Stericycle Overview
Our purpose. Our solutions. Our leadership.
Company Highlights

**FAST FACTS:**

- Founded in 1989
- Headquarters in Lake Forest, IL
- Presence in 22 countries
- More than 650 facilities worldwide
- More than 465 acquisitions
- Public in 1996 (NASDAQ: SRCL)
- $3.6 billion 2016 revenue
- 25,500+ Team members
- Fleet of more than 6,300 trucks
- CAGR of 14.3% growth rate 2007-2016

**LEADING SERVICE PROVIDER FOR:**

- Regulated Medical Waste
- Secure Information Destruction
- Retail and Healthcare Hazardous Waste
- Communication Services
- Recall Services
Around the world and in most organizations, increasingly strict regulatory guidelines and stringent quality controls are putting new demands on businesses. And for many, staying up to date with the requirements that govern their respective industries is a challenge.

That’s where we come in.
Stericycle is a world-leading business-to-business services company providing organizations, large or small, with a wide array of essential and highly specialized compliance-based solutions. We have the scale, expertise, and experience to handle the many complicated and often behind-the-scenes services that allow our more than 1,000,000 customers to focus on what matters most: their business.

Our portfolio of solutions includes:

- **Regulated medical waste management and compliance solutions** protect healthcare workers, patients and their communities with regulated waste services and compliance training programs
- **Secure information destruction solutions** help keep confidential information confidential, protecting any type of organization from the risk of an information breach
- **Brand protection solutions** that safeguard the reputation of brands and businesses
- **Environmental and sustainability solutions** to help protect the environment while managing hazardous waste disposal
- **Patient and customer communication solutions** which keep healthcare providers and patients, companies and their customers, connected regardless of the day or time

To our customers and the communities that we serve, Stericycle is a company that protects people, brands and business. We protect what matters.
How you think about Stericycle is about to change.

For more than 25 years, Stericycle has been on a trajectory focused on advancing our legacy and growing our brand. From our roots in regulated medical waste management, we have evolved into a world leader in essential business services; a path that has been deliberate, strategic, and highly relevant to the global marketplace.

The foundation of that strategy can be traced back to the early 1990s and our former Chief Executive Officer and now Executive Chairman, Mark Miller. He was certain we were more than a waste company; he saw a future where we were a trusted provider of multiple products and services essential to any business of any size and in any sector. That vision became the foundation of our business strategy and our success to date can be attributed to that ambitious goal.

We are passionate about finding ways to provide more value for our customers and building long-term relationships.

Mark Miller’s vision is a simple and powerful equation that has defined our journey.

Mark knew that being a trusted and reliable partner in one service afforded us opportunities to offer additional services in other fields, which deepened our customer relationships and facilitated further advancements.

Our initial service offering was medical waste management, and we grew to become a leading partner to healthcare providers. Understanding the complexities facing healthcare organizations, with strict and complicated regulatory environments, led us to introduce our SteriSafe™ Compliance Program. By simplifying things like bloodborne pathogen training, we made the complexities of OSHA-compliance easier for our customers which, in turn, deepened our relevance and our relationship with them.

From there, we made other logical extensions, like our Sharps Management Service (safely disposing of needles and syringes) and our Pharmaceutical Returns services. Both are highly-regulated waste categories, each requiring specialized expertise and logistics management – all competencies that sat squarely in our wheelhouse.

With the expansion into Pharmaceutical Returns, we found a niche in product recalls and returns and formed Stericycle Expert Solutions. This business built our robust capabilities in pharmaceutical waste management and communications which led to our expansions into pharmaceutical disposal as well as communication services.

As we continued providing core services that help maintain compliance with industry standards for our customers, our focus on hazardous waste management and sustainability services grew. This led to the formation of Environmental Solutions, another logical service line for Stericycle.

Building on our compliance and expertise focus, the acquisition of Shred-it International in 2015 gave us even greater breadth and depth. With a footprint in over 15 countries and with more than 400,000 customers, our acquisition of Shred-it made us the world leader in document destruction and workplace privacy. The Shred-it acquisition not only allows us to offer more to our existing customers but it helps us expand into new industries and reach new customers.
We protect what matters.

When you start to look at the big picture, a new image of Stericycle emerges. When you look at everything we do, you begin to see a different Stericycle; a differentiated value proposition emerges. Certainly what we do remains consistent. We continue to have broad and deep expertise in compliance solutions, we have unsurpassed operational and logistics capabilities, and our services are highly customer-centric. But our value proposition has grown – significantly and meaningfully.

We do more than specialty waste management, more than paper shredding, and more than compliance. We take care of our customers’ essential and regulatory needs so that they can focus on their core business and let our experts handle their daily behind-the-scenes operations. In doing that we protect businesses, we protect brands, we protect employees and customers, and we protect communities. We protect what matters.

Making the impossible, possible.

Quite frankly, none of our success would be possible without the dedication of our team members.

I want Stericycle to be a great place to work because I love working here. We live by our core purpose and core values and share our culture across our more than 25,700 team members worldwide. Proactively sustaining our culture helps our team members to feel recognized and be part of something very special, a place where they can make great things happen.

When you get right down to it, business is personal and Stericycle’s success is because of the people who work here. And when you look at companies that are wildly successful, it’s always because they build strong, personal relationships – both internally and externally.

Stericycle’s exciting future.

I believe we are an organization that can do anything we set our minds on. Our success and growth over the last two and a half decades is a demonstration of that fact.

We offer a wide range of solutions to more than a million customers in more than 22 countries around the world. And regardless of the product or service, the country or company, Stericycle provides those customers with essential business services designed to protect what matters to them most.

In the months and years to come, we will focus on growing our business by deepening our customer relationships. Through complementary services and operational synergies, we will deliver even greater value and continue to provide them with the service excellence they expect. At the same time, we will continue to seek new markets where our unique expertise and experience can cultivate new customers and new opportunities.

Charlie Alutto, President and CEO, Stericycle
Our Stericycle Culture

At Stericycle, we have a unique culture. Despite our growing size, we have an entrepreneurial spirit and empowered team members who are committed to helping each other and helping our customers take care of their staff, their business, their communities, and the environment.

Our Values:

INTEGRITY
We are honest and open in our interactions with others. When making decisions, we always do the right thing.

ACCOUNTABILITY
We take ownership of our actions and we focus on solutions. We deliver our promises.

ONE TEAM. ONE GOAL.
We work as a team, no matter the goal. We share successes and failures together and work to make things better.

CUSTOMER FIRST
We provide service that is valuable for our customers and exceeds their expectations. We respect the needs of both our internal and external customers.

CONTINUOUS IMPROVEMENT
We provide the most value while consuming the fewest resources. We embrace the talents of the people who do the work.

ENJOYING OUR WORK
We have a culture that fosters team member engagement and loyalty. We do so with a spirit of camaraderie.

Our core purpose

To help our customers fulfill their promises by providing solutions that protect people and brands, promote health and safeguard the environment.
From our founding more than 25 years ago as a medical waste management company, Stericycle has been a sustainability company and has provided numerous services that enable safer workplaces and safer communities. We continue our commitment to protecting the environment today by providing sustainable solutions for our customers and by managing our own operations with cost-effective sustainability practices.

Here are just a examples of the global impact we made in 2016.

- 1.7 billion pounds of medical waste treated annually
- 1 billion pounds of hazardous waste properly managed
- More than 48.3 million pounds of plastic avoided from use of reusable sharps containers and transport containers
- More than 70.3 million pounds of pharmaceutical waste safely disposed
- Vehicle telemetry and routing technology reduced miles and improved fuel economy among our fleet of trucks
- More than 740K tons of paper recycled
- Incineration emissions 25% below the regulatory limits for 7 key HWIMI pollutants.
Innovation and Leadership

In our more than 25 years in business, one thing has remained true: our ongoing growth and success can be attributed to our commitment to continuous improvement. Our focus on maintaining market leadership has enabled us to anticipate customer needs and our unfaltering dedication to innovation has ensured we are able to meet them.

As a result, we are the proud partner of more than one million customers around the world. We are not only trusted by our customers, but we are relied upon to lead the way.

RAPID RESPONSE TO NEW CHALLENGES – When the deadly ebola virus made its way to the United States, Stericycle was at the forefront working with the healthcare and waste organizations as well as the Department of Transportation and Centers for Disease Control to establish packaging, transportation, and treatment guidelines for managing materials potentially contaminated with ebola. Throughout this healthcare crisis in 2014, Stericycle was the only service provider to transport healthcare materials from the four cases of ebola in the United States.

During the 2014 ebola crisis, Stericycle was the only service provider to transport potentially infected healthcare material in the United States.

LEADING THE WAY FOR DATA PROTECTION - Beyond being the leading global provider for secure information destruction, Stericycle’s Shred-it® Solutions “Information Security State of the Industry” report provides organizations around the world with actionable intelligence on technology, business, and policy trends that impact information security and workplace privacy.

CUSTOM SUPPORT FOR SMALL QUANTITY HAZARDOUS WASTE GENERATORS – Enforcement of RCRA regulations is ever-increasing and small quantity generators now face new business challenges and risks. Stericycle makes hazardous waste compliance simple by managing characterization, packaging, documentation, transportation, disposal, and record keeping all in one affordable service.
We have redefined and transformed multiple industries from a narrowly defined service category to a robust suite of solutions that customers need.

WORRY-FREE COMPLIANCE – With services that are based on government regulations, it is critical to understand the requirements at the federal, state, and local levels. Stericycle takes great pride in its detailed understanding of EPA, DEA, DOT, OSHA, HIPAA, FACTA, PCI, and NAID requirements as well as requirements from many other agencies and organizations. Our programs make it significantly easier for our customers to stay in compliance.

ELEVATING THE PATIENT AND CUSTOMER EXPERIENCE – Communication with patients and customers is essential in today’s fast-moving world. With a portfolio of 20 distinct communication services, Stericycle helps our customers stay closely connected with the people they are in business to serve.

THE LEADING RESOURCE FOR RECALLS – Having supported approximately 5,000 recall events, Stericycle’s experts are continually sought out by companies, industry trade groups, and other organizations for emerging trends and information related to recall management.
Stericycle protects businesses by helping them successfully navigate today’s regulatory requirements so they can stay focused on delivering superior service to their customers.

Compliance Solutions

**OVERVIEW** Hospitals, healthcare practices, laboratories, and a wide range of other business or government organizations generate regulated materials like biohazardous material, sharps or pharmaceutical waste that can’t be mixed with regular trash. Each waste type requires specific handling, treatment, disposal and tracking. Proper management protects people and the environment as well as protects our customers from reputational risk and potential fines.

With the addition of Shred-it International to the Stericycle portfolio, we’ve become the global leader in secure information destruction – solidifying our position across many industries – in addition to healthcare. Our destruction services for confidential documents and e-media protect a wide range of businesses and keep their financial, employee, customer, and other information confidential.

Beyond regulated wastes and secure information destruction, Stericycle has a deep bench of regulatory experts fluent in today’s regulatory environment and passionate about translating compliance complexities into information and programs customers can understand and easily follow. We revolutionized how customers manage employee safety to meet OSHA requirements and then expanded our training to unique requirements for HIPAA, The Joint Commission, and unused pharmaceutical waste. With the addition of Shred-it®, our specially trained experts play a critical role in helping ensure the data privacy at hundreds of thousands of businesses.

**FAST FACTS:**

- International leader in medical waste management
- International leader in secure information destruction
- Largest transportation and treatment infrastructure for our services
FEATURED SERVICES

REGULATED MEDICAL WASTE MANAGEMENT – protects against potential risks associated with the handling, transportation, disposal and tracking of medical waste.

SHRED-IT® SOLUTIONS – our exclusive suite of information security products and services is the world-standard in information security and privacy protection, keeping confidential business information confidential.

COMPLIANCE SERVICES – Stericycle provides state-of-the-art training, tools and data-driven services to help customers manage requirements such as OSHA, HIPAA, Coding Compliance, The Joint Commission, FACTA, and PCI.

SHARPS MANAGEMENT – protects healthcare staff by reducing the risk of accidental needlesticks from overfilled sharps containers. Our reusable containers have diverted over 180 million sharps containers from going to landfills, providing a safe and green solution.

PHARMACEUTICAL WASTE COMPLIANCE – ensures proper disposal of unused drugs, including controlled substances. We support the entire process from training to waste characterization, from packaging to transportation and then disposal in compliance with applicable state and federal laws.
Stericycle is a leading provider of nationwide hazardous waste compliance for a wide variety of industries. Our Environmental Solutions suite provides customers an unparalleled portfolio of services designed to successfully comply with all environmental and waste regulations.

Stringent mandates govern each phase of the process from waste categorization and packaging, to collection and transportation, to tracking and eventual disposal. Fines for noncompliance are severe. As such, regulations that organizations do not fully understand can take an enormous toll on their finances and reputation.

Our highly trained technicians, expertise in compliant packaging for containment and segregation, and fleet of specially-equipped trucks address our customers’ every need and ensure full compliance with federal, state and local regulations. Additionally, Stericycle maintains a large national network of specialized treatment, storage and disposal facilities (TSDFs) and 10-day transfer facilities to ensure waste material is disposed of in the most efficient, compliant and cost-effective way possible.

Beyond compliance, we work closely with our customers to uncover innovative reuse, recycling and alternative-use options. This controls costs, minimizes liability, and supports sustainability goals and environmental responsibility. Our sustainability efforts helped divert over 35 million pounds of waste from landfills in 2015 alone.

**OVERVIEW**

**FAST FACTS:**

- Over 1 billion pounds of waste removed annually
- Approximately 600 technicians nationwide
- Over 87K locations served

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We have unparalleled expertise in managing hazardous waste in highly-regulated conditions which reduces business risk and protects the environment. 

**Environmental Solutions**
HAZARDOUS WASTE – Having served tens of thousands of manufacturing, industrial, retail, and small generator locations, Stericycle is equipped to provide turnkey hazardous waste disposal and reporting solutions for virtually any industry, delivering accountability and expertise at every step.

SITE AND SOIL REMEDIATION – Remediation professionals have the technical capabilities and operational expertise to manage both small- and large-scale environmental projects. Our multidisciplinary technical and operations staff provides results-oriented systems and programs, incorporating both off-site removal and on-site treatment.

SUSTAINABILITY – Our customers benefit from sustainable services such as turning unsalable food products into livestock feed, recovering metals, and recycling of plastics or cardboard. Efforts are compliant, environmentally responsible and can yield cost savings.

MAILBACK RECYCLING – We offer a low-cost, fully compliant recycling option to keep waste out of the environment. Our mailback recycling facilitates EPA, OSHA, and DOT compliant recycling of universal waste (e.g. light bulbs and batteries).
Protecting brand equity requires a comprehensive set of skills, experience, and proficiency in a world where brands are under constant scrutiny.

**Expert Solutions**

**OVERVIEW** Stericycle provides the most comprehensive global collection of brand protection and enhancement solutions, specializing in product recall, retrieval, quality audit, and return services.

In today’s consumer-driven market, a company’s brand and reputation are under scrutiny 24/7. An error, not to mention a crisis, can devastate a brand and destroy a company financially. Stericycle can mobilize resources quickly to address and stabilize a difficult situation. Our team has worked with thousands of customers large and small across a wide range of industries to protect and enhance their brands. ExpertSOLUTIONS helps organizations gather critical data to measure performance, adhere to strict compliance and quality requirements, and boost customer and employee satisfaction in the face of increasing regulatory and consumer scrutiny.

When a brand or reputation is on the line, companies need guidance from an experienced team and the confidence that comes from working with an expert.

**FAST FACTS:**

- Global leader in recalls, managing close to 5,000
- Managed largest pharmaceutical withdrawal in U.S. History
- 25+ Languages spoken in contact center
FEATURED SERVICES

RECALL – We help companies navigate through the complexities of a recall. From preparation to notification and response, product processing, remedy management, and reporting for regulatory compliance, companies rely on our experience.

RETURN – Our world-class logistics help manufacturers achieve efficient and accurate returns of expired or damaged products.

RETRIEVAL – Companies often need to collect product in an expedited fashion. Stericycle can mobilize a global field force to retrieve products for brand integrity assessments, review of consumer complaints, and other product monitoring.

AUTOMOTIVE SOLUTIONS – Our highly customizable suite of automotive services helps increase efficiencies for various business processes, including vehicle recalls and reacquisitions, while improving customer care and repair rates.

AUDIT SERVICES – Product quality audits and compliance mystery shopping are conducted by a highly trained field force, providing organizations the critical data they need to ensure quality, operational, and compliance standards are upheld.
Great communication is the key to great relationships, and Stericycle helps organizations protect and strengthen those relationships with a suite of communication products and services.

**Communication Solutions**

**OVERVIEW** Stericycle’s comprehensive suite of communication services bring healthcare organizations closer to patients and businesses closer to customers. By providing the latest software products and industry-leading contact centers, we solve the toughest customer service challenges for our clients.

For healthcare organizations, Stericycle helps to solve the challenge of patient access and patient experience. Through our online self-scheduling solution, organizations can attract new patients and provide access to care in the self-serve manner that patients expect. With our live agent solutions, organizations are able to provide patients with access to information and appointments at times that are most convenient for them.

For companies, Stericycle solves the challenge of meeting the customers’ expectation for immediate service. Thousands of our clients leverage our contact centers to take service calls and set appointments after the close of business. This allows our clients to continue to grow revenue even when their doors are closed. We also provide first line support, fundraising and complete call outsourcing services.

Our communication experts receive specialized training. They are well versed in healthcare or industry-specific language so they can respond as if they were employees of our clients. Each interaction requires experience and knowledge because every touch point is an opportunity to make an impact.

**FAST FACTS:**

- Industry leading portfolio of technology and live agent services
- Over 100,000 live conversations daily
- Over 85,000 automated messages delivered daily
FEATURED SERVICES

CALL MANAGEMENT – Live customer service during the day or after business hours to provide superior service, capture additional revenue and enhance customer/patient satisfaction.

SCHEDULING – Book appointments online in a self-serve manner or through trained agents over the phone at time that is most convenient for customers or patients.

APPOINTMENT REMINDERS – Reduce no-show rates and missed appointments with appointment reminder notifications via call, email or text.

AUTOMATED MESSAGING – Deliver private (HIPAA-compliant if needed) messaging 24/7 to customers and patients, eliminating the need for staff to make these calls manually.
Stericycle Around the Globe

Stericycle’s humble beginning was in the suburbs of Chicago. And within 10 years we began to expand internationally. Our rapid expansion is largely due to a growing demand for the protection of businesses, people, and the environment around the world. The need for specialty waste management, information security, employee services, and brand protection has allowed us to expand into 22 countries and serve over one million customers.

RAISING THE STANDARDS ON MEDICAL WASTE MANAGEMENT
Founded in 1989, Stericycle played a significant role in developing the medical waste industry in the United States. Within a decade, our services expanded outside the U.S. to Mexico, Canada and the UK, where we also helped drive proper environmental management standards for both large and small quantity generators. Today, Stericycle provides medical waste services in 14 different countries. As the global leader, we’re elevating the global standards for medical waste management by expanding service to the small quantity generators in all our markets, by converting hospitals to reusable sharps containers with Sharps Management Service in Europe, Canada, and Latin America, and by consolidating transportation and treatment into one service in Korea and Japan.

GLOBAL BRANDS NEED GLOBAL RECALL EXPERTISE AND SUPPORT
With today’s global economy and the ever-increasing number of global worldwide brands, recall management often requires execution on a worldwide scale. Managing regulations, logistics, customer calls, and reporting can be a daunting challenge. Stericycle has supported many well recognized brands in their most critical time of need with recall management solutions spanning countries around the globe.

DRIVING INFORMATION SECURITY
Flexible workplaces with remote workers, consumer awareness, and increased government regulations are driving the concern for information privacy protection worldwide. With that, the demand for secure document and hard drive destruction is growing globally. With Shred-it®, Stericycle has become the leader in secure information destruction. In 15 countries around the world, we help protect some of the world’s largest financial services companies, retailers, government institutions, and healthcare organizations. Secure document destruction protects their business, their employees, and the people they serve.

PROTECTING BUSINESSES AND THE WORKERS WHO SUPPORT THEM WITH COMPLIANCE SOLUTIONS
Around the world, employee safety regulations continue to grow in terms of quantity and complexity. We support our customers by providing training programs and resources to simplify the regulatory burden as well as protect employees. Our focus on compliance began in the U.S. with Steri-Safe™ but expanded to Canada and Europe with Clinical Services. Now, we’re expanding our compliance programs to Latin America with the introduction of SeguriMed.

SPECIALIZED SOLUTIONS FOR THE MARITIME INDUSTRY
Cruise lines and cargo ships travel thousands of miles across international waters generating tons of waste. Stericycle helps these companies protect the land and seas while maintaining compliance with international marine pollution (MARPOL) guidelines with comprehensive management of all waste streams unloaded at various ports of call in the U.S. and Latin America.
“Without a doubt, Stericycle is a company to watch.

Over the last two and a half decades, we have built on our core expertise and then expanded our reach. With this growth and expansion, we have extended our relevance to our customers and communities as well as opened new markets and new opportunities. From our humble beginnings in healthcare and medical waste, we have evolved into a diverse and capable global business services company focused on protecting what matters.”

Charlie Alutto, President and CEO