



2019

Corporate Social Responsibility Overview



We protect what matters.

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A Message from **Cindy Miller** President and CEO Elect

Stericycle is in the business of protecting what matters to all of us. It is a fulfilling mission and a challenge that drives us every day. We never lose sight that communities around the world and over a million customers are counting on us daily.

We take our responsibilities as a global leader and a global citizen very seriously—constantly asking how we can achieve a higher standard.

Stericycle is in the business of protecting what matters to all of us.

In 2018, we aligned our team around four strategic areas of focus: **Safety, Service, Savings, and Growth**. Each of our team members can make individual contributions to advance these areas every day. Progress has a

direct impact on our customers, our communities, our vendor partners, and shareholders, thereby promoting a sustainable operating model for our company and every employee to follow.

Like many forward-thinking companies, Stericycle has also embarked on a global Business Transformation to streamline and modernize how we work. A central component of this investment is a new enterprise resource planning (ERP) system, which will become the backbone of our new global approach to improving operational and financial performance. It also will provide enhanced metrics to evaluate progress of Safety, Service, Savings and Growth.

Additionally, we invested in a new environmental management system (EMS) to establish a single point of how we measure safety and compliance.

Beyond operational performance, we are always exploring new ways to lead, inspire and make a difference.

Last spring Stericycle teamed up with the National Safety Council as its exclusive medication disposal partner to help address the US opioid crisis. As a leader in safe, secure disposal solutions for unused pharmaceuticals, we feel a responsibility to help solve this issue.

Protecting what matters also means being there in times of need. During the wake of national disasters in 2017, a number of Stericycle facilities became safe havens for team members by providing, food, water and even shelter.

And we are continually innovating how we take care of our people through better employee engagement, inclusion efforts, and professional development opportunities.

We recognize these commitments are a continual pursuit. Every year we aim higher.

Thank you for your interest in our company and how we are working responsibly to create a better world.

Sincerely,

Cindy Miller

President and Chief Executive Officer Elect

For 30 years, Stericycle has delivered innovative business solutions that protect people and brands, promote health, and safeguard the environment.

We operate in highly regulated and complex arenas that have tremendous environmental and social impact. Our main service lines include:

- Medical Waste Management
- Hazardous Waste Management
- Pharmaceutical Waste Services
- Secure Information and Document Destruction
- Communication Services and Recall Management

Every day, Stericycle teams are safely removing potentially infectious and hazardous materials on a massive scale, providing enormous benefit to the public. Our services divert millions of pounds of plastics from landfills and keep our oceans and waterways cleaner. We safely dispose of vast quantities of expired and unused drugs. We keep sensitive information safe, guarding against identity theft, and creating tremendous environmental benefit as we shred and recycle tons of paper worldwide.

Our 2018 Service Impact

Every day is earth day at Stericycle

We deliver essential sustainability services that protect the public from harmful wastes, promote recycling and alternative use opportunities, and lead to greater safety and personal well-being around the world.



Medical Waste Management

1.8 BILLION POUNDS
Treated



Secure Information Destruction

1.5 BILLION POUNDS
of Paper Recycled



Hazardous Waste Management

1.2 BILLION POUNDS
Properly Managed



Sharps Management

56 MILLION POUNDS
of Plastic Diverted from Landfills



Pharmaceutical Waste Disposal

85 MILLION POUNDS
of Drugs Safely Disposed



Maritime Solutions

83 MILLION POUNDS
Diverted from Landfills



Sustainable Solutions

84 MILLION POUNDS
Diverted from Landfills

*2018 Hazardous Waste Volume is 1.2 billion pounds. While 2016 report reflected 1 billion pounds, volume over the period did not increase by 20%. The discrepancy is due to a change in data translation, unintentionally understating 2016 volumes.

Company Highlights



Founded in 1989
Headquarters in
Lake Forest, IL



Presence in
21 Countries



Approximately 640
Locations Worldwide



\$3.5 Billion
2018 Revenue



~20% of Revenue
from International
Operations



22,500+ Team
Members Worldwide



Over 1 Million
Customers Worldwide



Fleet of
7,100+ Trucks



Public in 1996
(NASDAQ: SRCL)



A Market Leader in
Our Core Service Lines

Medical Waste Management

Compliant regulated medical waste services that reduce contamination risk, protect human health and support sustainability.

Secure Information Destruction

Information security services that protect businesses and their customers with secure paper shredding and recycling.

Hazardous Waste Management

Solutions for proper packaging, transportation and treatment of hazardous materials.

Sharps Management

Reusable sharps containers provide a safer, greener solution that minimizes waste to landfills and protects health care workers from accidental needle sticks.

Integrated Waste Stream Solutions

Coordination of all hospital waste streams to ensure proper disposal and compliance, and capitalize on recycling opportunities.

Retail Hazardous Waste

Turnkey solutions to manage hazardous wastes from retail outlets to ease the compliance burden.

Pharmaceutical Waste Disposal

Solutions that protect the public, water supplies and the environment by keeping drugs from being sewerred or mixed with municipal trash streams.

Sustainable Solutions

Compliant, creative and cost-effective solutions focused on recycling or repurposing unsalable products and byproducts.

Maritime Solutions

Comprehensive waste solutions for cruise lines and cargo ships to manage hazardous materials and drive the recycling of solid wastes.



Sustainability
Services



Our Focus on the Future

This is an extraordinary time of change and opportunity in Stericycle's history. We are engaged in a multiyear Business Transformation to streamline and modernize our operations through enterprise technology, real-time metrics and a cohesive global operating approach. Additionally, we have unified our global team around four strategic areas of focus—Safety, Service, Savings and Growth—actionable and timeliness principles to sustain Stericycle's success and better the world we serve.

Transformation Journey

One Team. One Goal. One Global Approach.

Stericycle has completed more than 500 acquisitions over the years. This helped us build market leading service lines worldwide. In the process, we also assumed ownership of hundreds of business applications and over 65 financial systems to support our operations across 21 countries. Clearly, there are opportunities to more efficiently manage our business and create a greater overarching impact.

The foundation of our multiyear journey is a new global operating model. It will standardize global end-to-end processes, align the company around key performance indicators, improve data management, and strengthen business insight. The backbone of our new operating model will be an enterprise resource planning system (ERP), allowing us to integrate all of our services lines and geographies onto a single platform.

Beyond enterprise technology, our Business Transformation encompasses other key company-wide initiatives, shown at right. Each is designed to streamline our operations, enhance the customer experience, elevate performance, and return meaningful value to shareholders.



Our Framework for Success

Strategic Areas of Focus

With our Business Transformation well underway, we have also aligned our entire team around four strategic areas of focus: **Safety, Service, Savings** and **Growth**. These represent concrete, actionable principles that will guide everything we do.

While our Business Transformation has initiatives supporting each of these priorities, it's important to underscore that a transformation refers to a defined period of time.

By comparison, Stericycle's focus on Safety, Service, Savings and Growth forms a timeless framework that every team member can relate to and advance each day to drive short and long-term success.

The new ERP system to be put in place by our Business Transformation will become a key enabler of sustainable success providing global processes and real-time metrics to evaluate performance and progress of Safety, Service, Savings and Growth.



A Multiplier Effect

Our four strategic areas of focus are tightly interrelated. Improvements in one flow through to the others and multiply benefits.

For example, improved driver safety and fewer accidents can translate into savings from better insurance rates. Better safety records attract drivers who stay longer, and a more tenured team can enhance service levels. Improved service can create loyal customers open to doing more business with Stericycle. Growth comes back to greater investments in our team, our business, and further innovations so Stericycle can continue protecting what matters to all of us.

We intentionally chose **Safety, Service, Savings** and **Growth** because progress in each directly impacts our customers, team members, vendor partners, along with the communities we serve and our shareholders. It's an enduring framework for our company and every employee to follow.

Our Commitments

Protecting what matters is more than a mantra at Stericycle. It is a guiding principle.

Because each of our service lines has inherent environmental and human impact, our social commitments and business goals are inextricably linked.



Future Commitments

As a market leader and global citizen, we feel a deep sense of accountability to lead responsibly and to make a difference in the world. Our Business Transformation is a strong demonstration of our commitment to continuously improve and sustain lasting impact.

We aspire to be equally transformational in our approach to sustainability in terms of goal setting and how Stericycle measures and reports on progress. It is our intention to begin comprehensive greenhouse gas emissions tracking in 2020 and to file a report with CDP in late 2021.

As Stericycle marks 30 years, we are energized to elevate our commitments to achieve data collection and sustainability reporting consistent with best-in-class standards. Like any transformation, this will be a journey, and we have already begun.



Foundation for
Meaningful Sustainability
Advancements

2019



Build Data Interface

- Define reporting requirements
- Establish conversion methodology

2020



Track and Establish Baseline

- Globally track natural resource usage, fleet emissions, incinerator emissions and other data
- Internally report by service line and country

2022



Sustain Continuous Improvement

- Annually track data
- Revise and expand sustainability programs

2021



File First Global CDP Report

- Set and align teams around goals and improvement projects
- File baseline CDP report

Sustainability Update

In 2017, Stericycle put forth four sustainability goals and committed to providing an update on our progress in two years' time. Candidly, our results were mixed. We achieved expectations in some key areas.

However, we were disappointed to have fallen short in other efforts, specifically our overall Total Recordable Injury Rate (TRIR), a key safety metric. The following are progress summary highlights.

Maintain landfill avoidance of 45% (through recycling, reuse, and waste-to-energy alternatives)

Landfill avoidance increased to 49% in 2018, exceeding our goal. Recycling percentages held steady. The increase stemmed largely from increased waste-to-energy efforts from incineration within our US hazardous waste services. While recycling and alternative use options are always our preferred approaches, no single treatment method is optimal for all wastes given potential waste contaminants and regulations.

See pages 12-15 for more information.

Reduce TRIR by 5%

Our combined TRIR rose 3.86% for the US, Canada, UK and Ireland, increasing to 4.84 in 2018 from 4.66 in 2016. While, the TRIR in Canada and the UK/Ireland improved by 33% and 8.7% respectively, regrettably we experienced challenges in the US. Safety is one of the utmost priorities at Stericycle. To lay the groundwork for improvement and create greater accountability at every level, we re-engineered our entire safety program and training approach. Additionally, leadership has elevated safety excellence as a core enterprise focus.

See pages 8, 17-20 for details.



Maintain current low emission percentages below federal limits

Overall Stericycle emissions remain well below federal limits. Most emissions were flat or down while a few inched up a percentage point or a few. Specifically, Stericycle was lower for carbon monoxide, dioxans & furans, and nitrogen oxides. Hydrogen chloride held flat. Particulate matter, sulfur dioxide, and lead were slightly higher but still 80% or more below federal mandates.

See page 14 for a comprehensive listing.

Improve fuel consumption by 5%

Stericycle trucks drove an estimated 6.5% more miles while reducing gallons of fuel by approximately 4%. Another highlight included improving miles per gallon by 11.2%. While our fleet made positive gains in reducing fuel consumption, we fell shy of our 5% goal by a percentage point. Note that data represents our largest operations (US Shred-it and regulated medical waste). Results are based on planned miles versus actual miles driven. As we implement our new ERP platform, we'll track more comprehensive fleet data going forward.

See page 16 for additional fleet efficiency initiatives.

Responsible Management of Operations

Stericycle strives to lead by example. We hold ourselves to high standards in all that we do, from our role as an industry leader and innovator, to the culture we create to how we run our operations day-to-day.

In keeping with our entrepreneurial spirit, we are always exploring ways we can improve our business impact while minimizing our environmental footprint and protecting precious, finite resources.



Responsible Management of Waste Streams

Every day, our teams safely remove massive quantities of regulated waste from the public. In 2018, Stericycle managed nearly 5 billion pounds of complex waste worldwide. No single treatment option is optimal for all waste streams because of very different risk profiles and regulations. While we recycle whenever possible, medical and hazardous wastes require special treatment because of the high potential for viruses, chemicals and other contaminants harmful to people and the environment.

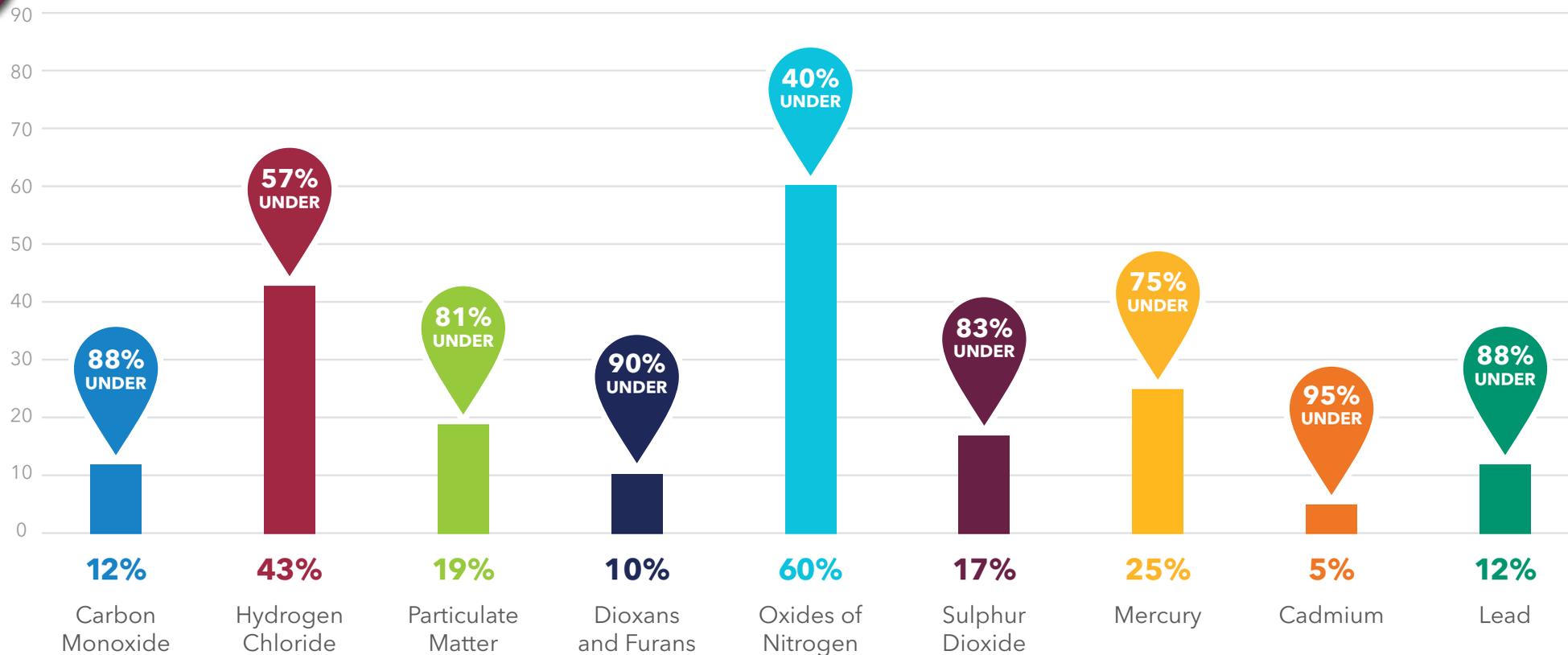


Incineration Highlights – Medical Waste

Legislation and best practices vary around the world for managing medical waste. Incineration remains a necessary requirement to protect the public and the environment against contaminants, chemicals and the spread of infectious diseases.

As a worldwide leader in medical waste management, Stericycle continues to stay well below allowable emission limits at our medical waste incineration facilities.

**100%
Emissions
Limit**



Based on emissions testing at Stericycle's incineration facilities in the US, UK and Canada.



1.8 billion pounds of medical waste managed



Volume incinerated:
15% US, 38% globally



46% waste-to-energy



Enough to power
4,900 homes

Energy and Water Conservation

Within our operations, there are numerous processes that Stericycle leverages to minimize reliance on natural resources. While we do not formally measure the sustainability impact of these activities, we are still conserving resources. Here are examples of programs we have introduced and use in some of our waste treatment facilities.*

*Application of programs varies. As sites are upgraded or newly added to our network, we strive to include the most efficient technology.



Fleet Efficiency

Fleet performance is an important driver of business success and environmental impact. To achieve greater conservation, service and safety, Stericycle's logistics experts are always seeking opportunities to bring new technologies and design advancements to our fleet that improve routing, ensure on-time service, and lower fuel consumption.



Fleet Renewal and Modernization

We replace roughly 12-15% of our fleet each year with newer, more eco-friendly models. Swapping an older box truck with a newer one typically yields an additional 1.5 mpg due to engine and transmission gains and other advancements. This equates to roughly a 19% CO₂ reduction per truck. Throughout 2018 in the US and Canada, Stericycle replaced 300 legacy trucks, reducing emissions by an estimated 2,000 metric tons.*



Legacy Trucks Replaced
**APPROXIMATELY
EVERY 7 YEARS**



SMALLER TRUCK DESIGN ADVANTAGES

- ✓ Fuel Efficiency
- ✓ Enhanced Safety
- ✓ Urban Mobility



Non-Haz Waste Diversion

Our team initiated a new program in 2018 to divert non-hazardous materials (universal waste and e-waste) directly to recyclers or landfills versus transporting these volumes longer distances to the nearest treatment storage and disposal facility (TSDF). Unlike hazardous waste, universal waste and e-waste are not required to flow through a TSDF for destruction. From an environmental standpoint, the program increases volume to recyclers while freeing up capacity at TSDFs. Diversion also eliminates drive miles, conserving fuel and CO₂ emissions. In 2019, we'll explore ways to expand the initiative.

New Truck Design Trials

New Collection Truck

In our US Shred-it fleet, we trialed a new truck design. The new model comes with a host of technology, added security, and a much smaller footprint than a standard box truck. While compact, it better leverages storage capacity enabling more stops per route. This translates into a reduction of total routes, fewer trucks on the road, reduced drive miles and lower maintenance costs. Additionally, the compact design is more fuel-efficient and better at navigating congested metropolitan areas, reducing risk of accident. Specialized loading technology minimizes material handling and risk of injury to operators, further increasing safety. We plan to add about 100 of these new trucks in 2019 and the same or more in 2020 as available supplies increase.

2019 Projected Gains

- 40% Reduction in Fuel
- 3.5 Million Pounds of CO₂ Emissions Avoided*

Cargo Van Pilot

On the retail hazardous waste side of our fleet, we conducted a small pilot in California using cargo vans to service locations in small condensed areas. They meet Department of Transportation (DOT) registration requirements for hazardous waste collection and are dramatically smaller and more fuel-efficient than a standard 26-foot box truck. These cargo vans get roughly 7 miles more to the gallon than a diesel truck, so fuel conservation and savings are significant. While service routes and miles driven don't necessarily change, the efficiency and conservation gains do. Based on the pilot's success, Stericycle will expand to 36 cargo vans for 2019. We expect this arm of the fleet to reduce overall fuel consumption by 105,000 gallons this year, reducing CO₂ emissions by an estimated 1,100 tons.*



Expected 2019
Fuel Savings
**105,000
GALLONS**

7,100+ Trucks Worldwide

*Based on EPA standards and equivalency conversions.



Environmental, Health & Safety

We are on a journey to re-engineer Environmental, Health and Safety across the enterprise with common policies and procedures, repeatable practices, and a single EHS operational management system.

Our EHS program is as important to us as the quality of our services, customer experience and business results.

Evolution of Environmental Health & Safety

We recently began re-engineering our EHS program as a joint venture between EHS and operations to deepen the integration and accountability for risk management across the enterprise. The program's evolution consists of 5 core pillars shown at right.



Essentially, we are taking a core departmental approach and embedding EHS capability and leadership deeper within our operations to create a shared mindset for driving serious incidents and hazards to zero. We strive to be recognized as a culture of EHS excellence and compliance.

Standard Repeatable EHS Structure

Stericycle is aggressively driving toward an integrated, global approach to EHS based on common policies and procedures, centralized data management, and a multitiered auditing program.

Throughout 2018, we continued the rollout of our integrated EHS approach across the US, Canada and select European countries. Key areas of focus included ongoing standardization of policies and procedures, common safety campaigns with redesigned training, facility self-inspections, and expanded use and capability of our data management portal. In 2019, the US and Canadian rollout will continue and expand across Europe. Full integration worldwide is anticipated by the end of 2020.



Common Policies and Procedures

EHS policies and procedures will be adopted globally in a phased rollout. Standardization ensures consistent delivery and application of EHS programs in support of incident-and-injury-free operations.

Multitiered Auditing Process

- ✓ **Self-Inspections** are led by each facility to assess local implementation of EHS policies and procedures. These operations-led benchmarking exercises use the same scorecard as a corporate audit to familiarize local teams with regulations and requirements in preparation for corporate audits. Self-inspections are key to driving a culture of environmental, health and safety excellence.
- ✓ **Corporate Audits** are similar to regulatory agency inspections, as these audits are unannounced. These unbiased corporate reviews are led by a team of multi-disciplinary Stericycle experts representing Environmental Compliance, Safety, Health, Security, and Transportation. Corporate audits are a core emphasis of 2019, and our EHS experts will provide additional coaching for larger and higher risk facilities to ensure best practice and readiness.

Data Management System

Stericycle invested in a centralized EHS management system to monitor safety and environmental compliance activity. The portal provides a single source for real time data elevating visibility into trends and greater opportunity to ensure environmental, health and safety compliance.

System Highlights:

- ✓ **Incident Management Suite** - to record every injury, incident, vehicle accident, and environmental release.
- ✓ **Compliance Module** - to track audits, self-inspections, and corrective actions. Environmental permits will be housed centrally listing conditions, requirements, and expiration dates to manage renewals.
- ✓ **Training** is managed directly in the system showing requirements and courses by role. Team members can take training online and managers can track completion.
- ✓ **Scorecards** are based on a series of leading and lagging indicators that drive EHS performance and compliance. Ongoing use through our multitiered audit process drives EHS capability deeper into the organization to ensure compliance and operational excellence.

Everyone Owns Safety at Stericycle

We believe sustaining consistent safety excellence is a team effort. In that spirit, in 2018, we redesigned our corporate safety program around team member engagement and leading indicators. Our focus is on actions our people can take to build a strong risk mitigation approach so everyone goes home safely.

The program launched in the US and Canada in 2018 and will expand globally in a phased rollout through 2020.

Monthly Safety Campaigns

We standardized and coordinated a safety calendar in the US and Canada. Each month features a distinct theme aimed at targeting a different series of risks. With easy-to-use playbooks, safety campaigns don't require a specialist to execute.

Safety Training

Each campaign includes easy instructions, short online training segments and entertaining videos to engage and socialize team members on how to drive improvements. On-time training is a leading indicator tracked in our audit scorecard.

Safety Champions

We established a safety champion network to liaison with facility managers and safety experts. These front line influencers are critical to activating safety campaigns locally and engaging employees to make safety top of mind every day. All Stericycle facilities (US and Canada) with 20+ on staff have a designated safety champion.

Stop Work Authority

Our policy empowers people to speak up when they see something that isn't safe and consult with safety leadership. We record stop work events via our Good Catch Program. These are important demonstrations of team members' hazard awareness, recognizing unsafe conditions and unsafe acts. Thinking defensively about hazards and helping Stericycle get to the bottom of them is a critical component of behavior based safety practices.

Good Catch

Have you heard of Near Miss? Meet Good Catch, another leading indicator program recording safety engagement. Good Catches acknowledge people thinking defensively to avoid serious accidents. All are tracked and individuals making Best Catches receive financial reward.

Leading Indicator Journey

Our ultimate safety metrics focus on risk prevention activities our people can actively influence to drive operations excellence versus historical accident rates like TRIR.



Our People

Stericycle's success is a result of the talent and leadership across our entire team. Great ideas and great things come from everyone.

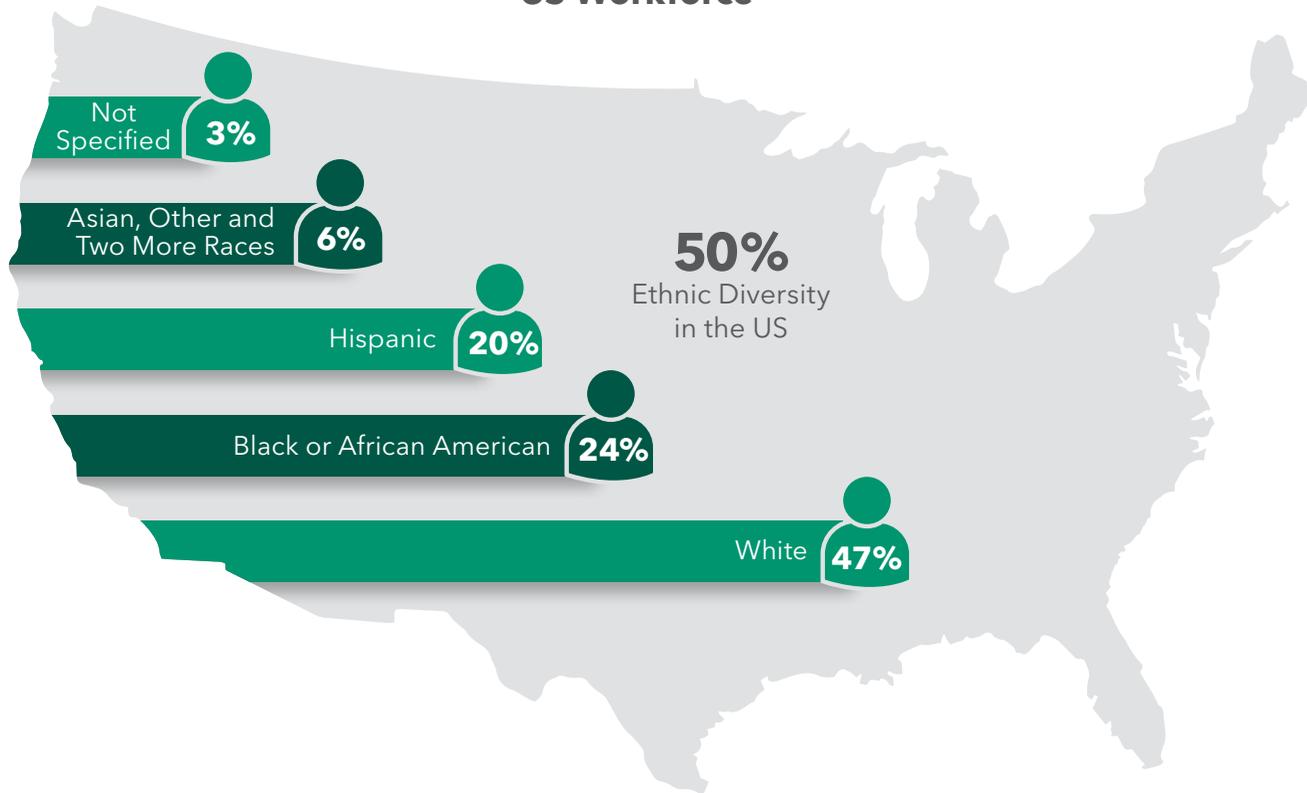
We are committed to inspiring and nurturing our people to maintain an inclusive, winning culture.



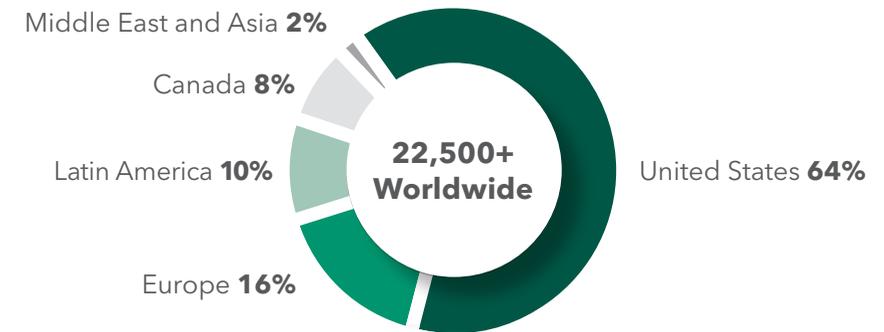
Our Team at a Glance

Achieving greater diversity and inclusion is ongoing, and commitment starts at the top. Stericycle strives to foster a culture that benefits everyone. One Team. One Goal. While there is always room to improve, we are making important strides.

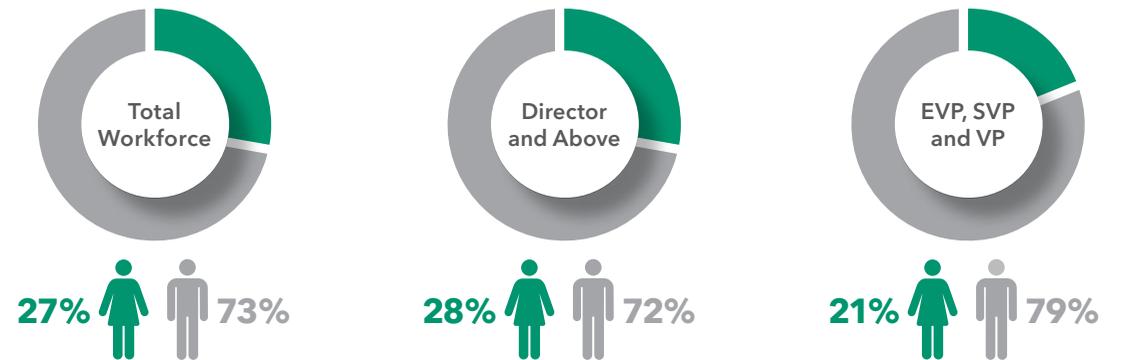
US Workforce



Global Workforce



Gender in the Global Workforce



21 Countries and 640 Locations



22,500+ Team Members Worldwide



64% in the US
36% Abroad



96% Full Time US
86% Full Time Abroad



11.4% Under Collective Bargaining Globally

Culture: Sustaining What Makes Stericycle Special



Different experiences and ways of thinking are how breakthroughs happen. The friction of different ideas can become the spark that leads to greatness. I am personally committed to seeing Stericycle do even more in the areas of diversity and inclusion.



Cindy Miller – President & CEO Elect



Engagement Survey

We value every voice at Stericycle and regularly conduct employee surveys to listen to our people and take action to improve our business. In 2018, we expanded our survey globally for the first time across 21 countries and 8 different languages. More than 13,600 team members completed the survey. Action plans are underway and will be a key focus in 2019.



First Employee Resource Group (ERG)

To ensure women see senior leadership as attainable and to build a pipeline of female leaders at every level, Stericycle established its first ERG. This fast growing network of 250+ Stericycle women across the US and Canada has strong leadership support and a robust infrastructure and membership. Our first ERG is driving important programming and will become a model for future employee networks.



Diversity and Inclusion

We are committed to accelerating our diversity and inclusion efforts. To broaden our outreach across talent pools, we work with external agencies to increase the breadth of experiences and diversity of our candidates. We also intentionally partner with diverse organizations to grow our networks and visibility across communities. Our commitment is important to retaining and attracting great talent, serving our customers around the world, and building innovations and relationships that sustain success.



Military and Veteran Recruiting

We have many veterans on staff. One of our recruiting goals is to become an employer of choice for men and women transitioning from active duty. We have long appreciated their service to country, unique training and skill sets. In 2018, our Talent Acquisition team and select Stericycle veterans formed a project team to strengthen our outreach, which resulted in 5% military veterans among all new hires in 2018.

In 2019, our Careers website will add a dedicated area for transitioning military and veterans. Stericycle will also participate at job fairs at US military bases and National Guard Armories, as well as work with organizations assisting with the transition to civilian careers.



Partnering Through Shared Values

In 2018, Stericycle became a corporate sponsor of the Chicago Minority Supplier Development Council, a leader in programming and opportunity creation between minority business enterprises and major buying organizations. Working with a diverse group of supplier partners is an integral part of our success and important to fostering a culture of inclusion.



Contingent Hires

Stericycle maintains a large contingent workforce of non-employee talent. We very intentionally partner with and provide opportunities to diverse-owned businesses. In 2018, we established 16 new business relationships with women, minority, and disabled veteran organizations, and are currently seeking LGBTQ affiliations. Our spend with diverse organizations grew to nearly 25% of total contingent spend last year, and we expect this to trend higher in 2019.



Learning Circles

To supplement formal training and promote peer-to-peer engagement, our IT team started global Learning Circles. These circles meet monthly in person or online with an average of 95 team members participating. Each month a different topic and speaker is selected. Momentum and engagement for these grassroots opportunities are growing, and we plan to replicate the model to other teams and functions.



Work from Home

Originally established to ensure call center and customer service coverage during weather-related events, our work from home program has become a powerful recruiting tool and employee perk. Based on demonstrated excellence, over 2,300+ team members take advantage of this privilege. Turnover metrics have been slashed dramatically. Higher retention translates into more experienced reps and a better customer experience.

Building Leaders at Every Level

Stericycle consistently invests in innovative programs to build capability, create more opportunity for everyone and help team members reach their full potential.



Manager Onboarding

In 2018, Stericycle launched a standardized e-learning program in the US and Canada for newly promoted managers and new manager hires. Enrollment is automatic and required within 30 days. Program completion involves 5 hours of self-paced training, covering HR policies and programs, as well as soft skills that foster strong leadership and engaged teams.

- In 2018, 58% of newly promoted or hired managers completed the program



Leadership Academy

Our global Leadership Academy provides front line leader training. Its centerpiece is a 2-day instructor-led offsite developing leadership skills and techniques that build cohesive, winning teams. In 2019, graduates will be assigned to virtual cohorts to further leadership development and peer-to-peer mentoring.

- Launched in US. Pilots in Chile, Argentina and the UK
- In 2018, 500+ attended the Academy



Management Trainee Program

Stericycle implemented a 2-year immersion program in the US for recent college graduates. Participants move through an intensive series of four six-month tracks.

Program highlights include formal mentoring, foundational leadership training, orientation for each business rotation, leadership off sites and highly visible team assignments. Graduates are prepared to excel in careers in sales, operations, and multiple business functions.

- 2018 - First 8 graduates and 8 new entrants
- 2019 - Building college partnerships



Global Competency Model

Our model creates a common language defining what success looks like. Competencies are measurable skills, attitudes and behaviors, which set clear performance expectations irrespective of position and business unit. This creates a consistent approach to hiring, developing and promoting excellence at Stericycle globally while championing our core values. In 2019, we will continue to immerse our Global Competency model in all key HR programs.



Safety Champions

We established a safety champion network to provide more avenues for front line team members to

demonstrate leadership and impact change. These individuals interact with operations management to implement safety campaigns and lead fellow team members in the activation of safety programs.

- ~200 in the US and Canada.



Recognition for Developing Our Team

Stericycle was recognized as a Champion of Learning by the Association for Training

and Development (ATD), the world's largest talent development association and promoter of National Employee Learning Week. Inspired by Stericycle's commitment to employee development and plans for the national campaign, the Village President of Northbrook, Illinois proclaimed December 3-7, 2018 as Employee Learning Week.



Culture Ambassadors

It's an honor to be selected as a culture ambassador. These influencers champion many corporate programs including employee recognition, engagement for key initiatives like last year's National Hiring Event and Drug Take Back programs for unused or expired medicines, as well as training events, and community relations. To better drive success globally, in 2018, we formalized a plan for the governance, infrastructure, selection and training processes so our ambassador opportunities can be sustained and replicated with greater impact.

- New processes to launch in 2019
- 400 culture ambassadors and growing

Community Outreach

We believe building relationships and engaging the diverse perspectives of our employees, customers, shareholders, community and government partners, strengthens our vision, builds trust and creates better outcomes.



Giving Back

Protecting what matters influences everything we do. We are a culture that cares about each other and the world around us. This fuels human connections and a shared sense of responsibility to strengthen communities and take action that can change the world.



Taking Action on the Opioid Crisis

In 2018, Stericycle joined the National Safety Council as the exclusive medicine disposal partner for a nationwide campaign to help stop the most fatal drug epidemic in US history. We served as a leading voice on safe disposal practices giving away thousands of Seal&SendSM MailBack Envelopes consumers could drop in any mailbox.



SteriCares Hardship Fund

Our fund is a special way team members take care of each other in times of hardship. Together, we have helped over 250 Stericycle families with over \$515,000 in grants since 2016. During the fund's biggest year ever in 2017, employees raised \$160,000 alone in emergency relief following hurricanes Harvey, Irma and Maria. Currently available in the US and Canada, the fund will expand to Latin America in 2019.

Feed My Starving Children

For 5+ years, our Northern Illinois offices have supported Feed My Starving Children, an organization benefiting malnourished children around the world. In 2018, over 200 of us gathered in Libertyville, Illinois to assemble food packs and attempt to surpass our previous record of 211 cases packed. We did it! Working side-by-side our team packed over 291 cases totaling nearly 63,000 meals. This will feed over 170 children for an entire year!



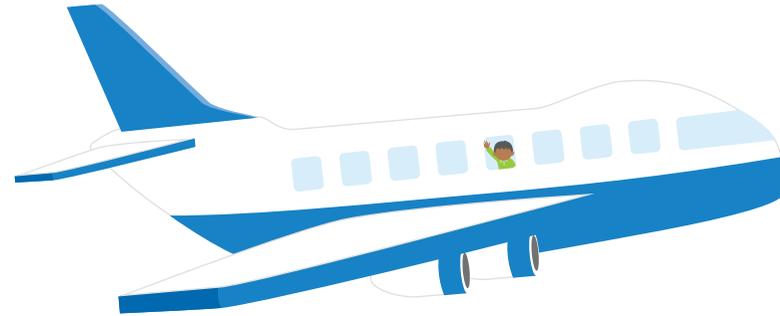
Natural Disaster Relief: Hurricane Harvey

After Hurricane Harvey hit Houston, we banded together during a time of tragedy and tremendous need. Our team members amassed three truckloads of donations that were distributed to families across five Stericycle sites in Houston.



Stakeholder Engagement

Stericycle collaborates regularly with a wide range of stakeholders and interest groups. We proactively work with organizations like the CDC, DEA, OSHA, EPA in the US, CIWM in the UK, and many other government and regulatory bodies, including law enforcement. Our experts are frequent speakers at hospital networks, industry trade associations, and actively engage in numerous community meetings each year.



Family Day for ChildFlight

Our Manchester office hosted a family fun day to support ChildFlight, a charity at the Manchester Airport providing flights and special holidays for sick and deserving children. The entire team pulled together to create a small carnival complete with kiddie rides, food tents, raffles, games and prizes. The day raised over £1,200 for ChildFlight and was a special celebration for team members and community guests. Our office has supported ChildFlight for the past few years and been fortunate to meet with some of the children and families it supports.

Supporting the Salvation Army

For over five years, Stericycle's maritime division in California has joined forces with our cruise line clients to support the incredible work of the Salvation Army. Our drivers have facilitated donations on a massive scale amounting to thousands of televisions, towels, boxes of clothes, light bulbs and furniture. Our involvement in resource recovery helps customers achieve social and sustainability goals while making a positive community impact.



Hurricane Maria: Puerto Rico

Devastation from Hurricane Maria was so great the island of Puerto Rico was unrecognizable. Our facilities became gathering zones for hot meals, water, laundry service, showers, and even shelter to team members who lost their homes. We established a pantry so team members could get personal items, water and groceries when these were very difficult to obtain.



Beach Clean Ups in Wales

In 2018, our Bridgend office hosted beach clean ups at Newton, Ogmore and Southerndown beaches—all along the South Coast of Wales. On average our volunteers cleared about 150 kilograms (or roughly 330 pounds) of waste, including loose sharps, on each beach. Stericycle staff were joined by community beachgoers at every event, which was both rewarding and helpful to keeping our seas and beaches clean.

The Journey Continues

We have always cared about the environment and our impact on the world around us. It's simply how Stericycle operates and integral to our standards of excellence. While we recognize there is always room to improve, we never lose sight that we are stewards of the future for generations to come.