



# Gar-Ba-Zine

Customer Newsletter

Issue Number I

4th Quarter 2005

## Welcome Aboard!!

We're pleased to distribute the first-ever edition of the ARC Gar-Ba-Zine. Starting NOW we intend to share news with you about your favorite waste hauler, tips about saving some money and information about the great team of people dedicated to your

**Mike O'Brien**

General Manager, ARC Disposal



## ARC Guarantees Services

Jason Boer, Construction Sales Manager

ARC Disposal recently initiated a new Fax-Back program for our rolloff customers that is making a big impact on the way we do business.

Rolloff customers can now, at their convenience, fax service instructions directly to our dispatchers. If we fail to perform by the end of the next business day we'll issue our customers a \$50 credit.

**We're so sure of our quality service that we're putting our money where our mouth is!!**

No other hauler can match the ARC Guarantee.

Call us at 847-981-0091 for further information.



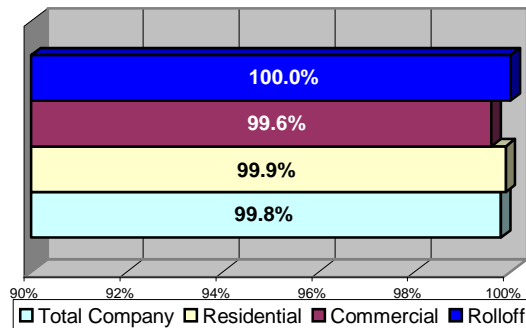
## More Pure Than Ivory Soap

Melissa Bonilla, Customer Service Manager

Every month our route drivers provide more than 1,000,000 customer services. My job, as customer service manager, is to respond to customer issues and to solve any problems that may arise.

Our record is much better than "pretty good"!!

### Success Ratio By Line of Business



My team records each and every service complaint and, **we solve problems.**

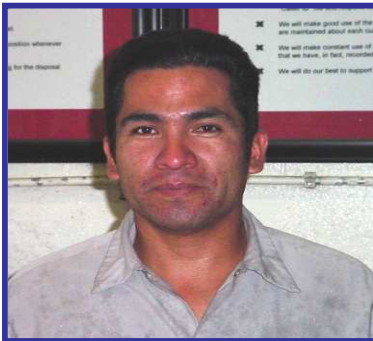
At ARC Disposal we work hard every day to earn your trust and maintain your business.

## Employee Profiles



**Jim Keefe**, a rolloff driver out of our Hillside garage, has achieved a great record of attendance, safe driving and customer satisfaction.

Jim has been driving refuse trucks for more than twenty years. His experience is well-appreciated by our customers.



**Gregorio Rivera** drives a rear-load commercial route, providing service to hundreds of ARC customers each and every week.

Gregorio's helpful attitude makes him a favorite with both customers and fellow employees, as well.



**William Schaeffer** is one of our newer route employees. He joined ARC Disposal this past April as a residential driver.

Since joining ARC, Bill has worked on a number of different routes and has exhibited a willingness to learn new situations and succeed in his new career.



**Anna Van Dyke** is our Operations Co-Ordinator, responsible for keeping all of our route records, statistics and electronic maps in order.

Anna has worked for ARC Disposal since graduating from high school three years ago. Her cheerful, "can do" spirit keeps everyone up-beat here at ARC.

## Saving You \$\$

Rob Anderson, Sales Representative

With the ever-rising cost of fuel and general inflation we are all faced with the need to cut our expenses.

Over the past several months ARC's sales team has helped hundreds of our customers reduce their refuse bills by:

- ▶ Up-sizing their container and reducing the number of weekly collections
- and/or --
- ▶ Implementing recycling programs to minimize the cost of landfilling wastes

**Our sales team is ready to help you save money, too!!**



**Call today at 847-981-0091 or fax us at 847-981-9180 to learn how we can help you!!**

We sincerely hope that you've enjoyed hearing from us!!

Look for more ARC Disposal news and features in the next few months.