



IDENTIFYING & ASSESSING WASTE EXPENSE IN MULTIFAMILY COMMUNITIES

A GUIDE TO ASSIST IN PREPARING FOR 2021





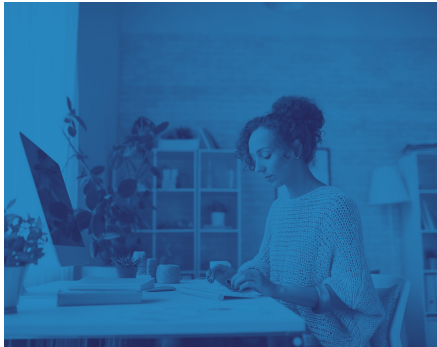
INDUSTRY UPDATE

Substantial changes are ahead in leasing activity, operations and renter behavior within the US multifamily market. Operators will need to assess procedures regarding property maintenance, hygiene and safety, on-site activities and home deliveries. The unknowns of the corona virus pandemic will impact one-in-four working small multifamily households. The uncertainty about the timing and magnitude of future cash flow has prompted leaders to reassess priorities and reallocate resources.

WEM OBJECTIVE

In response to today's volatile market, Cass has developed a revised program to assist your existing and new communities. Aware of the challenges your industry is now facing, using market insights our objective is to provide waste expense management that saves you both time and money. Cass manages invoices, makes vendor payments and delivers detailed information and reporting for waste and recycling services across your sites. We aim to ensure strategic alignment of financial and operational goals. Your teams will be provided an added resource who assists in standardizing & centralizing processes to minimize time, resources and expense by your business.

How the "New Normal" Impacts Waste & Recycling



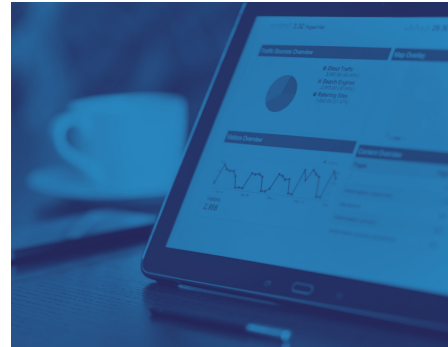
Increase in Tenants Working from Home

- Increased Amount of Waste
- Need for Added Receptacles
- Service Adjustments



Increase in Home Deliveries

- Cardboard Recycling is Limited
- Need for Tenant Education
- Recycling Program Adjustments



Increase Need for Data Driven Practices

- Decreased Resources
- Vendor Management
- Cost Reduction & Avoidance

As we brace for the "new normal" we see an increasing need to reduce and recover costs. Each of these areas can impact not only the amount you are paying for waste management, but also the time your teams spend handling such tasks. Now consider managing these tasks and costs across all of your sites. Waste is an expense that can become out of control and add risk to your brand and reputation. By entrusting a WEM partner, you are making a strategic move to satisfy operational and financial goals.

Disruption in the Waste & Recycling Industry

- ✓ Unpredictability of your market rates could lead to increased hauler fees
- ✓ Residential volume increases are impacting services & costs
- ✓ Increasing driver shortages continue to impact service consistency and quality
- ✓ Uptick in mergers & acquisitions lead to complexities in vendor management

Your Costs Go Beyond Waste Hauler Rates

The amount you see on your waste bills isn't exactly all your paying for waste and recycling. Activities and tasks involved with handling waste consume resources at varying levels. Operations teams worry about day to day services that ensure cleanliness, safety and quality assurance across sites. Finance teams are focused on securing quality vendors at the best price while avoiding added expense. The time it takes to ensure your onsite processes are aligned with your financial objectives, across your entire portfolio can actually add cost to what you should be paying for a quality waste management program.



Minimize Risks



Regulatory

- Local & State Mandates
- Compliance Analysis
- Compliance Reporting



Financial

- Cost Reduction
- Cost Control
- Contract Management



Operational

- Service Disruption
- Vendor Relations
- Quality Assurance



Waste Hauler Fees



Invoice Audit



Invoice Processing



Service Optimization



Service Issues



Reporting

ASSESSING YOUR CURRENT WASTE SOLUTION

The Cass WEM solution is a strategic partnership. You'll maintain the visibility and control while we carry the heavy load. Together we'll empower you with the knowledge and insight needed to keep operations running smoothly and improve your bottom line. Take this brief assessment to see how you're doing today when it comes to operational and financial tasks associated with self-managing your organization's waste.

<input type="checkbox"/>	When onsite emergency service requests are sent to the hauler, do you get a satisfactory response?
<input type="checkbox"/>	Are rates negotiated for those emergency services, if not part of the hauler agreement?
<input type="checkbox"/>	When non-routine service requests are made by the property, are these additional cost items tracked and well-documented?
<input type="checkbox"/>	Does your site team at each property spend time trying to contact hauler for service requests and other issues?
<input type="checkbox"/>	Are contract renewal windows aggressively managed to avoid automatic renewals of hauler agreements?
<input type="checkbox"/>	Do you have benchmarking data available by geographic location to determine if hauler rates are at, above or below fair market rates?
<input type="checkbox"/>	Do you have oversight of any hauler agreements that are negotiated at the property level?
<input type="checkbox"/>	Do you have precise, accurate and easily accessible data that yields documented savings by recovering overcharges and invoice errors?
<input type="checkbox"/>	Do you have documented standard operating procedures for managing waste expense?

0 = NEVER
1 = RARELY
2 = SOMETIMES
3 = ALWAYS

0-10

DIVERGENT

11-19

OPERATIONAL

20+

BEST PRACTICES

Not sure how you did? Think there's room for improvement? Let's TALK!!

Here's How Cass WEM Can Help

Redistribution of tasks and activities incurred by self-managing waste allows your team to focus attention on managing the core of your business. You'll have more time to focus on the evolving needs across your communities. Backed with key data points that provide valuable insight, managing costs and improving growth is attainable.

Cass has a long-standing commitment to serving the multifamily industry, helping to reveal and recover costs incurred by waste services. Consult with our team to learn more about implementing a waste expense management program as part of your reentry into today's ever-changing landscape.

Cass Continued to Beat the Market in 2020

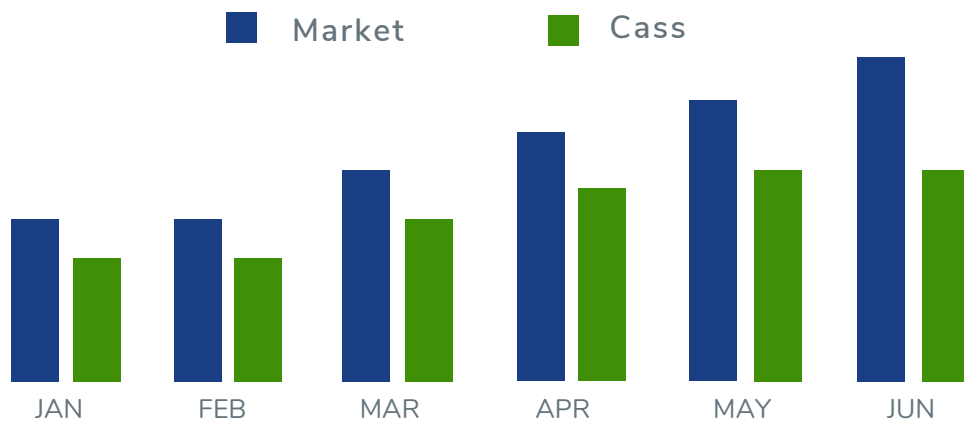


Chart is based on CPI spend increases using Waste Water Sewer Index and invoice errors identified by Cass

2010 to 2019

Annual waste spend over a 10-year period

Market (without Cass) 42% ↑

Cost Variance w/Cass 47.6% ↓