and SB 1383 compliant material handling. By leveraging our ability to dynamically route, the residential “Hard-to-Service” vehicle will coordinate with the corresponding commercial FEL collection truck to service the detachable hopper when full compaction is achieved. Once emptied, the custom vehicle will resume its collection route, focusing on the next material stream. Diversion will be calculated by leveraging frequent audits for weight and volume.



LIGHT WEIGHT VEHICLES

CR&R’s commitment to innovation in service delivery includes the use of lighter weight collection vehicles. At CR&R, we not only designed a lightweight collection vehicle, but we also specified the desired requirements with our suppliers and put them into production. CR&R’s innovation did not stop here, as our newest proprietary design will produce an even lighter version that weighs approximately 5,000 pounds less than our current stock vehicles. This vehicle is shown in the image below. Currently, CR&R has multiple lightweight vehicles operating throughout Orange County. Reducing truck weights benefits the City and its rate payers through reduced road repair and maintenance expense.



VEHICLES MAINTENANCE

CR&R maintains our fleet to the highest standards with vehicle maintenance performed on a regular schedule and as needed basis in cases of a mechanical failure. Our team tracks and monitors all preventative and scheduled maintenance on the company's maintenance computer systems. The vehicles will be on a regular Preventive Maintenance Program as prescribed by the manufacturer. All trucks are washed at a minimum of one time per week. Additionally, our drivers are directed to keep their vehicles' appearance clean and to report any issues immediately.

All Fullerton vehicles will be maintained at our Stanton yard where our team of maintenance professionals currently work on our fleet. Due to the proximity of our Stanton yard to the City of Fullerton, in most cases we can dispatch mobile repair units or replacement vehicles within one hour of driver notification.

CR&R's Fleet Manager, Frank Alvarez, will oversee all aspects of the fleet maintenance, while our Safety Director Dennis Maisano will be responsible for ensuring the safe operation of vehicles on City of Fullerton roadways.



B. FACILITIES

CR&R is one of the largest privately held solid waste management companies in the State of California. Through innovative technologies and programs, CR&R is ready to support the City of Fullerton with all of its compliance and service needs. The CR&R Headquarters is located in Stanton, less than 10 miles from Fullerton City Hall, and features 10,000 square feet of office space for the company's corporate offices. Our corporate office houses our executive administration department as well as routing, safety, customer service, billing, accounting, and human resources.

We are able to guarantee capacity for the processing of all Fullerton materials, including organics, at our Stanton-based Transfer Station, Recycling MRF (which includes Construction & Demolition processing), and our Anaerobic Digestion facility located in Perris. Because our company operates six material recovery facilities, three composting facilities, our anaerobic digestion facility and an engineered municipal solid waste facility, CR&R is able to ensure multiple redundancies that serve as comprehensive primary and contingency solutions. Additional information about each of the proposed facilities is provided in **Section 9: Facilities.**

B. FACILITIES

BIN INVENTORY

CR&R is also proposing new or like-new bins to service the City of Fullerton. CR&R has an excellent, long-standing relationship with bin manufacturers and will have bins ready for delivery prior to the implementation date. All required bin exchanges will be coordinated in cooperation with the incumbent.



CR&R's container maintenance program is managed by our shop and maintenance personnel daily. We do not subcontract our container maintenance to third party vendors. We also maintain daily inventories of each container size and color to be able to address our customers' needs.

Furthermore, our container delivery personnel are required to notify management if any inventory category reaches a certain minimum level. This serves as a second layer of protection against shortages. If a customer requests an exchange of their container, it is performed on the next scheduled collection day. If the customer states that there is a health or safety issue with the container, then an emergency ticket is submitted, and the container is switched out within 24 hours.

ROLL-OFF BOXES

CR&R proposes offering 10 cubic-yard, 20 cubic-yard, and 40 cubic-yard roll-off boxes for the Fullerton. All roll-off boxes will be like-new as specified in the RFP. Additional sizes may be available upon customer request and inventory availability.



INVENTORY MANAGEMENT

CR&R is aware of supply chain disruptions over the past few years on bin, cart, and roll-off inventory. In anticipation of the franchise award, CR&R currently has in place with our container vendor a "just-in-time" inventory agreement with thousands of containers on hand, which are being stored directly with our vendor. Additionally, over 50,000 square feet of warehouse space is also available in Stanton for storage of anticipated early container production and delivery. CR&R will also work with the City to begin container delivery ahead of the franchise agreement start date.

MANUFACTURER AND FABRICATION INFORMATION

- ① Steel Container Manufacturer: Consolidated Fabricators located at 4600 South Santa Fe, Vernon, CA 90058
- ② CR&R Fabrication Department, located at Orangewood, Stanton, CA 90680

AUTOMATED CARTS

CR&R is proposing new carts for the collection of solid waste, recyclables, manure, and organics as required in the RFP. Cart bodies will be uniform in appearance using the specified SB1383 compliant lid color for each waste stream consisting of black for refuse, blue for recycling, and green for manure, green waste, and organics. These containers are stackable, which allows for an efficient delivery process, and they are similar to the containers currently utilized by the City. CR&R has an excellent, long-standing relationship with automated cart manufacturers. The carts will be ordered upon award of contract, and CR&R will work diligently to have all required carts ready for distribution to customers as early as six months prior to the start of the new services. It is our intent to complete the necessary cart deliveries incrementally, finishing well before the start of the new contract. CR&R will coordinate with the incumbent hauler to ensure a smooth and seamless transition. CR&R will also coordinate any staging areas necessary to support cart delivery, if deemed necessary.

CR&R proposes the use of Toter carts, or comparable carts should any procurement delays occur. Toter carts are manufactured using medium density polyethylene with the company's Advanced Rotational Molding™ process. This provides a superior strength-to-weight ratio not found in standard injection-molded carts and boasts the industry's lowest warranty claim rate.

Toter is also now offering a 100% recycled cart that has only recently been deployed in California at this time. CR&R is excited to work on procuring these new carts for the City of Fullerton.

AUTOMATED CART SPECIFICATIONS



35 Gallon Cart Approximately 25” deep x 20” wide x 39” tall
Load Rating: 112 lbs. Wheel Diameter: 10”

65 Gallon Cart Approximately 32” deep x 25” wide x 42” tall
Load Rating: 224 lbs. Wheel Diameter: 10”

95 Gallon Cart Approximately 35” deep x 29” wide x 43” tall
Load Rating: 335 lbs. Wheel Diameter: 10”

Program Enhancement: Free Additional Recycling Cart for Residential Customers

CR&R will provide one (1) additional recycling cart for free, to each single-family residential customer at no additional charge to ensure maximized recycling capacity and program participation.

CART COLORS

Carts will be provided in distinct colors to designate the appropriate material placement: green for organic material, blue for recyclable material, and black for material to be disposed at the landfill.

Images of the proposed cart lids and cart bodies are shown below.



AUTOMATED CART LABELS

A key component of customer education is the graphics placed on the collection containers. The following are examples of cart graphics for Recyclables, Organics and Landfill materials.



BESPOKE KOREAN AND SPANISH DECALS

CR&R has extensive experience working with Korean-native communities in Orange County and has designed bespoke cart labels and educational materials for the city of Laguna Woods. At City direction, CR&R is able to adapt these labels for use Fullerton. An example can be seen below.

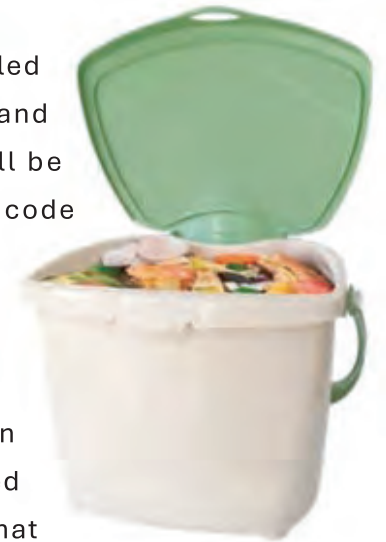


FOOD SCRAP PAILS AND HOW-TO VIDEO

Program Enhancement: No-Cost Residential Food Scrap Pails

CR&R will offer Sure-Close Food Scrap Pails for kitchen food scraps to City of Fullerton residents at no charge upon request.

The pails hold 1.9 gallons and are dishwasher safe. They are made with recycled content and UV protected material with a hinged, “stay-open” ventilated lid and odor, fruit-fly and insect mitigating seals. Further, customized decals will be created, highlighting acceptable and non-acceptable items, including a QR code and weblink for educational videos.



CR&R’s dedicated Sustainability Specialists, alongside our operational staff, are able to distribute kitchen pails door to door with customized public education and outreach that highlights best practices for in-home use. An example of the flyers is shown for reference.

Additionally, a customized video will be created that is accessible via QR code or weblink that will demonstrate how to use and answer frequently asked questions. Fullerton residents may request containers to be delivered to their home via emailing the dedicated email address for Fullerton (Fullerton-Recycles@crrmail.com) or are able to place a request for a replacement via our Customer Service Department.

Organics Recycling Program
How to use your Kitchen Food Scrap Pail

- Keep your kitchen food scrap pail in a convenient location in your kitchen, such as on your counter or under the sink. Placing your pail in a visible area serves as a visual reminder to recycle your organics.
- The kitchen food scrap pail can be used as is or lined with newspaper, paper bags or a compostable bag. Look for the BPI logo or the term “compostable” on certified products at local retailers. Lining the pail can help make cleaning it easier. **Please note your pail is dishwasher safe.**
- Collect food scraps in your kitchen food scrap pail. Scrape food prep scraps and leftovers from your plate or cutting board into your pail. Spoiled or stale food from your fridge and cupboards can also be placed in the pail.
Liquids can speed up the decomposition of food and weaken compostable bags. To avoid this, be sure to drain excess liquids before placing food scraps in your pail. Newspaper can be placed at the bottom of your pail to absorb liquids.
- When the kitchen food scrap pail is full, empty your organics in your green lid organics cart. Your cart will be collected on a weekly basis on your normal collection day. **DO NOT place the kitchen food scrap pail outside for collection.**

Acceptable Items include:

- Fruits & Vegetables
- Meat • Fish • Dairy
- Breads & Grains
- Fats, Oils, Grease and Food Soiled Paper
- Plant Trimmings

⚠ Please do not put plastic, glass, metal, or polystyrene in your kitchen food scrap pail and green lid organics cart.

FOOD SCRAP CONTAINERS - COMMERCIAL USE

Program Enhancement: No-Cost Space-Saving Organic Collection Containers For Commercial Application

Commercial Food Scraps Containers can be provided to Commercial Customers to enhance successful program participation. These containers will be provided upon request to Fullerton Organics customers at no additional charge to support their organics collections programs.

TOTER 32 GALLON COMMERCIAL FOOD SCRAPS CONTAINER



CR&R proposes the use of Toter's custom 32-gallon cart to consolidate and transport organic waste which comes with a lid and 4-wheels; two casters and two heavy-duty rear wheels on a molded-in axle to facilitate maneuvering over most surfaces. The wheels are made with a quiet cap design to reduce noise during transport. The lid is designed to stay in place for safe, secure transport, and it opens fully when desired for complete access to the container when adding or removing. The cart is constructed to securely contain wet, heavy organic waste and is made with Toter's Advanced Rotational Molding™ technology. Designed for curbside collection, this organic waste container can easily be rolled to the curb on collection day.

FEATURES:

- ④ Toter Organics trash can come with a molded, sealed stop-bar that prevents leakage.
- ④ Constructed using Toter's Advanced Rotational Molding, the containers are built for toughness and maximum impact resistance.
- ④ Gasketed lid and thumb turn latch on this trash can help contain odors and waste within the cart.
- ④ Toter durable organics carts are equipped with two smooth rubber wheels on a molded-in axle and two casters that make transporting waste easy.
- ④ Rugged Rim technology and reinforced material in critical wear areas adds rigidity and extends the service life of our 2-wheel carts.

TOTER 13 GALLON COMMERCIAL FOOD SCRAPS CONTAINER



Additionally, CR&R proposes the use of Toter's 13-Gallon Organics Bins, which makes it even easier for customers to collect and transport organics materials within commercial facilities. Made with durable high-density polyethylene (HDPE), they are built to last. The 13-Gallon Organics Bin is designed for collection with large handles at a comfortable height and heavy-duty wheels for easy transport.

**COMMERCIAL FOOD SCRAP CONTAINER
PUBLIC EDUCATION AND DISTRIBUTION**

CR&R's dedicated Sustainability Specialists, alongside our operational staff will distribute the containers with customized public education and outreach that highlights best practices for use. Customers may request replacements to be delivered via emailing the dedicated Sustainability Specialist email address for Fullerton (Fullerton-Recycles@crrmail.com) or can place a request for a replacement via our Customer Service Department.

FOOD WASTE RECYCLING

YES	ĐƯỢC	SÍ
FRUITS	TRÁI CÂY	TRÁI CÂY
VEGETABLES	RAU	VEGETABLES
DAIRY	BỘ SỮA	PRODUCTOS LÁCTEOS
BREADS	BÁNH MỠ	PANES
GRAINS	HẠT HẠT	GRANOS
MEAT	THỊT	CARNE
SEAFOOD	HẢI SẢN	MARISCOS
FISH	CÁ	PISCADO
COFFEE GROUNDS	SÈ CÀ PHÊ	CAFÉ MOLIDO DE GRANO
	CÁC VẬT	

NO	KHÔNG ĐƯỢC	NO
PLASTIC	NHỰA	PLASTICO
STYROFOAM	THÙNG TĨNH	STYROFOAM
GLASS	KIM LOẠI	VIDRIO
METAL	CHẤT LỎNG	METAL
LIQUIDS	HỢP	LIQUIDOS

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800.826.9677

D. SPECIAL SERVICES

CR&R recognizes that the City of Fullerton desires a comprehensive special wastes program to ensure the efficient, safe, and compliant management of these materials. The following is a brief description of the programs and services proposed by CR&R for special wastes.

CONSTRUCTION AND DEMOLITION (C&D) DEBRIS RECYCLING

CR&R will provide source separated recycling service and/or mixed waste processing service for C&D debris from all construction and demolition projects. We will provide this service to developers and contractors who construct or demolish structures within the Fullerton City limits so that they may achieve the 65% diversion level mandated by CALGreen. CR&R is able to use the City's designated software for C&D hauling reporting and associated documentation.

BULKY ITEM PICK-UP

CR&R will provide four bulky item collections to residential customers each calendar year. Residents will not be limited in the number of bulky items per collection. To the maximum extent possible, CR&R will not dispose bulky items in landfills until the following hierarchy has been followed: 1) reuse, 2) disassembly, 3) recycle, and 4) disposal. The cost for additional bulky item collections for residents, or events beyond four times per year, is provided in our pricing proposal. Each additional bulky item collection to which a charge applies will include collection of up to ten (10) bulky items.

Furthermore, to address items that are abandoned in the public right-of-way, CR&R will provide weekly bulky item sweeps of designated areas identified as "hot spots" such as alleyways, streets, vacant lots, and other specified locations and assist the City in removing abandoned items on an on-call basis. CR&R will respond to city requests within 24 hours. Our team's experience in conducting daily bulky item sweeps in cities such as Laguna Woods equips us to respond in a timely and effective manner to all City of Fullerton requests.

**BULKY ITEM COLLECTION
ZONE**

**Bulky items must be placed out after 5:00 p.m.
Monday through Friday only.**

All bulky items must be prescheduled by calling CR&R.

ACCEPTED
FURNITURE • WHITE GOODS • PALLETS

NOT ACCEPTED
CAR PARTS • CONSTRUCTION WASTE
DEMOLITION WASTE • HAZARDOUS WASTE

Items cannot exceed 8' in height, 4' in width, and 150 pounds.

To schedule a bulky item collection, please call
CR&R 949.662.3819
INCORPORATED

ADDITIONAL PROGRAMS

- ④ **Holiday Tree Collection:** CR&R will provide annual Holiday Tree Collection. This program will be offered during the three (3) weeks following December 25th each year and trees will divert them from disposal.
- ④ **Annual HHW Event:** CR&R will conduct an annual event at a City-designated site to collect batteries, E-waste, and waste tires from City residents. CR&R will also feature HHW drop-off opportunities at County facilities in the Fullerton educational material at least once each year, and we will train our customer service team to make City residents aware of this resource.

Program Enhancement: Curbside HHW Collection Services Provided at No Additional Charge

In addition to hosting the required annual HHW collection event and to alleviate the accumulation of HHW in homes, CR&R will provide free quarterly HHW curbside collection for all Fullerton single-family residential customers, which support seniors and residents that are not able to attend the HHW events.

- ④ **Compost Give-Away:** CR&R will deliver compost that meets SB 1383 standards to qualify for City procurement credit as part of the City’s Seasonal Compost Pile Program. This compost will be delivered in bulk to designated sites in the City and will require a minimum of one compost delivery per week, continuing for at least eight (8) consecutive weeks, with a start date determined by the City. In addition, CR&R will provide a “Drive-Thru” compost giveaway once per year, where bagged material will be provided to residents at no cost. CR&R has also provided a price for additional compost material, should the City require more than 250 tons, and mulch material that meets SB 1383 guidelines.
- ④ **Paper Shredding Event:** Twice annually, CR&R will offer a no-cost paper shredding event for City of Fullerton residents. CR&R will be responsible for staffing the event at a level sufficient to direct traffic, accept material from the public, and shred the material collected.

Program Enhancement: CR&R Procurement Credit Benefit

CR&R is also able to provide a unique benefit to the City as part of our SB 1383 compliance commitment. CR&R generates RNG fuel at our Anaerobic Digestion facility, and this RNG is used in the vehicles proposed to service the City. This fuel qualifies as a recovered organic waste product and meets the SB 1383 procurement requirement and reduces the amount of compost required for SB 1383 compliance for the cities we serve. Additionally, CR&R will supplement the remaining Procurement Target requirement to ensure the City is 100% compliant in this regard.

⑥ **Disaster preparedness:** CR&R is a trusted partner in supporting the cities we serve in the case of disasters such as landslides, sink holes, fires and other human or natural disasters. CR&R will assist the City in the development of a waste mitigation emergency plan to deal with disaster within the City of Fullerton. We offer storage containers that can be used for emergency response supply storage. We also have extensive experience in supplying containers during disaster clean-ups and coordinating closely with City and regulatory staff to schedule and provide service during emergencies. Recent experience includes our partnership with CalFire during the Idyllwild/Aliso Viejo Fires and our work with the Dana Point and La Habra in response to landslides and sink holes.



SUPPORTING ENVIRONMENTAL GOALS IN FULLERTON

CR&R recognizes that Fullerton is committed to environmental leadership and has identified solutions specifically tailored to help achieve the City's goals. CR&R is fully aligned with the City's efforts to create a more sustainable community. One way we support Fullerton is through the use of hybrid green vehicles for dedicated site visits. For years, our Sustainability Department has utilized cars from our ever-expanding Green Fleet and in 2023 CR&R began the addition of the hydrogen-fueled Toyota Mirai as shown in this photo.



PUBLIC EDUCATION

CR&R recognizes that Fullerton is committed to environmental leadership. We are prepared to fully support the City's efforts to create a more sustainable community. CR&R has identified solutions specifically tailored to help achieve the City's goals.

Our team brings the City our extensive experience in designing, implementing, and administering highly effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach play an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation. CR&R has more than a decade of experience with an in-house team of more than 20 Recycling Coordinators who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in person customer contact obstacles to implementing recycling programs can be eliminated and goals met.

Through our public outreach, we provide residents, businesses, and community stakeholders with targeted messaging and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CalRecycle staff continually monitors and tracks City program progress year over year to evaluate effectiveness and if enhancements are needed to increase participation. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

Materials such as custom newsletters, inserts, print advertisement, and visual materials (signs, posters, charts, and pictures) will serve to carry specific messages and images that will help deliver the overall messaging for community-wide sustainability. Outreach materials are tailored for specific target audiences such as residential, commercial, and multifamily. Additionally, the dedicated Sustainability Team will provide supplemental training materials during individual customer program implementation.

What Materials Can I Place In The Organics Cart?

YARD

- Grass Clippings
- Leaves
- Weeds
- Prunings
- Flowers
- Wood Scraps/Chips

KITCHEN

- Fruit
- Bread
- Fish
- Meat
- Vegetables
- Dairy
- Coffee + Filter
- Compostable Bags
- Food Soiled Paper

GREEN CART FOR RESIDENTS

NO

- Pet Waste
- Palm Fronds
- Plastic
- Glass
- Metal

Frequently Asked Questions

How do I collect food scraps from my kitchen?
The easiest way to collect your food scraps is with a countertop container. You can use a small pail with a lid, paper bag, or a bowl. Add food scraps as you prepare meals and when full, empty it in your green organics cart.

Can I put meat, fish, and spoiled food in my green organics cart?
Yes. These items are acceptable in your green organics cart.

Can I put crustacean shells and meat bones in my green organics cart?
No. These items should be placed in your landfill cart.

Where can I find out more information about the residential Organics Recycling Program?
Please visit the City of Lake Forest's website for more information about recycling organics:
www.lakeforestca.gov/foodwasterecycling.

Tips For Using Your Organics Cart

- Place yard trimmings, such as leaves or grass clippings, at the bottom of your organics cart.
- Alternate layering of food scraps and yard trimmings will help keep your cart cleaner.
- Keep your organics cart dry and out of direct sunlight to reduce odor.
- Compostable bags are optional and available at local retailers. Other types of bags are not accepted.

Preventing Odor From Your Organics Cart

- Keep your food scraps in the freezer or refrigerator until collection day.
- Sprinkle baking soda in your organics cart.
- Place a layer of yard materials, cardboard, or newspaper, at the bottom of your organics cart before adding food scraps.

Holiday Schedule: Non-Collection Days

New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day

If the holiday falls on a Saturday or Sunday, trash will be collected on your normal collection day with no delays to your pickup. If the holiday falls during the work week, collection for the remainder of the week will be delayed by one day. For example, if Independence Day falls on a Monday, your normal collection day will be on a Tuesday, your pickup for that week will be on Friday.

Customer Service
949.625.6735
crinc.com

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Environmental Services
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CR&R recognizes the critical importance of communication with the public throughout this transition process. Customers will need information about CR&R's service delivery as well as education about new programs. CR&R will fully comply with all requirements of the Scope of Work, including the following:

- ④ Toter Organics trash can come with a molded, sealed stop-bar that prevents leakage.
- ④ Constructed using Toter's Advanced Rotational Molding, the containers are built for toughness and maximum impact resistance.
- ④ Conduct ongoing public outreach to familiarize customers with the benefits of Diversion
- ④ Provide professionally designed and produced public outreach materials.
- ④ Provide presentations to the City Council regarding programs, services, and diversion matters.
- ④ Develop effective Residential Public Education and Outreach Materials, such as Residential Recycling Guides and Residential Special Programs Notifications.
- ④ Conduct HOA and Property Manager Outreach.
- ④ Prepare an annual brochure for Multi-Family Commercial, HOA's and Gated Communities regarding Yard Trimmings.
- ④ Prepare an annual brochure for Commercial and Business establishments regarding services, rates, diversion programs, and other topics.
- ④ Prepare an annual brochure for Commercial and Business establishments regarding SB 1383.
- ④ Develop an AB 827 Food Scraps brochure and associated training materials to assist food-serving Commercial and Business Establishments.
- ④ Develop an SB 1383 Commercial Restaurants Food Scrap Brochure, training materials and signage.
- ④ Develop an Edible Food donation brochure outlining SB 1383 and other requirements for Tier 1 and Tier 2 generators.
- ④ Develop special events brochures, training materials and signage.
- ④ Produce Social Media posts to promote the City's Diversion Programs.



ROUTE AUDITS

Route audit schedules are developed and implemented annually. In addition, drivers are asked to spot check accounts throughout the year to make sure each customer has the right size, frequency and quantity of bins. Lastly, our sustainability team also checks for accuracy when they are conducting their container audits.

CR&R's propriety mobile application Compliance Pro adds another layer of enhanced public education, customer communication, legislative compliance assurance and contamination monitoring.



This custom designed cloud-based software suite allows CR&R to continuously upload customer information and provide our Drivers, Recycling Coordinators and Field Auditors a user-friendly tool to document instances of non-conformance with state laws and franchise agreement requirements.

Whether utilizing the mobile application to document route reviews for SB 1383, document instances of contamination, or overloaded bins, Audit Pro is one step of many that CR&R is taking to increase our ability to effectively communicate and educate customers with the ultimate objective of aligning disposal behaviors with City goals.

CR&R also can create detailed reports using the information stored in CR&R's Customer Relationship Management and Routing System. This information includes data such as route collection days, container sizes, violations, type of service, street names, driver's name, etc. This data is readily accessible through electronic format and can be made available upon request by CR&R's contracted cities. Proper steps are taken to ensure the integrity of the Company's data systems. To protect this information from loss or corruption, all system data is updated at the end of each day onto a back-up system and stored in an off-site fireproof safe. An additional back-up server is housed off-site.

FACILITY DIVERSION AUDITS

As part of our commitment to SB 1383 compliance, CR&R has established an in-house team of experts who are responsible for conducting diversion audits at our facilities. These audits follow CalRecycle requirements and ensure that each of the cities we serve have accurate, timely audit results that satisfy all reporting requirements

CONTAMINATION MONITORING

Program Enhancement: Material Characterizations

CR&R will conduct biannual material characterizations of residential solid waste carts to maintain visibility of program participation and identify routes requiring additional education and support.

CR&R's Recycling Coordinators will continuously monitor recycling programs for both participation and contamination. When we find a customer account that is not participating, one of the three Coordinators will contact the customer and/or direct mail education materials describing the programs and how to participate. This may also include a hang-tag on a bin or cart that will alert them about acceptable materials for the program. The Recycling Coordinator also rechecks the customers that were tagged to see if the contamination has been reduced or eliminated.

Technology to Assist with Contamination Monitoring

CR&R recognizes the importance of ongoing outreach and education to shape participation in recycling programs. Next to participation, the most important step is ensuring the appropriate items are included to minimize contamination. Shaping behavior is a continuous process aided by the multitude of public education outreach platforms previously described such as corrective action notices, direct contact, and public education outreach. Technology also plays a crucial role in monitoring and minimizing contamination in recycling and organics programs.

CR&R utilizes integrated on-board technology that aids in contamination monitoring. Through integration of our CRM system and video monitoring capabilities, CR&R will manually capture images of contamination upon occurrence. When observed, the driver can capture the contamination image in real-time. The image is logged, sent to through the back-office system, and documented on the customer's account. This system allows for real-time feedback of contamination documentation and eliminates any dispute regarding the correction action tag notice. Contamination notices are directly logged and noted as the driver completes the route providing necessary documentation as well as identifying areas or customers that may need further program assistance with direct outreach.

EMPLOYEE TRAINING

Our mission in safety is to ensure that every CR&R driver has the proper training and required skill sets to service our customers in a safe and efficient manner while ensuring the utmost in customer satisfaction. All employees of CR&R Incorporated are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program.

The Corporate Safety Director is tasked with providing the framework upon which our entire operations team focuses on operating safely and in accordance with all OSHA and DOT Regulations. To communicate company safety policies and review safety performance, the Corporate Safety Director conducts monthly safety meetings with drivers and maintenance personnel to cover required safety topics. In addition, all route managers conduct documented daily safety tailgate meetings with their drivers. The goal here is to review Daily Safety Topics with our drivers in an "open exchange" type of environment. Topics relating to safe operating procedures are taught in both English and Spanish.

In addition, managers and supervisors are required to review all safety related issues at a monthly meeting at Corporate Headquarters where the CEO and Chairman of the Board, Division President, Chief Financial Officer, and General Managers are in attendance. Additional information regarding driver training is provided in **Section 5: Safety**. A description of our customer service training program is provided in **Section 11: Customer Service**.

VIDEO TRANSMISSION AND SERVICE VERIFICATION

Real-time data is provided through our On Board Computers (OBC) for our commercial and temporary services routes, with drivers using tablets to provide service updates which are available in our CRM system as another tool for CSR's to reference. This data provides date and time the location of service by route and indicates if there was any reason service was not provided, such as a blocked bin.

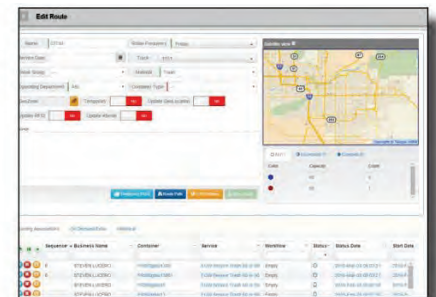
CR&R has been the technological vanguard for years and has embraced proven systems to provide the highest standard for digital in-cab operations. This investment has benefited our customers by providing real-time service information and boosted our drivers' experience by providing an uncomplicated process which enhances their defensive driving abilities and eases the dynamic working environment. CR&R has integrated Mobile-Pak into our digital in-cab operations.

MobilePak is the onboard module for our operational Customer Resource Management (CRM) software I-Pak. This system appears as a tablet in the cab of the truck that captures driver, route, tonnage, and service confirmation in real time which is available to our Customer Service and Dispatch groups. Through seamless integration with our CRM software, CR&R drivers can easily view and scroll through their route list, confirm service completion, note an exception (e.g., contamination, blocked container, container not available), and receive additional dispatched work in real time. Route information is easily entered via a drop-down selection that instantly transmits back to customer service and/or dispatch who utilize the same CRM operational software. All computable route statistics are captured in real time with back-office functions like route productivity, work orders, billing, and route follow up completed instantly.

The system is a truck telematics solution that provides real time truck data, location, and video monitoring. This system can also provide RFID scanning, which would be used for monitoring any RFID-equipped automated carts. It offers CR&R an integrated solution

to provide safe, efficient service to the City of Fullerton, and establishes a foundation for additional innovative products.

Through our technological integration of platforms, numerous processes are functional whenever the truck is on, such as communicating with a web base tool through wireless data, including a DVIR, and direct connection to the vehicle computer (ECM). These functions include GPS, RFID data, video surveillance, driver behavior, hours of service (HOS), and maintenance integration, and work in conjunction to provide increased safety, service, and efficiency to vehicle operations. In addition to the standard GPS tracking, the system also provides the CR&R managers event alerts to driver behavior so they can be addressed with each driver. The HOS option will keep drivers within hours of compliance. The video capture with the on-board DVIR can be viewed real time or stored for past safety or service events. Video capture will include in-cab, front, rear, and side (side loaders) views.



MULTILINGUAL SPECIALISTS

CR&R understands the importance of having multilingual resources and team members to ensure effective communication with all community members. Customers are able to request bilingual Customer Service Representatives and educational materials during program implementation such as brochures, signage, stickers, recycling and/or

OTHER ITEMS TO INCLUDE:

- ④ Korean language decals currently in use, as shown on page 29.
- ④ Container Transition Videos
- ④ “How To” Recycling Videos
- ④ Customized recycling guides for Residential, Commercial, and Multifamily
- ④ Special Events Guide (which we need to include as a digital .pdf within the addendum)
- ④ C&D Brochure (which we need to include as a digital .pdf within the addendum)
- ④ How to Organics Flyer

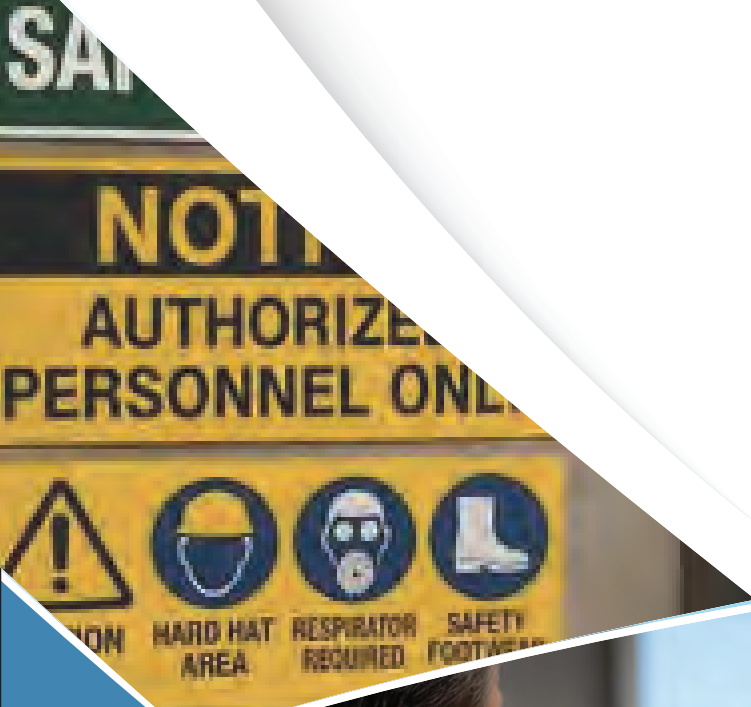
STREET SWEEPING

An additional capability CR&R can offer the City of Fullerton is street sweeping services. Since 1992, CR&R has offered street sweeping as one of our environmental services. Over the past thirty-two years, we have seen our street sweeping operations grow exponentially as cities have experienced the benefit of having a “one stop shop” for solid waste and recycling collections and street sweeping services. Our experienced team is able to apply our familiarity with the City’s streets and the unique aspects of the City’s roadways to seamlessly transition services and further support the City’s environmental goals, including the protection of water and air quality.



SAFETY RECORD

5



FRONTLINE SERVICE TEAM SAFETY

CR&R strives daily to ensure that our employees make the right decision in every element of their job. **Our most recent Worker's Comp experience modification factor is 0.79.** OSHA 300 Logs for the past five years and other required information has been provided at the end of this section.

We recognize that safety is everyone's responsibility. It starts at the top with our Executive Team, which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

The Safety Director has provided all departments with a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and DOT) regulations represent the minimum standard and actively solicits input from its employees on how to minimize risk and maximize employee safety.

FRONTLINE SERVICE TEAM SAFETY

Culture is significant, but incomplete without training, follow through and compliance assessments. The Safety Director conducts monthly safety training meetings with all drivers and maintenance personnel to review the previous month's results and provide job specific skill improvement training. We occasionally engage consultants to provide expertise from their specific field. All our Route Managers have a daily tail-gate meeting with all drivers to ensure their commitment to follow all safety rules that day, share a topical safety message, and include an encouraging message for the day. The Route Managers conduct three (3) safety observations per week where they observe the driver conducting their collections, and will provide regular feedback, retraining, and if necessary, corrective action.

CR&R has also installed computerized video cameras on our vehicles that send images in real-time for supervisor review of safe driving and collection habits of all drivers while on route. This procedure is a constant reminder to the collection drivers of the need to practice safe driving habits and allows the in-house supervisor to implement changes to improve safety performance.

CR&R has developed a comprehensive in-house Driver Safety Training Program. This program is designed to provide a hands-on training regimen that dictates the proper operation of all vehicles, on road and off road. It includes nationally recognized defensive driving techniques, proper operation of all vehicle controls, a code of safe practices for each job function, body mechanics (e.g. push, pull, lift), post incident requirements, and compliance with all State and Federal regulations regarding record keeping and documentation. This training is for all new employees, current employees assuming new responsibilities, and remedial training.

An additional area of training is hazard identification and mitigation. Employees are taught to know when something does not look right, and how to have it corrected. This training includes the identification of hazardous materials that are prohibited from the waste stream. Detailed information regarding the implementation of CR&R's comprehensive safety program and training process is provided in Form 13.

DRIVER SAFETY TRAINING

All CR&R drivers are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program. The following is a brief and condensed outline of our Safety Training Program.



TRAINING GOALS

As part of the offer, the prior contractor's employees currently serving the City of Fullerton will be asked to complete the following:

- ④ Ensure compliance with required training as directed by 49CFR regulations
- ④ Ensure compliance with required training as directed by Federal and California OSHA regulations
- ④ Ensure all safety components are fully addressed, including but not limited to the following:
 - o Pedestrian safety and driving while other vehicles are present
 - o School safety
 - o Hazardous waste handling
 - o On-board fires and fires in all types of containers
 - o Protocols for handling leaks and spills
 - o Dangers of all types of impaired driving
 - o Dangers of distracted driving
- ④ Ensure drivers receive required information on company policies and benefits
- ④ Ensure drivers receive an understanding of their vehicles, preventive maintenance responsibilities, and an ability to detect when problems arise with their vehicles
- ④ Ensure drivers receive an understanding of their responsibilities for best safe practices when operating a vehicle and performing their job duties
- ④ Ensure drivers receive an understanding of safety rules and procedures at disposal facilities
- ④ Perform reviews of all drivers periodically and as needed to ensure company standards are being met

EMPLOYEE SAFETY TRAINING

- ④ All new CR&R employees will undergo a training and orientation program and verify that they have received the proper training
- ④ Current employees will undergo training as needed based on performance and incidents

SAFETY TRAINING COORDINATOR RESPONSIBILITIES

As part of the offer, the prior contractor's employees currently serving the City of Fullerton will be asked to complete the following:

- ④ Implement and update training program as required and ensure all requirements of the agreement are fully addressed
- ④ Perform required training and verify understanding of material presented
- ④ Perform periodic evaluations of all drivers to ensure standards are met and recommend to the appropriate manager any follow-up training required
- ④ Perform as needed evaluations on drivers deemed at risk

MANAGEMENT RESPONSIBILITIES

- ④ Provide support and guidance as needed
- ④ Review program and ensure driver compliance

All work will be performed in accordance with the highest safety standards as outlined in our

- ④ Safety Training curriculum

CORPORATE OSHA 300 LOGS AND SAFETY VIOLATIONS FOR THE PAST FIVE YEARS

OSHA's Form 300 (Rev. 01/2004)

Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.

Year 2025

U.S. Department of Labor
Occupational Safety and Health Administration



You must record information about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in 29 CFR 1904.10 through 1904.12. Do not list loss of time for single cases if you need to. You must consider an injury and illness incident report (OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you are unsure whether a case is recordable, call your local OSHA office for help.

Form approved OMB no. 1216-0178

Establishment name **CR&R INCORPORATED -- CORPORATE**
City **STANTON** State **CA**

Identify the person		Describe the case			Classify the case		Enter the number of days the injured or ill worker was:		Check the "injury" column or choose one type of illness:								
(A) Case No.	(B) Employee's Name	(C) Job Title (e.g., Welder)	(D) Date of injury or onset of illness (m/d/yy)	(E) Where the event occurred (e.g., Last 1g, 2nd, north end)	(F) Describe the injury or illness, parts of body affected, and object/substance that directly injured or made person ill (e.g., Second degree burns on right forearm from acetylene torch)	CHECK ONLY ONE box for each case based on the most serious outcome for that case:		(G) Injury or illness	(H) Injury or illness	(I) Injury or illness	(J) Injury or illness	(K) Injury or illness	(L) Injury or illness	(M) Injury or illness	(N) Injury or illness		
						Death	Days away from work	Job transfer or restriction	Other recordable cases	Away From Work (days)	On job transfer or restriction (days)	(1) Injury	(2) Skin Disorder	(3) Respiratory Condition	(4) Poisoning	(5) Hearing Loss	(6) All other illnesses
										0211 - ongoing							
									6								
									132								
									0411 - ongoing								
									10								
									31								
Page totals						0	2	4	0	16	163	6	0	0	0	0	0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

Public reporting burden for this collection of information is estimated to average 14 minutes per response, including time for reviewing the instructions, searching existing data sources, gathering the data needed, and reviewing the collection of information. Persons are not intended to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about this burden estimate or any aspect of the data collection, contact the US Department of Labor, OSHA Office of Statistics, Room 13504, 200 Constitution Ave, NW, Washington, DC 20210. Do not send the completed forms to this office.

Page 1 of 1

Year 2024

OSHA's Form 300 (Rev. 01/2004)

Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.

Year 2024

U.S. Department of Labor
Occupational Safety and Health Administration



You must record information about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in 29 CFR 1904.10 through 1904.12. Do not list loss of time for single cases if you need to. You must consider an injury and illness incident report (OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you are unsure whether a case is recordable, call your local OSHA office for help.

Form approved OMB no. 1216-0178

Establishment name **CR&R INCORPORATED -- CORPORATE**
City **STANTON** State **CA**

Identify the person		Describe the case			Classify the case		Enter the number of days the injured or ill worker was:		Check the "injury" column or choose one type of illness:								
(A) Case No.	(B) Employee's Name	(C) Job Title (e.g., Welder)	(D) Date of injury or onset of illness (m/d/yy)	(E) Where the event occurred (e.g., Last 1g, 2nd, north end)	(F) Describe the injury or illness, parts of body affected, and object/substance that directly injured or made person ill (e.g., Second degree burns on right forearm from acetylene torch)	CHECK ONLY ONE box for each case based on the most serious outcome for that case:		(G) Injury or illness	(H) Injury or illness	(I) Injury or illness	(J) Injury or illness	(K) Injury or illness	(L) Injury or illness	(M) Injury or illness	(N) Injury or illness		
						Death	Days away from work	Job transfer or restriction	Other recordable cases	Away From Work (days)	On job transfer or restriction (days)	(1) Injury	(2) Skin Disorder	(3) Respiratory Condition	(4) Poisoning	(5) Hearing Loss	(6) All other illnesses
										40							
										40							
									25								
									2								
									6								
Page totals						0	1	4	0	40	74	5	0	0	0	0	0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

Public reporting burden for this collection of information is estimated to average 14 minutes per response, including time for reviewing the instructions, searching existing data sources, gathering the data needed, and reviewing the collection of information. Persons are not intended to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about this burden estimate or any aspect of the data collection, contact the US Department of Labor, OSHA Office of Statistics, Room 13504, 200 Constitution Ave, NW, Washington, DC 20210. Do not send the completed forms to this office.

Page 1 of 1

CORPORATE OSHA 300 LOGS AND SAFETY VIOLATIONS FOR THE PAST FIVE YEARS

REDACTED

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Year 2011

OSHA Form 300 (Rev. 7/2007) (Instructions)

Form approved OSHA No. 1216-0176

Establishment Name: **CRSR INCORPORATED - CORPORALIS**
City: **STANTON** State: **California**

Case No.	OSHA Case No.	OSHA Case No.	Date of Injury or Illness	Description of Injury or Illness	Classification of Injury or Illness	Classify the Case		Enter the number of days the injured or ill worker was		Check the " Injury " column or other one type of illness	
						Days away from work	Job transfer or restriction	Medical treatment beyond first aid	Job transfer or restriction (JTR)		
Page Totals						0	0	0	0	0	0

NOTE: If additional pages are required, copy this page, leave the Worksheet (Form 300-2), and the Log (Form 300-1) on the page. Do not use the 15 columns of the Form 300-1 page. This will enable the Form 300-1 page to be used for multiple years. The additional pages must be used for each year. Do not use the 15 columns of the Form 300-1 page for multiple years. The additional pages must be used for each year.

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Year 2012

OSHA Form 300 (Rev. 7/2007) (Instructions)

Form approved OSHA No. 1216-0176

Establishment Name: **CRSR INCORPORATED - CORPORALIS**
City: **STANTON** State: **California**

Case No.	OSHA Case No.	OSHA Case No.	Date of Injury or Illness	Description of Injury or Illness	Classification of Injury or Illness	Classify the Case		Enter the number of days the injured or ill worker was		Check the " Injury " column or other one type of illness	
						Days away from work	Job transfer or restriction	Medical treatment beyond first aid	Job transfer or restriction (JTR)		
Page Totals						0	0	0	0	0	0

NOTE: If additional pages are required, copy this page, leave the Worksheet (Form 300-2), and the Log (Form 300-1) on the page. Do not use the 15 columns of the Form 300-1 page. This will enable the Form 300-1 page to be used for multiple years. The additional pages must be used for each year. Do not use the 15 columns of the Form 300-1 page for multiple years. The additional pages must be used for each year.

CORPORATE

VIOLATION	AGENCY	REFERENCE #	DATE	NATURE OF VIOLATION	PENALTIES ASSESSED	CORRECTIVE ACTION
None In The Past Five Years						

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs. See CCR Title 8, Section 32030.5(b)(1)(E).



Year: 2022

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record non-injury cases and record the most any of the following: stress-related conditions (see the OSHA Form 300A through 300A-10); heat stress (see the OSHA Form 300A-11); and any other injury or illness that you need to report. You must complete an Injury and Illness Incident Report (Cal/OSHA Form 300) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local Cal/OSHA office for help.

Form approved OMB no. 1216-0176

Establishment name: CR&R INCORPORATED - LAMPSON
 City: GARDEN GROVE State: California

Identify the person		Describe the case			Classify the case		Enter the number of days the injured or ill worker was		Check the "injury" column or choose one type of illness								
(A)	(B)	(C)	(D)	(E)	(F)	CHECK ONLY ONE box for each case based on the most serious outcome for that case:			Away From Work (days)		(G)						
Case No.	Employee's Name	Job Title (e.g., Welder)	Date of injury or onset of illness (no day)	Where the event occurred (e.g., Loading dock north end)	Describe injury or illness, parts of body affected, and all substances that directly injured or made person ill (e.g., Second degree burns on right forearm from acetylene torch)	Death	Days away from work	Restricted activity (Job transfer or restriction)	Away From Work (days)	On job transfer or restriction (days)	Injury	Skin Disorder	Respiratory Condition	Poisoning	Hearing Loss	All other illnesses	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	
					WAS ON LOADING TRUCK AT THE NEW YORK TANK WHEN THERE		99	0	0	0							
Page totals						0	99	0	0	0	99	741	77	0	0	0	0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: If additional pages are required, copy this page, insert a new Worksheet (Sheet 200), indicate the injury on the Copy the Page, insert them on 20 (column 17) of that previous page, and Page Serial (value) then into row 15 (column 17) of this Form 300 page. This will update the Form 300A linked to this page with the total cumulative. Then update row 37: Page and when each page.

Injury (1)
 Skin Disorder (2)
 Respiratory Condition (3)
 Poisoning (4)
 Hearing Loss (5)
 All other illnesses (6)

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs. See CCR Title 8 14300.29(b)(5)(10)



Year: 2021

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in CCR Title 8 Section 14300.12 through 14300.15. Feel free to use two lines for a single case if you need to. You must complete an Injury and Illness Incident Report (Cal/OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local Cal/OSHA office for help.

Form approved OMB no. 1218-0176

Establishment name: **CR&R INC. LAMPSON**
 City: **GARDEN GROVE** State: **California**

Identify the person		Describe the case		Classify the case						Check the "injury" column or choose one type of illness								
(A) Case No.	(B) Employee's Name	(C) Job Title (e.g., Welder)	(D) Date of injury or onset of illness	(E) Where the event occurred (e.g., Loading dock north end)	(F) Describe injury or illness, parts of body affected, and objects/substance that directly injured or made person ill (e.g., Second degree burns on right forearm from acetylene torch)	CHECK ONLY ONE box for each case based on the most serious outcome for that case:				Enter the number of days the injured or ill worker was:								
						Death	Days away from work	Restricted work	Away From Work (days)	On Job transfer or restriction (days)								
						(G)	(H)	(I)	(J)	(K)	(L)	(1) Injury	(2) Skin Disorder	(3) Respiratory Condition	(4) Poisoning	(5) Hearing Loss	(6) All other illnesses	
009813	LUIGP				WHILE BUILDING A COMPARTMENT DOOR AT WORK ON 4/18/21, HE													
Page totals						0	1	0	4	95	0	5	0	0	0	0	0	0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: If additional pages are required, copy this page, insert a new Worksheet (Sheet 2 only), Paste the copy into the Copy the Page Task from row 37 (column L-V) of the previous page, and Paste Special (values) them into row 15 (column L-V) of this Form 300 page. This will update the Form 300A Inmate to the page with the most current totals. Then upload new Page # for this page.

LAMPSON

VIOLATION	AGENCY	REFERENCE #	DATE	NATURE OF VIOLATION	PENALTIES ASSESSED	CORRECTIVE ACTION
None In The Past Five Years						

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs.



Year: 2023

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional.

Establishment name: CR&P INCORPORATED - RB Container
City: STANTON State: California

Table with columns for Case No., Employee Name, Job Title, Date of Injury, Description of Injury, and Classification (Death, Days away, etc.). Includes a 'Page totals' row at the bottom.

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: Additional pages are required. Copy this page, insert a new Worksheet (Sheet 1), and paste the copy in the blank space of Page 1 of the Summary page (Form 300A) before you post it.

Page 1 of 6

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs.



Year: 2022

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional.

Establishment name: CR&P INCORPORATED - RB Container
City: STANTON State: California

Table with columns for Case No., Employee Name, Job Title, Date of Injury, Description of Injury, and Classification (Death, Days away, etc.). Includes a 'Page totals' row at the bottom.

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: Additional pages are required. Copy this page, insert a new Worksheet (Sheet 1), and paste the copy in the blank space of Page 1 of the Summary page (Form 300A) before you post it.

Page 1 of 6

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs.



Year: 2013

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in CCR Title 8 Section 14300.3 through 14300.12. Feel free to use one sheet for a single case if you need to. You must complete this and the Incident Report (Cal/OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local Cal/OSHA office for help.

Form approved OMB no. 1218-0176

Establishment name: LOS ANGELES - LA
City: SANTA FE SPRINGS State: California

Table with columns: Identify the person, Describe the case, Classify the case. Includes sub-headers (A) Case No., (B) Employer's Name, (C) Job Title, (D) Date of injury or onset of illness, (E) Where the event occurred, (F) Describe injury or illness, (G) Death, (H) Days away from work, (I) Restricted at work, (J) Job transfer or restriction, (K) Away From Work (days), (L) On job transfer or restriction (days), (M) Injury, (N) Skin Disorder, (O) Respiratory Condition, (P) Poisoning, (Q) Hearing Loss, (R) All other illnesses.

Page totals: 0 1 0 2 102 0 3 0 0 0 0 0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: If additional pages are required, copy this page, insert a new Worksheet (Sheet 1, 2, etc.), paste the copy into the Page Totals from row 31 (column 17) of that worksheet, and Paste Special (not copy) from rows 15 (columns 1-17) of this Form 300 page. This will update the Form 300A linked to this page with the most current totals. Then update row 34b, Page # of this page.

Page 1 of 1

Cal/OSHA Form 300 (Rev.7/2007)
Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs.



Year: 2012

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in CCR Title 8 Section 14300.3 through 14300.12. Feel free to use one sheet for a single case if you need to. You must complete this and the Incident Report (Cal/OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local Cal/OSHA office for help.

Form approved OMB no. 1218-0176

Establishment name: CRSR INCORPORATED - SANTA FE SPRINGS
City: SANTA FE SPRINGS State: California

Table with columns: Identify the person, Describe the case, Classify the case. Includes sub-headers (A) Case No., (B) Employer's Name, (C) Job Title, (D) Date of injury or onset of illness, (E) Where the event occurred, (F) Describe injury or illness, (G) Death, (H) Days away from work, (I) Restricted at work, (J) Job transfer or restriction, (K) Away From Work (days), (L) On job transfer or restriction (days), (M) Injury, (N) Skin Disorder, (O) Respiratory Condition, (P) Poisoning, (Q) Hearing Loss, (R) All other illnesses.

Page totals: 0 1 0 1 12 0 2 0 0 0 0 0

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

NOTE: If additional pages are required, copy this page, insert a new Worksheet (Sheet 1, 2, etc.), paste the copy into the Page Totals from row 31 (column 17) of that worksheet, and Paste Special (not copy) from rows 15 (columns 1-17) of this Form 300 page. This will update the Form 300A linked to this page with the most current totals. Then update row 31c, Page # of this page.

Page 1 of 6

OWNERSHIP AND
FINANCIAL RECORDS

6



OWNERSHIP AND FINANCIAL RECORDS

CR&R is a local, family-owned corporation, incorporated in California in 1963. The Ronnenberg Family owns 100% of the stock of the company.

CR&R was founded with the idea that collecting, processing, and recycling waste materials was an important and essential community service. Today, this responsibility is as steadfast as ever, with CR&R continuously leading the charge to meet the demands of an ever-changing environmental movement. We are honored to state that our enterprise-wide recycling network now offers integrated hauling, collection, and processing services to more than fifty cities and jurisdictions throughout California.

NAMES OF COMPANY OFFICERS

- ④ Chief Executive Officer: Clifford R. Ronnenberg
- ④ Chief Operating Officer: David Ronnenberg
- ④ Chief Financial Officer: Michael Zorzi

CR&R is able to make available for review financial records describing the fiscal health and wellbeing of the company, references of banking representatives, and a recent audit of the firm's accounting practices and financial records.

Confirmation of CR&R's ability to obtain the required surety is provided on the following pages.



RLI Insurance Company

Los Angeles Commercial Surety Office | 801 S. Figueroa Street, Ste. 900 | Los Angeles, CA 90017
P: (213) 787-2035 | C: (818) 370-0540 | www.rlicorp.com

November 6, 2025

City of Fullerton
303 W. Commonwealth Ave
Fullerton, CA 92832

Re: Prequalification for Solid Waste Handling Services Effective March 2, 2026

To Whom It May Concern:

Please be advised that RLI Insurance Company (rate A+ by AM Best) is the surety for CR&R Incorporated. RLI Insurance Company is licensed to transact surety in all fifty states and is listed as acceptable surety in the United States Department of Treasury Circular 570.

CR&R Incorporated has been an RLI Insurance Company surety client since 2024 with a single bond limit of \$10 million with an aggregate bonding capacity of \$40 million.

The issuance of performance and payment bonds is a matter between CR&R Incorporated and RLI Insurance Company and will be subject to review and approval of the contract terms and conditions, the bond forms, confirmation of adequate project funding, and the application of such other underwriting criteria as may be pertinent at the time such bonds are requested. We assume no liability to you or to third parties if for any reason we do not execute said bonds.

If we can provide further assurances or assistance, please do not hesitate to call upon us.

RLI Insurance Company

By: Alicia Grumbles
Alicia Grumbles, Attorney-in-Fact

DIFFERENT WORKS

POWER OF ATTORNEY

RLI Insurance Company Contractors Bonding and Insurance Company

9025 N. Lindbergh Dr. Peoria, IL 61615
Phone: 800-645-2402

Know All Men by These Presents:

That this Power of Attorney is not valid or in effect unless attached to the bond which it authorizes executed, but may be detached by the approving officer if desired.

That **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company**, each an Illinois corporation, (separately and together, the "Company") do hereby make, constitute and appoint:

Alicia Grumbles

in the City of Dallas, State of Texas its true and lawful Agent(s) and Attorney(s) in Fact, with full power and authority hereby conferred, to sign, execute, acknowledge and deliver for and on its behalf as Surety, in general, any and all bonds and undertakings in an amount not to exceed Twenty Five Million Dollars (\$25,000,000.00) for any single obligation.

The acknowledgment and execution of such bond by the said Attorney in Fact shall be as binding upon the Company as if such bond had been executed and acknowledged by the regularly elected officers of the Company.

RLI Insurance Company and/or **Contractors Bonding and Insurance Company**, as applicable, have each further certified that the following is a true and exact copy of a Resolution adopted by the Board of Directors of each such corporation, and is now in force, to-wit:

"All bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or Agents who shall have authority to issue bonds, policies or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile."

IN WITNESS WHEREOF, the **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company**, as applicable, have caused these presents to be executed by its respective Sr. Vice President with its corporate seal affixed this 26th day of June, 2025.



RLI Insurance Company
Contractors Bonding and Insurance Company
By: Eric Raudins
Eric Raudins Sr. Vice President

State of Ohio }
County of Cuyahoga } SS

On this 26th day of June, 2025, before me, a Notary Public, personally appeared Eric Raudins, who being by me duly sworn, acknowledged that he signed the above Power of Attorney as the aforesaid officer of the **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company** and acknowledged said instrument to be the voluntary act and deed of said corporation.

By: Jill A. Scott
Jill A. Scott Notary Public



CERTIFICATE

I, the undersigned officer of **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company**, do hereby certify that the attached Power of Attorney is in full force and effect and is irrevocable; and furthermore, that the Resolution of the Company as set forth in the Power of Attorney, is now in force. In testimony whereof, I have hereunto set my hand and the seal of the **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company** this 6th day of November, 2025.

RLI Insurance Company
Contractors Bonding and Insurance Company
By: Jeffrey D. Fick
Jeffrey D. Fick Corporate Secretary

42DI360020212

A0058D19

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

STATE OF CALIFORNIA

County of Sacramento }

On November 6, 2025 before me, Sandra R. Black, Notary Public,
Date Insert Name of Notary exactly as it appears on the official seal

personally appeared Alicia Grumbles
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



Place Notary Seal Above

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

Witness my hand and official seal

Signature [Handwritten Signature]
Signature of Notary Public

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of the form to another document.

Description of Attached Document

Title or Type of Document: Letter

Document Date: November 4, 2025 Number of Pages: 3

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

- Individual
- Corporate Officer — Title(s): _____
- Partner Limited General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: _____



Signer is Representing: _____

Signer's Name: _____

- Individual
- Corporate Officer — Title(s): _____
- Partner Limited General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: _____



Signer is Representing: _____

INSURANCE

7



INSURANCE

CR&R's ability to secure the required insurance levels is demonstrated through the Certificate of Insurance provided on the following pages.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/13/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Marsh & McLennan Agency LLC Marsh & McLennan Ins. Agency LLC 1 Polaris Way #300 Aliso Viejo CA 92656 License#: OH18131 CR&R/NC	CONTACT NAME: Dina Cook PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: OCCerts@MarshMMA.com													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : ACE Property & Casualty Insurance Co</td> <td>20699</td> </tr> <tr> <td>INSURER B : ACE American Insurance Company</td> <td>22667</td> </tr> <tr> <td>INSURER C : Harleysville Insurance Company</td> <td>23582</td> </tr> <tr> <td>INSURER D : AXA Insurance Company</td> <td>33022</td> </tr> <tr> <td>INSURER E : Allied World Surplus Lines Ins Co</td> <td>24319</td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : ACE Property & Casualty Insurance Co	20699	INSURER B : ACE American Insurance Company	22667	INSURER C : Harleysville Insurance Company	23582	INSURER D : AXA Insurance Company	33022	INSURER E : Allied World Surplus Lines Ins Co	24319	INSURER F :
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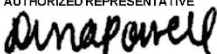
COVERAGES **CERTIFICATE NUMBER:** 510198803 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y N	HDOG49357734	9/3/2025	9/3/2026	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COM/OP AGG \$ 5,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	N N	MMTH11359346	9/3/2025	9/3/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		TR00876902025	9/3/2025	9/3/2026	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y N N/A	WLRC72798181	9/3/2025	9/3/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C D E	Excess Auto Liability Pollution Liability Inland Marine	N N N N N N	CRA0000216 PEC002362206 0312559	9/3/2025 8/1/2025 9/3/2025	9/3/2028 8/1/2028 9/3/2026	Aggregate Limit \$2,000,000 Aggregate Limit \$10,000,000 Each Newly Acquired \$100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Cyber Liability: 8/31/2025 - 8/31/2026 - Policy #AB-6621545-03
 Limits:
 Network Security: \$5,000,000 - Ret. \$50,000
 Privacy Liability: \$5,000,000 - Ret. \$50,000

City of Fullerton, its elected or appointed officials, officers, employees, representatives, agents and volunteers are included as Additional Insured with respects to General Liability, where required by written contract, per attached endorsement. Insurance is Primary & Non-Contributory with respects to General Liability, where required by written contract, per the attached endorsement. Waiver of Subrogation applies with respects to Workers' Compensation where required by written contract, per the attached endorsement.

CERTIFICATE HOLDER City of Fullerton 303 W. Commonwealth Avenue Fullerton CA 92632-0000	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03)

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INSURED: CP&R Incorporated

POLICY#: WLR072196151

POLICY PERIOD: 09/05/2025

TO: 09/05/2026

CALIFORNIA WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

This endorsement applies only to the insurance provided by the policy because California is shown in Item 3.A. of the Information Page.

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule, but this waiver applies only with respect to bodily injury arising out of the operations described in the Schedule, where you are required by a written contract to obtain this waiver from us.

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

Schedule

1. Specific Waiver

Name of person or organization:

Blanket Waiver

Any person or organization for whom the Named Insured has agreed by written contract to furnish this waiver.

2. Operations:

3. Premium:

The premium charge for this endorsement shall be 1% percent of the California premium developed on payroll in connection with work performed for the above person(s) or organization(s) arising out of the operations described.

4. Minimum Premium:

WC 90 03 75 (05/18)

Insured Copy

INSURED: CP&R Incorporated

POLICY#: WLR072196151

POLICY PERIOD: 09/05/2025

TO: 09/05/2026

CALIFORNIA WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

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2. Operations:

3. Premium:

The premium charge for this endorsement shall be 1% percent of the California premium developed on payroll in connection with work performed for the above person(s) or organization(s) arising out of the operations described.

4. Minimum Premium:

WC 90 03 75 (05/18)

Insured Copy

INSURED: CR&R Incorporated

POLICY #: HDOG49357734

POLICY PERIOD: 09/03/2025

TO 09/03/2026

COMMERCIAL GENERAL LIABILITY
CG 20 26 12 19

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):

Any person or organization whom you have agreed to include as an additional insured under a written contract, provided such contract was executed prior to the date of loss.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

1. In the performance of your ongoing operations; or
2. In connection with your premises owned by or rented to you.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable limits of insurance;

whichever is less.

This endorsement shall not increase the applicable limits of insurance.

CG 20 26 12 19

© Insurance Services Office, Inc., 2018

Page 1 of 1

INSURED: CR&R Incorporated

POLICY #: HD064835773A

POLICY PERIOD: 09/03/2025 TO: 09/03/2026

**COMMERCIAL GENERAL LIABILITY
CG 20 37 12 19**

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – OWNERS, LESSEES OR
CONTRACTORS – COMPLETED OPERATIONS**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location And Description Of Completed Operations
All persons or organizations when required by written contract or agreement	All completed operations
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
 2. Available under the applicable limits of insurance;
- whichever is less.

This endorsement shall not increase the applicable limits of insurance.



COMPLETE REFERENCE LIST

Reference pages redacted

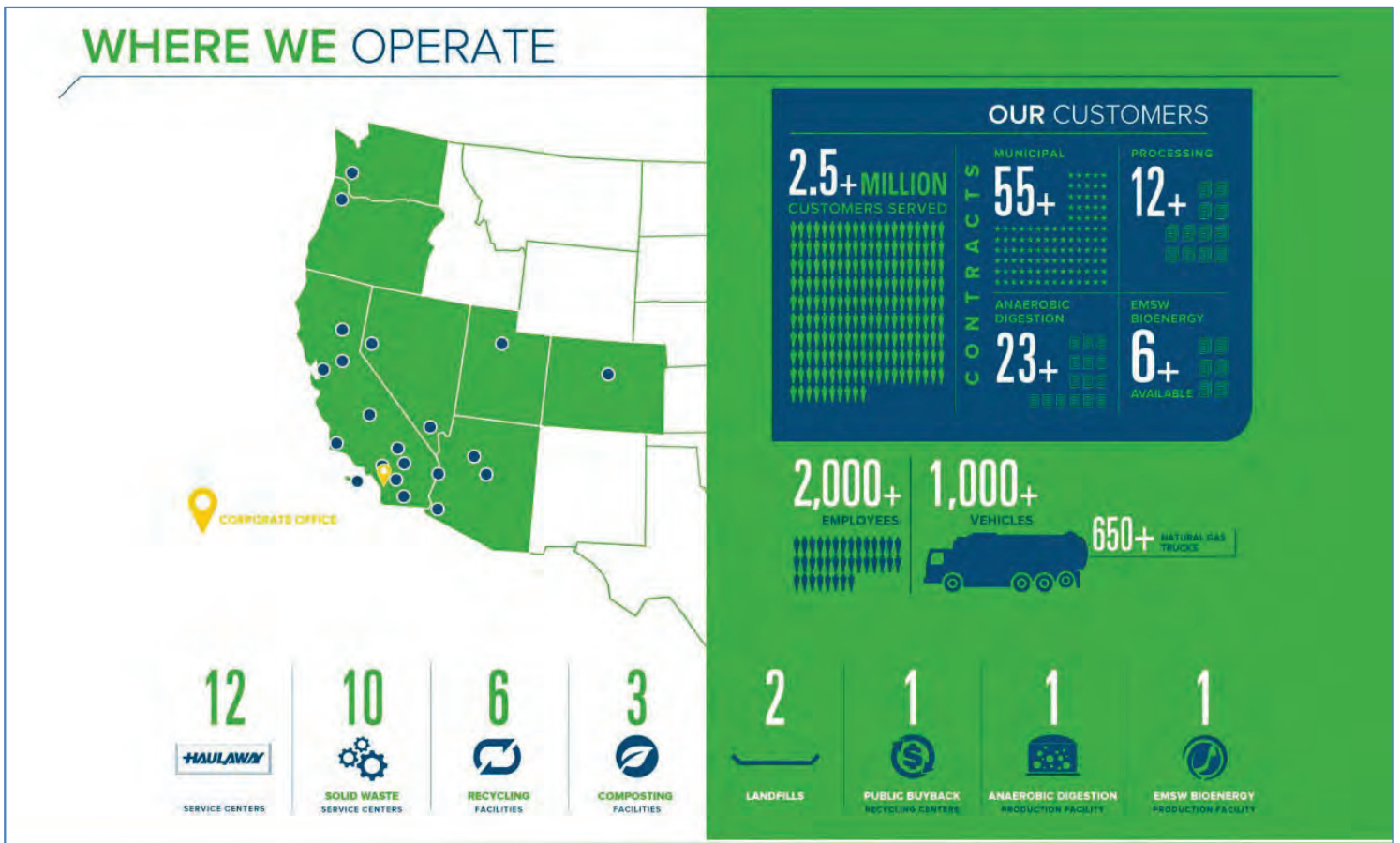
DISPOSAL AND PROCESSING FACILITY CAPACITY

9



DISPOSAL AND PROCESSING FACILITY CAPACITY

CR&R is a local, family-owned corporation and has been a premier provider of solid waste management services for over 60 years. CR&R provides industry leading processing solutions and offers our proven record of technological development and investment that is focused on the best and highest use of resources collected in the Cities we serve. Now, CR&R operates six (6) recycling facilities, three (3) composting facilities, two (2) landfills, one (1) anaerobic digestion facility and one (1) engineered municipal solid waste facility. With these investments, we're closer than ever to achieving our goal of 0% landfill, 0% fossil fuels, 100% resource conservation and 100% renewable fuels.



CR&R recovers over 400,000 tons of recyclable material each year. The Recycling Division provides commingled and single stream solid waste material processing and is currently processing and marketing all recyclable materials from more than fifty curbside programs throughout Southern California. Our enterprise-wide recycling network offers integrated hauling, collection, and processing services to over one hundred cities throughout California.

In anticipation of the regulatory and sustainability needs of the cities we serve, CR&R initiated our investment in organic waste recycling infrastructure more than 15 years ago. Since the opening of our first composting facility in 2009, we have continued to strategically expand our organic waste processing capabilities. Because of this, CR&R can provide a comprehensive array of Organics Waste Collection services in addition to our composting services.

CR&R ANAEROBIC DIGESTION FACILITY

- 📍 **Location:** 1706 Goetz Road, Perris, CA.
- 📍 **Capacity:** Guaranteed by CR&R
- 📍 **Tonnage Reserved for Fullerton:** 100%
- 📍 **Materials Accepted:** Yard Waste and Food Scraps
- 📍 **Contact Information:** Michael Silva, michael@crmail.com, 714-883-3777

BENEFITS OF ANAEROBIC DIGESTION FOR FULLERTON

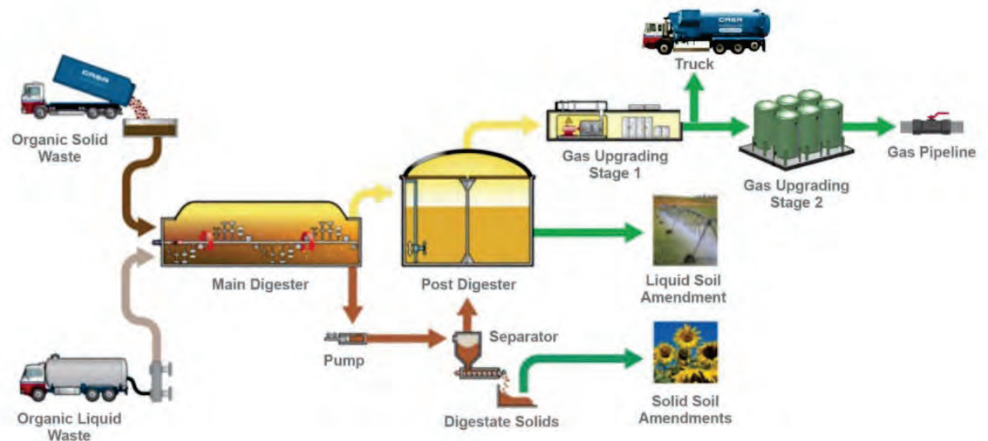
Renewable Natural Gas (RNG) is a fuel that is made from the natural breakdown of organic material. CR&R produces RNG fuel from the organic waste that we collect from our cities at our regional anaerobic digestion facility in Perris, California. RNG is a “drop in” replacement fuel for Compressed Natural Gas (CNG), meaning it can be used in engines that run on CNG fuel without any modification. It is made from organic wastes, like grass, leaves and food waste that we collect from our cities. Our process keeps this organic material out of the landfill while allowing our vehicles to run on the fuel we generate.

The State of California rates our fuel as “carbon neutral.” Burning RNG in CR&R’s collection trucks destroys the methane that would otherwise be generated from dumping this waste in a landfill. CR&R is well on its way to deploying a 100 percent near zero emissions, carbon negative fuel powered fleet. CR&R’s entire fleet will be running on our RNG fuel and near zero emissions engines by the end of 2025.

Residual digestate is used as organic soil amendment. Tests are conducted according to regulation and meet all requirements.

FLOW DIAGRAM

The diagram shows the flow of organic materials into the digester, the byproducts including liquid and solid digestate and biomethane, how byproducts are handled and processed.



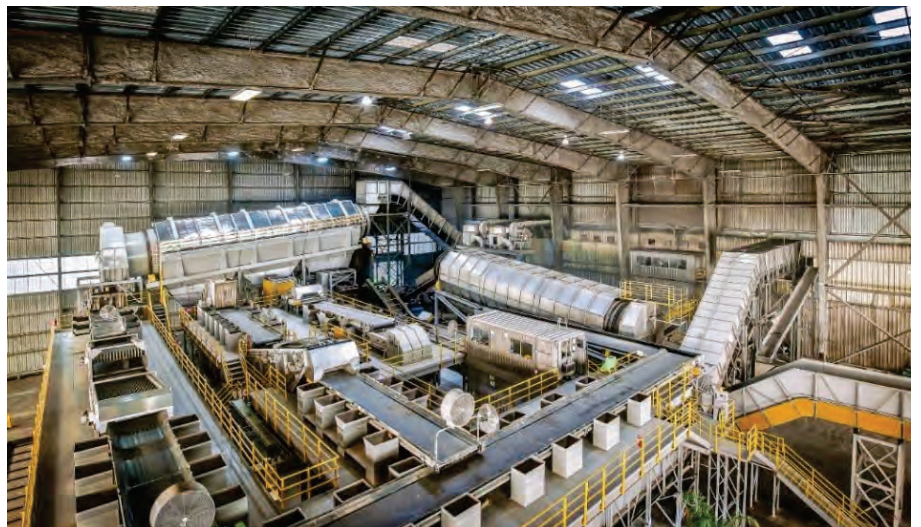
CR&R WESTERN MRF

- ④ **Location:** 11292 Western Avenue, Stanton, CA
- ④ **Capacity:** Guaranteed by CR&R
- ④ **Tonnage Reserved for Fullerton:** 100%
- ④ **Materials Accepted:** Residential and Commercial Commingled Recyclables
- ④ **Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777
- ④ **Equipment Details:** In the early 1980s, CR&R acquired an open-air transfer station in the City of Stanton, which provided the opportunity to establish a regional processing and recycling facility to manage material from surrounding areas. After significant research and development, including extensive studies of international best-in-class technologies, CR&R decided to build the first mixed solid waste processing facility in the United States.

CR&R's Materials Recovery Facility employs a network of machinery, processing lines, and other features that sort recyclables out of the waste stream to provide customers with cost-effective and efficient recycling programs.

The original facility was constructed in 1992 and has since been updated numerous times. Equipment includes:

- ④ **Keith Walking Floors in all bunkers**
- ④ **Eriez overhead magnets and eddy current separators**
- ④ **Heil Trommel**
- ④ **Mayfran Conveyors**
- ④ **Loggeman Baler**



CRT CONSTRUCTION AND DEMOLITION MRF

- ④ **Location:** 11232 Knott Ave, Stanton, CA
- ④ **Capacity:** Guaranteed by CR&R
- ④ **Tonnage Reserved for Fullerton:** 100%
- ④ **Materials Accepted:** C&D Materials
- ④ **Contact Information:** Michael Silva,
michaels@crrmail.com, 714-883-3777



ALTERNATIVE FACILITIES CR&R SOUTH COUNTY NORTH CAMPUS AND SOUTH CAMPUS



Officially referred to as “**South County (SC) North Campus**” and “**South County (SC) South Campus**”, these two facilities will provide CR&R a continued presence and efficient logistical location for our Orange County operations.

SC NORTH CAMPUS LOCATION: 1190 Avenida La Pata, San Juan Capistrano, CA 92675

SC South Campus Location: 31748 Avenida La Pata, San Juan Capistrano, CA 92675

Owner: CR&R

Capacity: Guaranteed by CR&R

Tonnage Reserved for Fullerton: Unlimited

Materials to be Processed: Recyclable Materials and Construction and Demolition Materials

Contact Information : Michael Silva, michael@crmail.com, 714-883-3777

SC NORTH CAMPUS:

With an estimated completion date of Quarter 2, 2027, this campus is located on the east side of Avenida La Pata, and south of Ortega Highway in Planning Area 10 of the Ranch Plan Planned Community, in the Fifth (5th) Supervisorial District.

SC SOUTH CAMPUS:

Envisioned as a solid waste facility with the Rancho Mission Viejo original development plan in the early 1980's, the approved Site Development Permit allows for the construction on the 18.2-acre site, a 9.5-acre facility for the consolidation and transfer of recyclable materials collected from Southern Orange County municipalities. The facility will operate 24 hours a day, 7 days a week, with consolidation and transfer operations occurring within an enclosed 85,000 square foot building.

- ④ 125 Collection Vehicle Parking and Fueling
- ④ Compressed Natural Gas and Renewable Natural Gas Fueling (including research and development for future hydrogen fueling)
- ④ State-of-the-art Mechanic Shop
- ④ Indoor Recycling Material Transfer
- ④ Indoor C&D Processing Line
- ④ Indoor Material Characterization

CR&R YUMA COMPOSTING FACILITY

- ④ **Location:** 19536 South Avenue 1E, Yuma AZ
- ④ **Owner:** CR&R
- ④ **Capacity:** Guaranteed by CR&R
- ④ **Tonnage Reserved for Fullerton:** Unlimited
- ④ **Materials Accepted:** Yard Trimmings, Food Waste, and Co-Collected Yard Trimmings/Food Scraps, Compostable Plastic, Food-Soiled Paper
- ④ **Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

CR&R's Yuma Composting Facility will serve as an alternate site for City of Fullerton organic materials.

The Yuma Composting Facility offers unlimited capacity, ensuring that all Fullerton organics will be accepted over the term of the contract.

CR&R YUMA LANDFILL

- ④ **Location:** 19536 South Avenue 1E, Yuma AZ
- ④ **Owner:** CR&R
- ④ **Capacity:** Guaranteed by CR&R
- ④ **Tonnage Reserved for Fullerton:** Unlimited
- ④ **Materials Accepted:** Municipal Solid Waste
- Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

- ④ CR&R's Yuma Landfill will serve as an alternate site for City of Fullerton solid waste materials.

The Yuma Landfill offers unlimited capacity, ensuring that all Fullerton solid waste will be accepted should the need arise.



COMMUNITY INVOLVEMENT

CR&R is committed to supporting the City of Fullerton through a robust community involvement program. Our programs are comprehensive, designed to provide meaningful contributions to the City, while also supporting the City’s diversion and sustainability goals.

CR&R is proud to list our Community Involvement commitments, many that go above and beyond the scope of the RFP.

Program Enhancement: Community Involvement

Ongoing Community Involvement featuring Curbside HHW Collection, In-Home Sharps Collection, Provision of Innovative Recycling Resources, Academic Scholarships, Community Sponsorships, Beautification of the Downtown District and Mitigation of Wear and Tear of Fullerton Roadways

HOUSEHOLD HAZARDOUS WASTE (HHW) CURBSIDE COLLECTION PROGRAM

In addition to hosting the required annual HHW collection event and to alleviate the accumulation of HHW in homes, CR&R will provide free quarterly HHW curbside collection for all Fullerton single-family residential customers. The curbside option provides an important, accessible opportunity to recycle these materials for senior citizens and other Fullerton residents who may have difficulty accessing drop off events.

AT-HOME SHARPS COLLECTION PROGRAM

For the safety and convenience of residents who administer at-home medication via needles, CR&R will provide free quarterly containers to safely collect household sharps via mail-back packages to each Fullerton residential and multi-family customer.



PROVISION OF 10,000 REUSABLE AND RECYCLABLE ALUMINUM CUPS FOR CITY-SPONSORED EVENTS

CR&R is committed to California’s refill and reuse initiatives and will further support City sustainability efforts to achieve “zero waste” by offering 10,000 aluminum reusable cups that are 100% recyclable for city-sponsored events .CR&R proposes the purchase of Ball Aluminum cups to be used at City events such as the July 4th Celebration, Spring Eggstravaganza, and First Night. These 100% recyclable cups serve to eliminate the use of plastic cups. CR&R will supply up to 10,000 cups to the City for use at events of the City’s choosing. The City’s logo will be printed on their respective cups.



	COLDNESS	RECYCLABILITY	STURDINESS
BALL ALUMINUM CUP™	██████████	██████████	██████████
PLASTIC CUP	███	███	███
PAPER CUP	███	██████████	███
STYROFOAM CUP	███	███	███

OLYNS CUBE REVERSE VENDING MACHINES

One way CR&R will partner with the City is through the provision of two (2) Olyns Cubes. These reverse vending machines feature an easy-to-use, self-service option for Fullerton residents and visitors to recycle CRV containers. Potential locations could include Independence Park, the Fullerton Public Library, or the Downtown District.

The Olyns Cubes provides a touchless customer interaction, using an app to pay customers via Paypal. The app also calculates each customer's impact by providing a customized sustainability dashboard.

The Olyns Cubes also feature a 65-inch video screen, which can display customized Fullerton sustainability messages or promote City events, services, or other programs. The photo on the right depicts young people in an Orange County city serviced by CR&R utilizing the Olyns Cube Reverse Vending Machine to exchange CRV containers.



ACADEMIC SCHOLARSHIPS AND INTERNSHIPS

To promote education and environmental stewardship, CR&R will provide five (5) \$1,000 scholarships for the senior graduating class per academic year to the high schools within the Fullerton and Fullerton Joint Union Highschool District. **This \$5,000 per year scholarship will be provided throughout the duration of the Franchise Agreement.** Additionally, CR&R will offer one (1) paid internship for academic credits, each semester throughout the term of the contract for students to gain a strong understanding and earn professional experience within our Sustainability Department, directly working with cities throughout Southern California.

COMMUNITY SPONSORSHIP AND FOSTERING LOCAL ORGANIZATIONS

CR&R's commitment to community service is unmatched and we fully support each of our partner cities' efforts to foster and champion local organizations, from food pantries to animal shelters and afterschool programs. CR&R is honored to participate and offer financial support in the amount of **\$100,000 per year in charitable donations** to support city sponsored events and local community organizations within the City of Fullerton for the term of the agreement.

DOWNTOWN DISTRICT ENCLOSURE BEAUTIFICATION PROGRAM

CR&R understands the importance of the Downtown Fullerton District and the uniqueness of its vibrant businesses, restaurants, nightlife entertainment, and most of all, its walkability. Additionally, our Sustainability Department's experience in establishing sustainable, cost-effective shared enclosure programs in City's like Orange and Laguna Beach position CR&R to offer a path forward for compliant, safe and convenient recycling programs within the City.

CR&R will offer **\$100,000 towards the refurbishment of all Downtown District City Enclosures**, including new epoxy flooring that will complement the required steam cleaning. CR&R will also design custom signage and work with each participating commercial customer to ensure proper use and maintenance is achieved. We are confident that our right-sized, seven-day-a-week offered collection service of trash, recycling and organics, and the fresh "look and feel" of each enclosure will promote business involvement in its upkeep and their commitment to recycling obligations.

MITIGATION OF WEAR AND TEAR ON CITY STREETS

CR&R is sensitive to the sometimes unavoidable impact that our industry has on the communities we serve, such as the potential ramifications on streets due not only to the weight of materials collected, but also because of the vehicles themselves and the daily routes they travel. As such, CR&R is committed to mitigating this effect as much as possible by providing custom designed, light-weight collection vehicles, including commercial 3-axle recycling trucks and smaller rear-load commercial cart collection vehicles for weight savings whenever possible.

CUSTOMER SERVICE

PROPOSED TELEPHONE SYSTEM

Our CR&R Customer Service Call Center is prepared to service the City of Fullerton out of our **Orange County Call Center**. Our CR&R Customer Service Call Center is located at our corporate headquarters in Stanton, California. CR&R will provide our industry-leading levels of customer service to the residents and businesses in the City of Fullerton. Our team of over 80 customer service representatives exclusively responds to calls from CR&R's customers, which includes over 50 municipal contracts.

CR&R uses the NICE CXone Expert system, a cloud native system that optimizes City-specific information to improve the customer experience for each City we serve. This customization enhances the customer's



CR&R's Commitment to Fullerton Customers

- ④ Orange County based call center located less than 10 miles from Fullerton City Hall.
- ④ Multi-language customer service representatives.
- ④ Ability to monitor all required metrics.
- ④ Ability to monitor response time to complete a work order from time of request.
- ④ Proven ability to provide accurate, City-specific information.
- ④ Commitment to satisfy the customer at any cost.

ability to conduct effortless self-service, if preferred, for most callers. Customers with complex needs, or who prefer to speak directly with a customer service representative, are able to access representatives more quickly. As a result, all customers have a faster, easier and more successful customer service experience.

CR&R CUSTOMER SERVICE TEAM

Our Customer Service Staff are critical members of our service team, and their importance to the company is demonstrated by the location of the Customer Service Department, which is situated within the CR&R corporate office in Stanton, directly across from the Executive Team. Our Customer Service Team is available Monday through Friday from 8:00 a.m. to 5:00 p.m. and on Saturdays from 8:00 a.m. to 12:00 p.m. CR&R will provide a dedicated phone line for Fullerton customers.

The CR&R Customer Service team is overseen and led by Elisa Bene, our Customer Service Manager. Ms. Bene is responsible for policy development and deployment, employee training and development, customer relations, and ensuring effective and long-term problem resolution. Additionally, Ms. Bene is responsible for overseeing the customer service department and trains, mentors, and coaches our employees, ensuring the Company delivers the highest level of customer service possible. Ms. Bene will be instrumental in the transition and during the term of the agreement with the City.

An attitude of respect and concern for our customers is the benchmark used to develop our customer service protocols. It is our shared commitment at CR&R and results in excellent customer feedback achieved in customer service satisfaction surveys. This passion for “Excellence in Customer Service” is a core value. Our Customer Service Department is managed with a pledge to “Satisfy the Customer at Any Cost.”

CR&R understands that customer service is of utmost importance to the City because when Fullerton residents and businesses have a request regarding solid waste and recycling services, the CR&R call center will serve as their first point of contact. Our team is committed to providing a timely response, accurate information, and reliable service to our City of Fullerton customers.



Timely Response: A prompt answer, with minimal hold times



Accurate Information: Correct answers, provided on the first call



Reliable Service: Dependable completion of work order

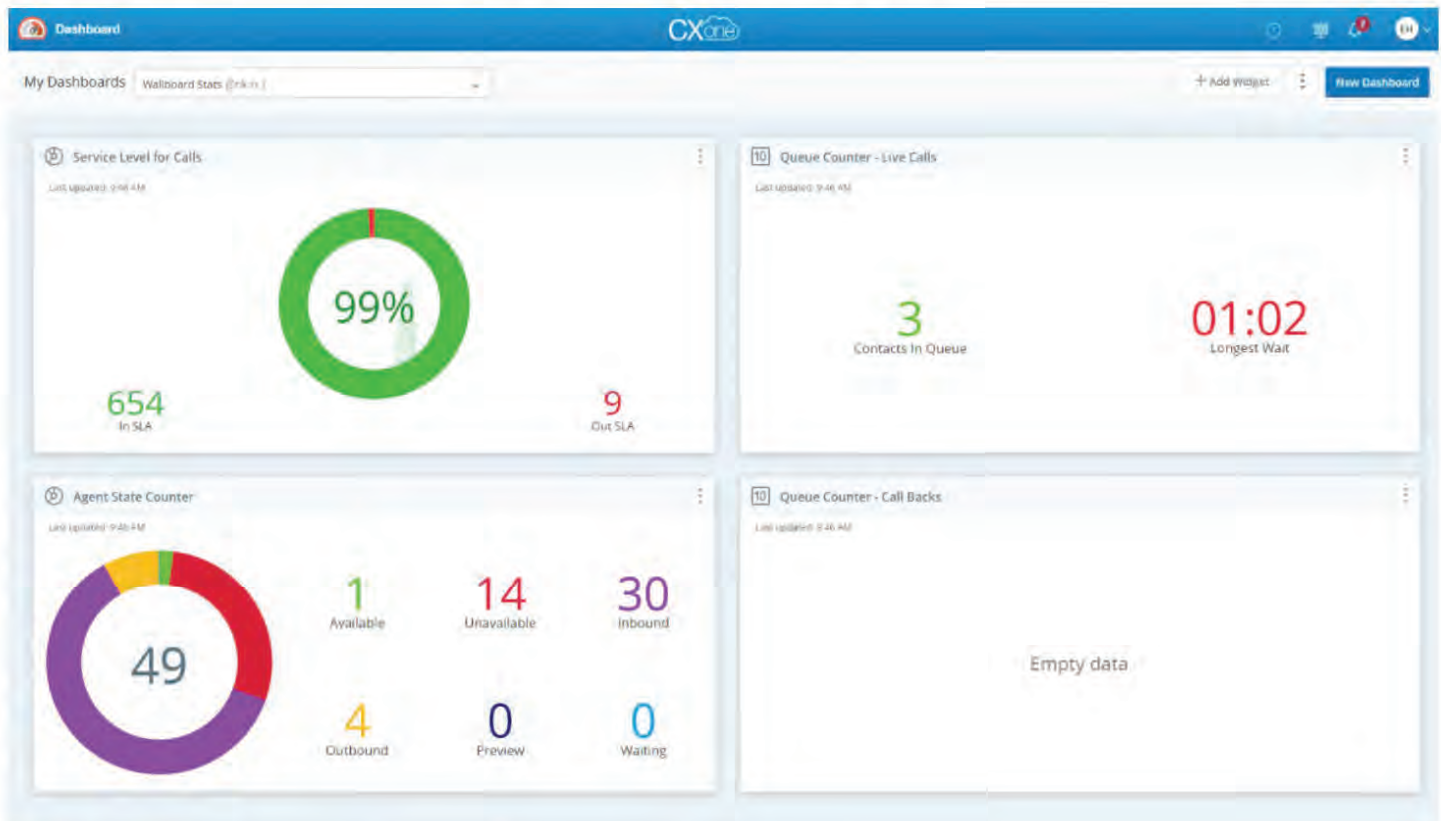
Each component of our customer service system and approach is designed to achieve these three key objectives. Combined, this timely, accurate and reliable service facilitates our performance and enhances customer satisfaction. Additionally, effective customer service systems will result in decreased use of City staff time and resources. Customers can easily communicate with CR&R, and our system ensures accurate and reliable follow through by our Customer Service and Operations team, while minimizing the amount of time staff would need to follow up on any service issues.

CR&R's customer service record for the previous two years is provided is provided below.

Month	Inbound Calls	Average Talk Time	Average Wait Time in Queue	Number of Issues	Number of Complaints	Number of Manager Complaints
Oct 2023	97,851	4:27	0:41	305	824	17
Nov 2023	93,683	3:34	1:07	252	719	18
Dec 2023	81,852	4:11	0:12	229	621	25
Jan 2024	98,353	4:11	0:19	253	607	11
Feb 2024	81,562	4:08	0:09	230	674	9
Mar 2024	81,943	4:11	0:10	241	609	12
Apr 2024	88,640	4:04	0:27	249	640	4
May 2024	94,020	4:18	0:29	246	847	17
June 2024	89,605	4:38	1:04	220	769	31
July 2024	123,939	4:29	5:12	334	1199	49
Aug 2024	92,164	4:43	1:19	377	1199	47
Sept 2024	75,439	5:25	1:16	288	847	31
Oct 2024	82,600	5:19	0:43	349	889	31
Nov 2024	88,037	4:52	0:57	338	907	70
Dec 2024	88,889	5:27	0:57	369	976	109
Jan 2025	91,710	5:52	0:58	379	940	47
Feb 2025	68,418	5:36	0:11	313	627	22
Mar 2025	71,861	5:42	0:13	278	603	28
Apr 2025	77,684	5:36	0:10	297	585	24
May 2025	82,862	5:31	0:18	334	494	9
June 2025	81,926	5:46	0:26	277	540	30
July 2025	97,917	5:39	1:19	349	717	37
Aug 2025	83,274	5:48	0:34	395	726	34
Sept 2025	79,487	5:53	0:54	335	631	22

MONTHLY REPORTS

CR&R is able to provide comprehensive reporting, including number of calls taken specifically for Fullerton, average hold time for the month, number of dropped calls, and other metrics. Data is available in real time, allows for immediate adjustments to ensure customer service requirements are met. Daily, weekly and monthly reports can be generated to monitor and track key metrics. An example of the dashboard provided through CR&R's NICE CXone Expert system is shown in the graphic below.



JURISDICTION CLOUD-BASED LIBRARIES

Our call center uses Microsoft SharePoint as our electronic knowledge center to house information such as policies, rates, and procedure documentation which provides quick, easy, and controlled access for our CSR's. This same tool is used to store customer communications such as new customer brochures, billing inserts, flyers, marketing letters, and special events. Each CSR has dual monitors so that our CRM software and SharePoint library has City-specific folders displayed simultaneously.

CR&R also can create detailed reports using the information stored in CR&R's Customer Relationship Management and Routing System. This information includes data such as route, container size, violations, type of service, street names, driver's name, etc. This data is readily accessible through electronic format and can be made available upon request by CR&R's contracted cities. Proper steps are taken to ensure the integrity of the Company's data systems. To protect this information from loss or corruption, all system data is updated at the end of each day onto a back-up system and stored in an off-site fireproof electronic safe. An additional back-up server is housed off-site.



Accurate Information: Correct answers, provided on the first call

Immediately upon award of the agreement, a comprehensive cloud-based folder will be developed for the City to house information specific to this agreement for direct reference by the CSR's. This electronic library will play a critical role in supporting the transition to new services and will allow the CSR team to efficiently answer customer inquiries and share detailed service information quickly and accurately.

Any information from our billing management or telephone system may be downloaded into Excel or Word documents for review. All information tracking requests for service, missed collection, complaints, and billing inquiries are stored in real-time. Standard reports include a customer service list of accounts with service and billing information, complaint log, missed collection log, requests for additional service, and other valuable tracking information. Customized reports may be produced upon request by the City.

INFORMATION CATEGORIES

- ④ Name, account number, service address, and billing location of each account.
- ④ Service notes pertaining to specifics of a customer account, including the time and date of phone calls, items discussed during the phone conversations, and the CSR's who responded to the calls.
- ④ Dates of bulky item pickups missed pickups and types of driver or CSR notifications.
- ④ Container identification numbers linked to the service address where container was assigned.
- ④ Customer billing history, type of service, and scheduled collection days.

CUSTOMER SERVICE SOFTWARE

CR&R is equipped with Soft-Pak, a premier, industry specific CRM software program which allows ease of operation by CSR's, operations, and management personnel. This real-time Windows-based system is used company-wide and provides current information allowing CSR's and operations personnel to respond quickly to requests for service. It also allows for the prompt resolution of customer concerns in a timely manner. These programs are fully integrated throughout the CR&R organization at all operating sites. In addition, we have custom software that applies City specific business rules to changes and orders being entered to ensure accuracy.



Reliable Service: Software that Drives Optimal Operations

The Soft-Pak program allows CSR's and Operations personnel to respond quickly to requests for service, promptly resolve complaints, and address the concerns in a timely manner.

Real-time data is also provided through our On Board Computers (OBC) for our commercial and temporary services routes, with drivers using tablets to provide service updates which are available in our CRM system as another tool for CSR's to reference. This data provides date and time the location of service by route and indicates if there was any reason service was not provided, such as a blocked bin.

Our goal is to address inquiries at the initial point of contact while the customer is on the phone. If research is needed, the CSR turns the issue over to a lead representative for resolution. When customers contact us with a request, the CSR enters a work order into our CRM system to initiate the action that needs to be taken. This work order is used by Operations to perform the requested action and then routed to Data Entry to update the account with the service that has been requested and to close out the Work Order

PROCEDURES

Communication and the use of technology are vital to resolving customer inquiries, requests, and complaints that may arise. As such our systems allow for communication between departments accurately and in real-time. CSR's, Operations personnel, and Management may access account information with the most up to date service and note information. This system provides access to a multitude of information as it relates to CR&R's service and our customers.

For example, notes are added into the CRM system which automatically generates emails to the Operations team for research and to Customer Service with the answers. This process enables us to document each customer account with any issues and the resolutions while eliminating the need to also send manual emails to communicate those issues. Once the responses are received by Customer Service, the customer is contacted and provided with the update.

WORK ORDER SYSTEM

The Work Order system is essential to daily operations at CR&R. All jobs performed by Operations are dispatched, tracked, and billed. The following is a brief and condensed outline of our Work Order System:

WORK ORDER FLOW

1. Service requested by customer.
2. Work Order created by CSR.
3. Dispatch prints/downloads Work Order.
4. Dispatch routes Work Order to driver.
5. Driver performs job and updates/returns Work Order to Dispatch.
6. Dispatch reviews and forwards the work orders to Data Entry.
7. Data Entry updates and posts all completed Work Orders.
8. If Driver does NOT complete the job, driver either:
 - a. Returns Work Order to Dispatch for Rerouting.
 - b. Returns Work Order to Dispatch with explanation of why job could not be completed.
 - c. In each of these scenarios, the work order is documented, and customer service is notified to contact customer of change in service date.
9. Data Entry closes the Work Order.
10. Completed Work Order is filed by Data Entry.
11. Operations forwards incomplete Work Orders to Customer Service.
12. Customer Service contacts customer to reschedule job with new Work Order if needed.

The work order process is used for a variety of action related items such as requests for cart exchanges, bulky item collection, e-waste collection, report of missed collection, courtesy pickups, bin exchanges and other items requiring an operation action.

COMPLAINT RESOLUTION - SATISFY THE CUSTOMER AT ANY COST

At CR&R customer complaints receive the highest level of attention from customer service, operations, and management staff. Complaints are noted in the customer's account and sent to the department responsible by email. The department that receives the email also notes the customer's account with the action taken to resolve the complaint. Customers with unusual circumstances are always managed with consideration to meet their individual needs. Complaints and missed collections are reported weekly to management so that any unusual problems or trends can be identified, reviewed, and addressed. Both the Customer Service Manager and Operations Manager review and sign off the reports prior to sending them to senior management each week.

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CR&R WEBSITE

CR&R's website serves as an educational portal for all communities we service. Our website, is designed to offer a wide range of educational information including instructions on proper usage of containers, holiday schedules, as well as the ability to contact customer service through emails. Emails received are routed and managed through the same Cisco CJP system. The website also provides the ability for customers to make a payment or set up recurring payment options, schedule bulky item pick ups or report a service issue. In addition, CR&R has created online videos to inform customers about recycling and showcase the process needed to conserve resources. These videos are also accessible by QR codes and printed on our materials distributed for ease of access.

For each community we serve, CR&R provides a dedicated page providing information about services, cart reminders, what is acceptable in the carts, links to residential and commercial program guides for downloading as well as information about any unique jurisdictional programs such as hazardous waste events or sharps services. The community page also provides a link to the designated City page about environmental programs. CR&R's skilled informational technical staff ensure the site is continually updated and maintains its ease of use. Please visit our website at www.crrwasteservices.com.



Español

Login Pay Bill Bulky Pickup Live Chat



NEW SB 1383 Video click here Live Chat click here Battery Disposal Info click here



RATES AND COSTS

Residential, commercial and industrial rates proposed for the City of Fullerton have been submitted as a separate attachment as required by the RFP.



CR&R offers the City of Fullerton operational capabilities that meet and exceed the City’s requirements. Our team has the ability to meet all transition and program implementation schedules. Additionally, we have recently succeeded in completing hauler transitions in Laguna Woods and Laguna Beach, which equips us with the expertise and best practices necessary to complete an effective transition in the City of Fullerton.

The solid waste, recyclables and organic materials collected in Fullerton will not be commingled with materials collected in other jurisdictions. The proximity of our company’s headquarters and base of operations in Stanton enhances our ability to provide the dedicated, reliable service the City seeks. The following pages provide an overview of CR&R’s ability to meet the City’s schedule for service transition and implementation, as well as ongoing operation. This is followed by a description of our company’s commitment to fleet reliability and the procedures we employ to provide reliable and safe services.

TRANSITION AND SERVICE IMPLEMENTATION

Our team of professionals at CR&R are ready to serve the City of Fullerton. We offer the benefit of our extensive transition experience, outstanding compliance results, and a commitment to community involvement. Our team members have exceptional experience from roll-out to contract administration, billing set-up, to content generation. We are ready to partner, and CR&R is ready serve.

Over the past 60 years, CR&R has implemented numerous refuse, recycling, and organics management programs. In each City, we completed a comprehensive implementation process, with a focus on communication with municipal staff, community engagement and developed robust outreach and education programs. These efforts, along with the support of our experienced team and the benefit of our expansive infrastructure, have resulted in a seamless, proven process.

WEEKLY TIMELINE

The following is an overview of the comprehensive week-by-week implementation timeline starting with the award of the contract and continuing through 90 days after the commencement of services. Activities related to vehicles are displayed in green. Activities related to containers and bins are displayed in gray. All other activities are displayed in blue. A detailed narrative description of this timeline is provided on the pages that follow the timeline.

Implementation Activity	Month	April 2026				May 2026					June 2026			
	Week	1	2	3	4	1	2	3	4	5	1	2	3	4
Bi-Weekly Meetings with City														
Negotiate Existing Bin Purchase with Incumbent														
Develop/finalize transitional outreach/education plan														

Implementation Activity	Month	July 2026				Aug 2026					Sept 2026			
	Week	1	2	3	4	1	2	3	4	5	1	2	3	4
Bi-Weekly Meetings with City														
Order Carts and Bins														
Order RNG-Fueled Vehicles														
Develop cart and bin decal graphics														
City Review and Approvals cart and bin decal graphics														

Implementation Activity	Month	Oct 2026				Nov 2026					Dec 2026			
	Week	1	2	3	4	1	2	3	4	5	1	2	3	4
Bi-Weekly Meetings with City														
Order Bin Decals														
Develop city-specific website														
Preliminary review of existing customer database														
Customer database updated with route identifiers														
Work with Local Postmaster on Residential Mailing List														

Implementation Activity	Month	Jan 2027					Feb 2027				Mar 2027			
	Week	1	2	3	4	5	1	2	3	4	1	2	3	4
Bi-Weekly Meetings with City														
1 st Direct Billing Public Outreach Mailing Prepared														
Anticipated Start of Delivery of New Carts														
Collection schedules reviewed and finalized														
Route maps finalized and submitted to City														

Implementation Activity (Jan-Mar 2027 Continued)	Month	Jan 2027					Feb 2027				Mar 2027			
	Week	1	2	3	4	5	1	2	3	4	1	2	3	4
Safety program customized for Fullerton														
Commercial field surveys														
Submit Direct Billing Webpages for City Website														
Social Media Calendar Developed														
Implementation of Social Media Plan														
Direct Billing Public Outreach Mail Piece Sent														
Additional Call Center Personal Allocated for Transition														

Implementation Activity	Month	April 2027					May 2027					June 2027			
	Week	1	2	3	4	5	1	2	3	4	5	1	2	3	4
Bi-Weekly Meetings with City															
Draft of Bill Format Submitted to City															
Continued Delivery of New Carts															
Delivery/Swap out of Bins															
Commence recycling outreach & field surveys															
Continued Implementation of Social Media Plan															
2 nd Direct Billing Public Outreach Mailing Prepared															
2 nd Direct Billing Public Outreach Mail Piece Sent															
Painting and Labeling of New Collection Vehicles															
Licensing of New Collection Vehicles															
AB 1669 Hiring Process															
Hiring of Sustainability Specialists															
Hiring of Other Key Personnel															
Driver Safety Training															
Training of Customer Service Team															

Implementation Activity (Apr-Jun 2027 Continued)	Month	April 2027				May 2027					June 2027			
	Week	1	2	3	4	1	2	3	4	5	1	2	3	4
Development of Billing Forms														
Development of Customer Service forms														
Notification of Residential Customers of charges for extra carts and the prohibition of non-containerization														
Additional Call Center Personal Allocated for Transition														

Contract Commencement Activity	Month	July 2027				Aug 2027					Sept 2027			
	Week	1	2	3	4	1	2	3	4	5	1	2	3	4
Bi-Weekly Meetings with City														
Responding to Customer Questions														
Additional Call Center Personal Allocated for Transition														
Troubleshooting														
Submit News Articles for City Approval														
Audit of Residential Services and Billing														
Submit Draft HOA/Property Managers Notice for City Approval														
Submit a corrective action notice for City Approval														
Submit Edible Food Donation Brochure for Tier 1 and Tier 2 Generators for City Approval														

BI-WEEKLY MEETINGS WITH THE CITY

CR&R proposes to begin implementation meetings with City staff as soon as City Council approves the new Franchise Agreement. Initial meetings would include CR&R's Senior Vice President, Senior Sustainability Manager, Sustainability Supervisor, three dedicated Sustainability Specialists, and Operations staff. Together we will review the developed informational material, the anticipated delivery schedules, as well as any concerns that may be anticipated for the start-up. Bi-weekly meetings will continue into the first year of the new agreement.

TRANSITION EXPERIENCE

CR&R has experience in providing responsive and high-level customer service throughout the transition process. Our management team is well skilled and trained in orchestrating seamless transitions and implementing new municipal programs. With the use of the latest technological advancements in equipment, including mapping and routing software, we are prepared to meet any special situation presented. We employ industry best practices, including exceptional outreach programs and operational expertise to maximize our effectiveness. CR&R recognizes collaboration as a pivotal component in delivering new and specialized services that cater to the uniqueness of cities such as Fullerton.

Given the uniqueness and specific requirements of each city we serve, CR&R takes deliberate steps to effectively manage transitional concerns. In each instance, we work in collaboration with City Staff to achieve City goals and address any potential challenges. This approach has enhanced our service delivery process and the overall customer experience. No matter the operational challenge, our goal has always been the same: complete the transition with minimal disruption to the customer and always keep the City informed throughout the process.

CUSTOMER SERVICE

CR&R's transition experience gives our team essential expertise in managing the new customer growth that comes with the award of a new franchise agreement.

Training and preparing existing and any newly hired staff is essential to ensure comprehensive knowledge of the new contract and services provided. As a result of these activities, CSR's will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

Training will include extensive involvement by Operational staff, who will be overseeing the cart and bin exchanges, and implementing the routing transition. All routing details will also be incorporated into the training and setup in the Customer Relationship Management (CRM) system prior to service initiation date for the City of Fullerton.



To ensure optimal service during the initial months of the transition, CR&R will also designate experienced CSR staff members to assist with the increase in phone calls that are anticipated as part of the change in service providers. This extra level of staffing will ensure total coverage and superior response time to handle calls from the City of Fullerton customers. These resources are in addition to the increase in permanent staff that is planned for handling the steady state of call inquiries that are anticipated as a regular course of business.

BILLING SYSTEM IMPLEMENTATION

CR&R has extensive experience integrating customer information into its computer database and will be able to do so seamlessly for the City of Fullerton. We are prepared to transition billing from the current service provider and from the City’s water billing should you select to have residential services billed by the new service provider. CR&R will meet all timeline requirements for the data request, data analysis and reporting. CR&R will also fully comply with the preparation and distribution of the 1st and 2nd Direct Mail pieces to both Single Family Homes and Multi-Family Customers to direct billing. In addition, CR&R will design all Social Media and Website Page postings.

CR&R will meet all requirements for Residential, Commercial, Multi-Family and Roll-Off Billing. This includes the requirements for audits, the maintaining of billing records, the access to records by the City and the process for billing shared containers.

TRANSITION TO CONTRACTOR-BILLED SERVICES

Additionally, CR&R has transitioned multiple city-billed services into our system and has developed public education materials and internal processes that make these transitions seamless for both city staff and residents. Our most recent transition was for the City of Laguna Beach in 2024, where services had been billed through property taxes for decades and the City of Perris in 2022, where the City previously billed on the water/sewer bill. We are proud to report that the switch to CR&R’s billing system was completed flawlessly for both jurisdictions.

CR&R
WASTE AND RECYCLING SERVICES
P.O. BOX 206, STANTON, CA 90680

Account Number: 02-00000000 X
Service Address: [Redacted]
Statement Date: [Redacted]
Total Due: \$00.00
Due Date: [Redacted]
Your Access Code: 0000000

STATEMENT

DATE	WASTE AND RECYCLING SERVICES	QTY	RATE	TOTAL

CURRENT	30 DAYS	60 DAYS	90 DAYS	BALANCE DUE
\$00.00	\$00.00	\$00.00	\$00.00	\$00.00

This is a sample bill.
No payment is due to CR&R at this time.

PAY YOUR BILL ONLINE
[www.crr.com/yourbill/02-00000000-X](#)
New on-line features! Residents can now order a bulky item pick-up through our website. Click on Bulky or 6-waste to place an order.

Please check and print bills prior to your payment. Do not staple.

CR&R
WASTE AND RECYCLING SERVICES
P.O. BOX 206
STANTON, CA 90680
Electronic Service Registered

CURRENT RESIDENT

CHECK CREDIT CARD USING FOR PAYMENT AND FILL OUT BELOW

VISA MASTERCARD AMERICAN EXPRESS

CARD NUMBER: [Redacted] SECURITY CODE: [Redacted]

STATEMENT DATE: [Redacted] TOTAL DUE: \$00.00 DUE DATE: [Redacted]

ACCOUNT NUMBER: 02-00000000 X CHECK NUMBER: [Redacted]

Check here for address change. (See reverse)
CR&R INCORPORATED
P.O. BOX 7099
PASADENA, CA 91109-0992

ROUTING IMPLEMENTATION

CR&R has a routing system complete with the following structure to ensure that our drivers are monitored and remain on route throughout the day.

- ④ Automated and paper routes with designated start times and end times along with tracking of each stop and the service time.
- ④ CR&R will develop a target completion time for each route and hold the driver accountable. This will ensure that we can meet the City's service window as outlined in the collection agreement and/or ordinance.
- ④ Route Managers will meet each morning with their designated drivers to hold a tailgate safety meeting and to discuss any special route requirements for the day.
- ④ Route Managers will be available throughout the day to supervise the routes to ensure compliance with the collection time window and take care of any customer issues that occur throughout the day.
- ④ At the completion of the workday, all route log information is submitted to our Industrial Engineering Department where data is uploaded into the computer system, and a daily routing report is generated.
- ④ The following day, the route managers review the report and discuss any inconsistencies with the appropriate driver.

SAFETY PROGRAM IMPLEMENTATION

CR&R understands the unique safety needs of the City of Fullerton. CR&R strives to provide a culture of safety in all aspects of our operations. CR&R is especially proud of its safety record and works daily to ensure that our employees make the right decision in every element of their job. We recognize that safety is everyone's responsibility. It starts at the top with our Executive Team, which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

We recognize that our most important and valuable asset is our people. For them to be successful, our Senior Management Team provides leadership and guidance in all aspects of Health and Safety. The Safety Director has provided all departments with a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and DOT) regulations represent the minimum standard and actively solicits input from its employees on how to minimize risk and maximize employee safety.

SUSTAINABILITY PROGRAM IMPLEMENTATION

When it comes to sustainability program implementation, CR&R knows that a **“Boots on the Ground”** approach is required and the most effective. As such, dedicated Sustainability Specialists are a vital tool for our strategy to achieve compliance with CalRecycle requirements and maximize program participation, while increasing diversion rates. The success of any implementation plan begins and ends with the professionals who are responsible for making it happen.

COMMERCIAL RECYCLING PROGRAM OUTREACH PRIOR TO THE CONTRACT SERVICE START DATE

CR&R is committed to visit each commercial and multifamily customer beginning upon award of contract and prior to commencement of service to provide the City with a 100% compliant roll-out of commercial containers during the transition period that is based on right-sized, customer “agreed to” services levels. This will allow CR&R’s three (3) Dedicated Sustainability Specialists to focus on public education, customer service, and the maintenance of recycling programs from day one.

The recruitment process for three (3) highly qualified Sustainability Specialists will immediately begin with the award of the contract, with the goal of onboarding prior to the start of the Agreement. The Sustainability Specialists will be instrumental in the implementation of critical transition activities. The Sustainability Specialists will be responsible for all aspects of diversion program implementation. They will conduct Residential outreach and education and Multi-Family and Commercial site visits. CR&R will fully comply with all Diversion Program outreach and education, compliance and reporting requirements as described in the Franchise Agreement and Scope of Work.



Commercial Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Trash (Black or Grey Container)			
4 yard bin 4x week	\$ 479.52	\$ 499.95	\$ 979.47
4 yard bin 5x week	\$ 564.59	\$ 624.94	\$ 1,189.53
4 yard bin 6x week	\$ 645.09	\$ 749.93	\$ 1,395.02
5 yard bin 1x week			N/A
5 yard bin 2x week			N/A
5 yard bin 3x week			N/A
5 yard bin 4x week			N/A
5 yard bin 5x week			N/A
5 yard bin 6x week			N/A
6 yard bin 1x week	\$ 208.48	\$ 187.48	\$ 395.96
6 yard bin 2x week	\$ 286.55	\$ 374.96	\$ 661.51
6 yard bin 3x week	\$ 388.34	\$ 562.45	\$ 950.79
6 yard bin 4x week	\$ 472.64	\$ 749.93	\$ 1,222.57
6 yard bin 5x week	\$ 549.64	\$ 937.41	\$ 1,487.05
6 yard bin 6x week	\$ 621.27	\$ 1,124.89	\$ 1,746.16
3 yard Split Bin 1x week (1.5yd Trash)	\$ 181.09	\$ 46.87	\$ 227.96
3 yard Split Bin 2x week (1.5yd Trash)	\$ 276.91	\$ 93.74	\$ 370.65
3 yard Split Bin 3x week (1.5yd Trash)	\$ 388.23	\$ 140.61	\$ 528.84
3 yard Split Bin 4x week (1.5yd Trash)	\$ 488.13	\$ 187.48	\$ 675.61
3 yard Split Bin 5x week (1.5yd Trash)	\$ 583.26	\$ 234.35	\$ 817.61
3 yard Split Bin 6x week (1.5yd Trash)	\$ 674.87	\$ 281.22	\$ 956.09
4 yard Split Bin 1x week (1.5yd Trash)	\$ 184.13	\$ 62.49	\$ 246.62
4 yard Split Bin 2x week (1.5yd Trash)	\$ 277.98	\$ 124.99	\$ 402.97
4 yard Split Bin 3x week (1.5yd Trash)	\$ 388.25	\$ 187.48	\$ 575.73
4 yard Split Bin 4x week (1.5yd Trash)	\$ 486.42	\$ 249.98	\$ 736.40
4 yard Split Bin 5x week (1.5yd Trash)	\$ 579.52	\$ 312.47	\$ 891.99
4 yard Split Bin 6x week (1.5yd Trash)	\$ 668.90	\$ 374.96	\$ 1,043.86
2 yard compactor 1x week	\$ 277.60	\$ 124.99	\$ 402.59
2 yard compactor 2x week	\$ 411.68	\$ 249.98	\$ 661.66
2 yard compactor 3x week	\$ 571.85	\$ 374.96	\$ 946.81
2 yard compactor 4x week	\$ 712.79	\$ 499.95	\$ 1,212.74
2 yard compactor 5x week	\$ 845.67	\$ 624.94	\$ 1,470.61
2 yard compactor 6x week	\$ 972.66	\$ 749.93	\$ 1,722.59
3 yard compactor 1x week	\$ 279.72	\$ 187.48	\$ 467.20
3 yard compactor 2x week	\$ 399.94	\$ 374.96	\$ 774.90
3 yard compactor 3x week	\$ 549.16	\$ 562.45	\$ 1,111.61
3 yard compactor 4x week	\$ 677.02	\$ 749.93	\$ 1,426.95
3 yard compactor 5x week	\$ 795.91	\$ 937.41	\$ 1,733.32
3 yard compactor 6x week	\$ 908.27	\$ 1,124.89	\$ 2,033.16
4 yard compactor 1x week	\$ 281.80	\$ 249.98	\$ 531.78
4 yard compactor 2x week	\$ 388.20	\$ 499.95	\$ 888.15
4 yard compactor 3x week	\$ 526.47	\$ 749.93	\$ 1,276.40
4 yard compactor 4x week	\$ 641.24	\$ 999.91	\$ 1,641.15
4 yard compactor 5x week	\$ 746.17	\$ 1,249.88	\$ 1,996.05
4 yard compactor 6x week	\$ 843.88	\$ 1,499.86	\$ 2,343.74

Other Service - Program - Charge

Rate Type	Flat Rate	Service Component	Facility Component	All-Inclusive Rate
Residential Services				
Residential Bulky Item Collection (Excess of 4 per calendar year)				\$ 46.42
Residential Cart Exchange (rate per cart, excluding damage and size changes)				\$ 19.89
Residential Lost/Stolen Cart (after two replacements)				\$ 66.31
Walk-in / Valet Service (non-ADA, added to basic residential service rate)				\$ 37.14
Locking Bin Svc	\$ 6.78	per container per occurrence		\$ 6.78
Scout Truck	\$ 38.57	per container per occurrence		\$ 38.57
Scout - Carts (90% of bin rate)	\$ 34.72	per container per occurrence		\$ 34.72
Standard Roll-Off Box - Rate per pull, plus disposal:				
10-yard (up to 4 tons)	\$ 437.84	\$ 592.92		\$ 1,030.76
30-yard (up to 4 tons)	\$ 414.15	\$ 490.98		\$ 905.13

Commercial Service 85% of MSW RATE

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Recycling (Blue Container)			
4 yard bin 4x week	\$ 407.60	\$ 424.96	\$ 832.56
4 yard bin 5x week	\$ 479.90	\$ 531.20	\$ 1,011.10
4 yard bin 6x week	\$ 548.33	\$ 637.44	\$ 1,185.77
5 yard bin 1x week			N/A
5 yard bin 2x week			N/A
5 yard bin 3x week			N/A
5 yard bin 4x week			N/A
5 yard bin 5x week			N/A
5 yard bin 6x week			N/A
6 yard bin 1x week	\$ 177.21	\$ 159.36	\$ 336.57
6 yard bin 2x week	\$ 243.57	\$ 318.72	\$ 562.29
6 yard bin 3x week	\$ 330.09	\$ 478.08	\$ 808.17
6 yard bin 4x week	\$ 401.75	\$ 637.44	\$ 1,039.19
6 yard bin 5x week	\$ 467.20	\$ 796.80	\$ 1,264.00
6 yard bin 6x week	\$ 528.08	\$ 956.16	\$ 1,484.24
3 yard Split Bin 1x week (1.5yd Recycle)	\$ 153.93	\$ 39.84	\$ 193.77
3 yard Split Bin 2x week (1.5yd Recycle)	\$ 235.37	\$ 79.68	\$ 315.05
3 yard Split Bin 3x week (1.5yd Recycle)	\$ 329.99	\$ 119.52	\$ 449.51
3 yard Split Bin 4x week (1.5yd Recycle)	\$ 414.91	\$ 159.36	\$ 574.27
3 yard Split Bin 5x week (1.5yd Recycle)	\$ 495.77	\$ 199.20	\$ 694.97
3 yard Split Bin 6x week (1.5yd Recycle)	\$ 573.64	\$ 239.04	\$ 812.68
4 yard Split Bin 1x week (1.5yd Recycle)	\$ 156.51	\$ 53.12	\$ 209.63
4 yard Split Bin 2x week (1.5yd Recycle)	\$ 236.29	\$ 106.24	\$ 342.53
4 yard Split Bin 3x week (1.5yd Recycle)	\$ 330.01	\$ 159.36	\$ 489.37
4 yard Split Bin 4x week (1.5yd Recycle)	\$ 413.45	\$ 212.48	\$ 625.93
4 yard Split Bin 5x week (1.5yd Recycle)	\$ 492.59	\$ 265.60	\$ 758.19
4 yard Split Bin 6x week (1.5yd Recycle)	\$ 568.57	\$ 318.72	\$ 887.29
2 yard compactor 1x week	\$ 235.96	\$ 106.24	\$ 342.20
2 yard compactor 2x week	\$ 349.93	\$ 212.48	\$ 562.41
2 yard compactor 3x week	\$ 486.07	\$ 318.72	\$ 804.79
2 yard compactor 4x week	\$ 605.87	\$ 424.96	\$ 1,030.83
2 yard compactor 5x week	\$ 718.82	\$ 531.20	\$ 1,250.02
2 yard compactor 6x week	\$ 826.76	\$ 637.44	\$ 1,464.20
3 yard compactor 1x week	\$ 237.76	\$ 159.36	\$ 397.12
3 yard compactor 2x week	\$ 339.95	\$ 318.72	\$ 658.67
3 yard compactor 3x week	\$ 466.79	\$ 478.08	\$ 944.87
3 yard compactor 4x week	\$ 575.47	\$ 637.44	\$ 1,212.91
3 yard compactor 5x week	\$ 676.53	\$ 796.80	\$ 1,473.33
3 yard compactor 6x week	\$ 772.03	\$ 956.16	\$ 1,728.19
4 yard compactor 1x week	\$ 239.53	\$ 212.48	\$ 452.01
4 yard compactor 2x week	\$ 329.97	\$ 424.96	\$ 754.93
4 yard compactor 3x week	\$ 447.50	\$ 637.44	\$ 1,084.94
4 yard compactor 4x week	\$ 545.05	\$ 849.92	\$ 1,394.97
4 yard compactor 5x week	\$ 634.24	\$ 1,062.40	\$ 1,696.64
4 yard compactor 6x week	\$ 717.30	\$ 1,274.88	\$ 1,992.18

Commercial/Other Charges (only listed charges will be allowed)

Rate Type	Flat Fee	All-Inclusive Rate
Contamination-cart*		\$ 25.00
Contamination-bin*		\$ 75.00
Overload-cart		\$ 18.27
Overload-bin		\$ 41.35
Locking Bin (per bin/per mth)	\$ 6.78	per container per occurrence
Locking Enclosure (Per mth)	\$ 6.78	per container per occurrence
Gate/Restricted Access (Per mth)	N/A	N/A
Resume Fee/Collection		\$ 57.82
Damaged Cart (negligence)		N/A
Damaged Bin (negligence)		N/A
Damaged Lid (negligence)		N/A

Commercial Service 85% of MSW RATE

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Organics (Green or Brown Container)			
4 yard bin 4x week	\$ 407.60	\$ 424.96	\$ 832.56
4 yard bin 5x week	\$ 479.90	\$ 531.20	\$ 1,011.10
4 yard bin 6x week	\$ 548.33	\$ 637.44	\$ 1,185.77
5 yard bin 1x week			N/A
5 yard bin 2x week			N/A
5 yard bin 3x week			N/A
5 yard bin 4x week			N/A
5 yard bin 5x week			N/A
5 yard bin 6x week			N/A
6 yard bin 1x week	\$ 177.21	\$ 159.36	\$ 336.57
6 yard bin 2x week	\$ 243.57	\$ 318.72	\$ 562.29
6 yard bin 3x week	\$ 330.09	\$ 478.08	\$ 808.17
6 yard bin 4x week	\$ 401.75	\$ 637.44	\$ 1,039.19
6 yard bin 5x week	\$ 467.20	\$ 796.80	\$ 1,264.00
6 yard bin 6x week	\$ 528.08	\$ 956.16	\$ 1,484.24

Commercial Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Trash (Black or Grey Container)			
40-yard (up to 4 tons)	\$ 454.89	\$ 490.98	\$ 945.87
Compactor Roll-Off Box - Rate per pull (excluding rental):			
30-yard (up to 4 tons)	\$ 556.83	\$ 490.98	\$ 1,047.81
40-yard (up to 4 tons)	\$ 577.51	\$ 490.98	\$ 1,068.49
Use in excess of 7 days			\$ 57.80
Overweight charge (per ton over 4 tons)		\$ 100.90	\$ 100.90
Roll-Off Box Cleaning (above one per year)			\$ 398.90
Re-delivery/Return Trip Fee			\$ 160.48
Daily Rental Over 7 Days for Temporary 10,20,30 and 40-yard bins			\$ 39.01
Special Overweight Collection Charge in Excess of 10 Tons			\$ 598.40
Cost per Ton Processing Above Limit (over 4 tons)		\$ 132.67	\$ 132.67
Delivery Fee			\$ 196.27
Rolloff False or Dry Run			\$ 364.72
Rolloff Relocation Fee			\$ 198.94

Commercial Service 85% of MSW RATE

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Recycling (Blue Container)			
Extra Dump - service day		\$ 95.50	
Extra Dump - non service day		\$ 119.37	
Proposed Additional Service Rates			
Commercial Bin Sunday Service		\$ 214.43	
Rolloff Relocation Fee	per occurrence	\$ 168.51	
Commercial Bin/Cart Wheel-Out Service (25' - 50')	per month	\$ 12.35	
Commercial Bin/Cart Wheel-Out Service (51' - 75')	per month	\$ 18.53	
Daily Rental Over 7 Days for Temporary 3 and 4-yard bins		\$ 15.60	
Temporary 3 and 4-yards, trip charge		\$ 165.78	
Temporary 3 and 4-yards, overweight fee		\$ 132.63	
Temporary 3 and 4-yards, relocation		\$ 66.31	

*After 3rd offense only. First and second offense will be warnings.

Commercial Service 85% of MSW RATE

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Organics (Green or Brown Container)			



November 17, 2025

Steve Avalos, Budget & Purchasing Manager
City of Fullerton
303 West Commonwealth Avenue
Fullerton, CA 92831

Re: Bid Alternate Proposals – Collection Services

Dear Mr. Avalos:

CR&R is proud to provide all additional program enhancements as stated in our proposal at the rates submitted for the three-container system pricing. This includes contractor billing for residential services at no additional cost to the City. CR&R will not be providing an optional Bid Alternate for a two-container system.

Sincerely,



Julie Barreda
Senior Vice President

11292 Western Ave.
P. O. Box 125
Stanton, CA 90680

t: 800.826.9677
t: 714.826.9049
f: 714.890.6347



January 27, 2026

Jose Gonzalez
Purchasing Supervisor
City of Fullerton
303 West Commonwealth Avenue
Fullerton, CA 92832

Re: Response to City of Fullerton RFP – Program and Pricing Enhancements

Dear Jose,

In response to your email dated January 23, 2026, CR&R has provided the following enhancements to our proposal and rate schedule as requested:

1. **Free Street Sweeping Services** – Our initial Commercial and Roll-Off proposed rates include a City Fee of 24.6% to cover the cost of franchise fees, legislative compliance, NPDES, and City Billing. Our proposed residential rate includes a 10% franchise fee only.

Option 1:

CR&R will provide free street sweeping to the City, valued at \$1,000,000 per year. Currently the cost of street sweeping is covered under the NPDES fee. If the City selects CR&R's offer, NPDES fees could be lowered to \$550,000 per year (adjusted by CPI annually). In doing so, the City Fees on Commercial and Roll-Off service would decrease to 21.15%, and overall rates would be lowered by approximately 4.3% from CR&R's original proposed rates.

We are happy to discuss alternative options during negotiations.

2. **Free Bagged Compost Delivered to Single Family Residents** – CR&R proposes to deliver up to four bags of compost per year (upon customer request), at no additional charge.

This new service offering is in addition to the annual "Drive Through" Compost Giveaway Event proposed in our RFP response. The value of this program is up to \$1,000,000 per

11292 Western Ave.
P. O. Box 125
Stanton, CA 90680

t: 800.826.9677
t: 714.826.9049
f: 714.890.6347



year. This free curbside compost program will also be applied to the City's SB 1383 Procurement Target.

3. **Engineered Fuel – Lower Disposal Costs** – CR&R proposes to transport the City's residual waste from recyclables and organics to our Engineered Fuel Plant to produce a fuel substitute for coal.

This landfill avoidance option may provide the City with a lower disposal cost of up to 10% and will be discussed in more detail during contract negotiations.

4. **Revised Rate Sheets** – Attached are the revised rate sheets that include the new WISE disposal rates as requested.

In addition, we've provided two additional sets of rates to reflect the new disposal costs and lower rates for NPDES with the assumption that CR&R will provide street sweeping services at no charge to the City.

If you need any additional information or clarification, please let us know.

Sincerely,

Julie Barreda
Senior Vice President

11292 Western Ave.
P. O. Box 125
Stanton, CA 90680

t: 800.826.9677
t: 714.826.9049
f: 714.890.6347



January 28, 2026

Jose Gonzalez
Purchasing Supervisor
City of Fullerton
303 West Commonwealth Avenue
Fullerton, CA 92832

Re: Response to City of Fullerton RFP – Alternative Landfill Option

Dear Jose,

As mentioned in our proposal, CR&R is pleased to offer an alternative disposal option to the City of Fullerton:

Yuma Landfill – Located at 19536 South Avenue 1E, Yuma, AZ

The Yuma Landfill is owned and operated by CR&R. Our landfill will serve as an alternate disposal site for City of Fullerton solid waste materials. We can offer the City long-term capacity, as our landfill operates 24/7, has an unlimited daily tonnage limit, and a life span of 100 years.

The cost per ton for landfill disposal and transportation to the Yuma Landfill is \$65.00 per ton, adjusted by CPI annually.

If you need any additional information or clarification, please let us know.

Sincerely,



Julie Barreda
Senior Vice President

11292 Western Ave.
P. O. Box 125
Stanton, CA 90680

t: 800.826.9677
t: 714.826.9049
f: 714.890.6347