

A photograph of a man with a beard and a bun, wearing a plaid shirt and blue pants, kneeling on a dirt path in a forest. He is holding the hands of a young child with curly hair, wearing a yellow puffer jacket and blue jeans. The background shows a river and trees. The image is overlaid with several white circles of varying sizes and a large teal circle on the right side.

CORPORATE SOCIAL RESPONSIBILITY REPORT

2021

Table of Contents

This Corporate Social Responsibility Report, issued in September 2021, largely covers the period from January 1, 2020 through December 31, 2020, with additional insights on accomplishments and progress from early 2021. The report generally reflects Stericycle’s global operations, unless otherwise noted. Notes on the scope and time period of data is included in text, charts or footnotes.

LETTER FROM THE CEO	3	DATA PROTECTION NEEDS REMAIN STRONG	16	SAFETY ALWAYS	35
ABOUT US	5	MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT	18	OUR TEAM	42
SUPPORTING THE GLOBAL FIGHT AGAINST THE COVID-19 PANDEMIC	11	RESPONSIBLE MANAGEMENT OF OPERATIONS	21	CORPORATE GOVERNANCE	51
SUPPORTING THE NHS’ EFFORTS TO REDUCE PLASTIC WASTE	14	ENVIRONMENTAL COMPLIANCE	30	ETHICS AND COMPLIANCE	55
				APPENDIX	59

This document may contain forward-looking statements as defined in the Private Securities Litigation Reform Act of 1995. When we use words such as “believes”, “expects”, “anticipates”, “estimates”, “may”, “plan”, “will”, “goal”, or similar expressions, we are making forward-looking statements. Forward-looking statements are prospective in nature and are not based on historical facts, but rather on current expectations and projections of our management about future events and are therefore subject to risks and uncertainties, which could cause actual results to differ materially from the future results expressed or implied by the forward-looking statements.



A Message from Cindy J. Miller

PRESIDENT AND CEO

I'm pleased to present Stericycle's corporate social responsibility report covering a challenging but rewarding year. In 2020 and into 2021, our commitment to excellence and accountability were central to supporting our team members, customers, and the communities we serve as we responded to the COVID-19 pandemic. I'm proud of the way our team rose to face the challenges brought on by the pandemic with speed and discipline while continuing to execute on our key business and environmental, social, and governance (ESG) priorities. Our success is a testament to the dedication of our team and the importance of the work we do.

Reporting

This report is another step in our ongoing efforts to increase our ESG disclosures. Operating in a safe, responsible, and sustainable manner is at the core of the way we do business. Openly discussing our ESG focus, initiatives, and learnings is an important part of our commitment to continuously evolve our practices. This report outlines our achievements across environmental, social, and governance areas and provides insights into how these factors impact the business.

2020 Highlights

Our ESG strategy is tied closely to our promise to Protect What Matters. Our core Regulated Waste and Compliance Services and Secure Information Destruction Services are the foundation of our vision to shape a healthier and safer world for everyone, everywhere, every day – a responsibility we take seriously. We know we wouldn't be able to do this without the dedication of our team members, and we strive to create a collaborative, equitable workplace. As we pursue our vision, we never lose sight of the fact that hundreds of thousands of customers from communities around the world are counting on us daily.

During 2020, we further aligned our team members and processes to drive greater focus on ESG matters, and we are committed to enhancing transparency regarding our performance as a company.

Key highlights in 2020 included:

- **Safety:** Achieved double-digit, year-over-year improvements on our key safety metrics: lost workday incident rate and vehicle incidents.
- **Diversity, Equity, and Inclusion (DEI):** Expanded employee resource groups (ERGs) and leveraged these groups to provide the forum for challenging conversations and company-wide awareness initiatives.
- **Environment:** Implemented formal tracking of natural resources used at our facilities to help estimate our baseline greenhouse gas emissions, began a multi-year LED lighting upgrade program, and continued efforts to optimize our routing.
- **Board Oversight:** Established an Operations, Safety and Environmental Committee of the Board of Directors to provide oversight of operational objectives and initiatives, our ERP system, safety, and environmental matters.
- **Compensation:** Realigned our executive compensation program with performance metrics associated with our overall transformation and business priorities (including safety as an ESG metric), which we believe will drive long-term shareholder value.
- **Financial Controls:** Continued expansion of our financial control environment and remediated material weaknesses in internal control over financial reporting.



Responding to the COVID-19 Pandemic

During 2020, our Stericycle team members demonstrated strong leadership in response to the global COVID-19 pandemic. As integral members of the healthcare community, we successfully met the needs of our customers globally, including servicing COVID-19 testing and vaccination sites, by leveraging the scale of our infrastructure and the depth of our industry expertise. In addition, we introduced a personal protective equipment (PPE) disposal service for new non-healthcare customers, supporting the ability of businesses to remain open. Throughout the pandemic, our team members rose to the challenge to safely support our customers.

Environmental Impact

For more than 30 years, Stericycle teams have navigated highly regulated, complex situations in order to safely remove potentially infectious and hazardous materials on a massive scale and also sustainably protected the security of data and information of businesses, their customers, and their employees with our secure information destruction service.

In 2020, we treated 1.5 billion pounds of medical waste, diverted 104 million pounds of plastic from landfills, safely disposed of 40 million pounds of unused pharmaceuticals, and recycled 1.1 billion pounds of paper. Through this work, we help keep our communities safer, make our oceans and waterways cleaner, reduce demand for landfill space, guard against identity theft, and reduce the need to harvest trees for virgin pulp.

Internally, we have continued efforts to minimize the environmental footprint of our operations and conserve resources. Our focus on energy-efficient lighting and efforts to reduce miles driven by our fleet are just the start. We have numerous programs in place or under evaluation to minimize our use of natural resources and reduce the impact of climate change.

Embracing Diversity and Inclusion

We take our responsibilities as a global leader and a global citizen very seriously. Last year, we listened as communities across the U.S. had difficult conversations about race and inclusion. At Stericycle, diversity and inclusion in the workplace is a core value, and we are committed to ensuring our company is a place where people are treated fairly and respectfully, have equal access to opportunities and resources, and can thrive personally and professionally. To that end, we have continued to strengthen our ERGs, which are meant to nurture and inspire our people, and we invested in programs that encourage understanding and respect. We also completed a global team member engagement and feedback survey to gauge the sentiment of our team members under our new executive leadership team. Insights from this survey will be leveraged to advance our efforts to support Stericycle as an employer of choice.

Corporate Governance

Our ESG efforts are overseen by our leadership team, supported by our Board. In addition to oversight provided by the Nominating and Governance Committee, we established the Operations, Safety and Environmental Committee of the Board, whose responsibilities include oversight and review of safety and environmental matters.

We have continued our commitment to ensuring that the composition of our Board includes the right set of skills and expertise, including deep experience in logistics and operations, to guide our company forward. In 2020, we expanded our Board with two new, independent directors, in addition to the seven directors we added over the prior three years. We are also proud that 50% of our directors bring gender, racial or ethnic representation to the Board, and three of these diverse directors hold leadership roles, serving as chairs of Board committees.

Looking Ahead

We look forward to continuing our engagement with our stakeholders and are confident that our ESG efforts will support the foundation for long-term value creation. We recognize that our focus on ESG is a continual pursuit, and there will be more to do in the coming years. However, our team is committed to the principles of ESG and to advancing our efforts.

Thank you for your interest in Stericycle and how we are working responsibly to shape a healthier and safer world for everyone, everywhere, every day.

Sincerely,

Cindy J. Miller | President and Chief Executive Officer



ABOUT US

For more than 30 years, Stericycle has delivered innovative business solutions that protect people, promote health, and safeguard the environment. We are a trusted partner to businesses large and small in 18 countries around the world.





Stericycle 2020 Highlights

FOUNDED IN
1989

15K+
TEAM MEMBERS
worldwide

NASDAQ:
SRCL
Listed since 1996

\$2.7
BILLION
in 2020 revenue

HEADQUARTERED
in Bannockburn,
IL

~460
LOCATIONS
in 18 countries

40 MILLION POUNDS of unused pharmaceuticals safely disposed



1.5 BILLION POUNDS of medical waste treated



104 MILLION POUNDS of plastics diverted from landfill by our Sharps Management Service



1.1 BILLION POUNDS of paper recycled through Secure Information Destruction Services



Awards and Recognitions



2020 ENTERPRISE COMPANY OF THE YEAR

BIG Awards for Business sponsored by the Business Intelligence Group; Awarded for efforts to mitigate the spread of COVID-19



SILVER DIGITAL HEALTH AWARD

Web-based Digital Health Portal— Patient Education category awarded to Stericycle Communications Solutions; sponsored by the Health Information Resource Centers



SUPERBRANDS STATUS

To Shred-it UK for a second year in the category of Support Services – Document Protection, Destruction and Storage



SILVER STEVIE WINNER

Company of the Year – Health Products & Services (large category), 2021 The American Business Awards



SUSTAINABILITY PRODUCT OF THE YEAR 2021

For MedDrop Medication Collection Kiosk; sponsored by the Business Intelligence Group



2021 WATCH LIST COMPANY

For Steri-Safe Compliance Solutions in the Employee Health, Safety and Wellness Training category; sponsored by Training Industry



Our Solutions



We protect health and well-being in a safe, responsible, and sustainable way



Compliance Solutions

- HIPAA Training and Consulting
- OSHA Training and Consulting
- Medical Coding Accuracy
- Sustainability and Waste Optimization



Regulated Waste Disposal

- Biohazardous Medical Waste
- Sharps Waste
- Pharmaceutical Waste
- Chemotherapy Waste
- Controlled Substance Waste
- Hazardous Waste



Specialty Services

- MedDrop™ Medication Collection Kiosks
- SafeDrop™ Sharps Mail Back Solutions
- Patient Engagement
- Airports and Seaports
- Workplace Sharps Disposal Service
- Radiation Dosimetry Service



Secure Information Destruction

- Shred-it® Document Shredding
- Hard Drive Destruction
- E-Media Destruction
- X-Ray and Film Destruction



COVID-19 Waste Disposal

- Vaccination and Flu Shot Waste
- Testing Sites and Temporary Healthcare
- PPE Disposal Solutions



Medical Supply Store

- Sharps Containers
- Infection Control Supplies
- Seal&Send Medication
- Mail Back





Stericycle at Its Core

Our promise, mission, vision, and core values are the foundation of Stericycle. These beliefs and values guide our team on a daily basis and set the standards that we measure ourselves against.

Our Promise

We protect what matters.

Our Mission

To protect your health and well-being in a safe, responsible, and sustainable way.

Our Vision

Shaping a healthier and safer world for everyone, everywhere, every day.

Our Core Values

One Stericycle. Delivering on Our Promise. By Living Our Values.



WE PROTECT THE ENVIRONMENT

We work tirelessly to safeguard our earth, human health, and quality of life in communities around the world.



WE ARE CUSTOMER DRIVEN

We deliver value to our customers through safe, compliant, and sustainable solutions. We never stop working to win the trust of our customers.



WE COMMIT TO SAFETY ALWAYS

We are committed to the safety and well-being of our team members and strive daily for a workplace with zero incidents and injuries.



WE EMBRACE DIVERSITY AND INCLUSION

We foster a culture of belonging that encourages, supports, and celebrates the diverse voices of our team members. It fuels our innovation and strengthens our connection to our customers and the communities we serve.



WE DO THE RIGHT THING

We hold ourselves to the highest standards. Integrity is our compass, and accountability our true north.



WE ARE UNITED— ONE TEAM. ONE GOAL.

We deliver the strongest impact when we collaborate, harnessing the collective strengths, ideas, and expertise of our global team members to achieve great things.



WE STRIVE FOR EXCELLENCE

We go above and beyond to deliver exceptional results, challenge the status quo, and constantly innovate.

SUPPORTING THE GLOBAL FIGHT AGAINST THE COVID-19 PANDEMIC

Our role as an essential part of the healthcare community in the fight against the COVID-19 pandemic served as proof of our commitment to protecting what matters. We've never been prouder of our team. Since the start of the pandemic, our team members around the world have remained dedicated to serving our customers, supporting our business, and protecting the health and well-being of our communities.





Fighting Against COVID-19

FROM THE START, WE WERE READY TO SERVE

As the pandemic started to unfold, our teams worked closely with key regulatory agencies to determine and implement best practices for the proper packaging, transportation, and treatment of COVID-19-generated medical waste. We also provided leadership to the healthcare industry as hospitals and clinics sought information on how to safely and compliantly manage their COVID-related medical waste.

In the U.S., we established a Coronavirus Knowledge Center for the healthcare community and hosted well-attended webinars on managing COVID-19 medical waste.

OUR LEADERSHIP AND COMMITMENT POSITIONED US AT THE FOREFRONT OF RESPONSE EFFORTS

The scale of our infrastructure, depth of our industry expertise, and breadth of our relationships positioned Stericycle at the forefront of COVID-19 medical waste response. We supported critical temporary hospitals, such as the USNS Comfort, the Javits Center in New York, Principality Stadium in Wales, large grocery stores turned into hospitals in Portugal, and converted hotels in Spain and Argentina. We also partnered with leading healthcare providers, pharmacy chains, and university laboratories to provide medical waste services to more than 4,500 testing centers in the U.S. plus the additional sites across the international markets we serve.

PROTECTING OUR TEAM WAS A PRIORITY

To protect the health and well-being of our front-line team members serving hospitals and the healthcare community, we worked with a disciplined sense of urgency to update policies and procedures and implemented new protocols specifically to reduce COVID-19 exposure risk. Our strategic sourcing team worked diligently to provide our field operations employees with appropriate personal protective equipment (PPE). We staggered shift times and dedicated trucks to specific drivers to reduce potential exposure to and spreading of COVID-19. Finally, we implemented more rigorous cleaning protocols for our facilities.

As shelter-in-place orders took effect in 2020, we shifted more than 7,000 team members around the globe to work from home arrangements. This transition led to new development opportunities to support our managers and supervisors on techniques to maintain business productivity and connectivity. Additionally, we significantly increased the cadence of our regular company-wide communications with our team members to keep our organization united and focused on serving our customers.

NEW BUSINESS RELATIONSHIPS AND CUSTOMER NEEDS EMERGED

As businesses in the U.S. began to reopen when shelter-in-place orders eased, many organizations were faced with the new challenge of managing soiled PPE because the disposal of COVID-related PPE in the non-healthcare setting is not regulated. This meant that some businesses sought to reduce the risk of spreading disease with a disposal solution beyond the solid waste trash can for the gloves and masks worn by employees. Stericycle was ready with a non-healthcare PPE disposal solution with both pick-up and mail back options for large and small businesses.

WE WERE AMONG THE MANY PREPARING FOR VACCINE DISTRIBUTION

As healthcare providers and governments readied for the distribution of vaccines, Stericycle was again operating behind the scenes to facilitate these initiatives. Our team supported the U.S. efforts to accelerate the development, manufacturing, and distribution of COVID-19 vaccines, ensuring that proper sharps disposal was a part of the plan for vaccine distribution.

In anticipation of increased demand for medical waste disposal solutions due to vaccine distribution, we modernized our distribution center to increase production of sharps disposal mail back kits by over 400%, and we increased our available inventory of reusable sharps containers for hospitals.

THE NEED FOR OUR SERVICES TO BATTLE THE PANDEMIC CONTINUES

As vaccination sites were rapidly deployed, Stericycle was an important part of the logistics plan to help healthcare facilities, pharmacies, and temporary vaccination locations dispose of millions of used vaccines safely, securely, and compliantly. We are also sustaining the deployment of vaccinations across North America through our Communications Solutions business, which assists hospitals with coordinating individual vaccination appointments with patient hotlines, scheduling services, and appointment reminders.

STERICYCLE IS PART OF THE EFFORT AS HEALTHCARE FIGHTS COVID-19

The battle against COVID-19 continues to be waged across the world and the entire healthcare community, including but not limited to device manufacturers, laboratories, testing centers, hospitals, clinics, biopharmaceutical manufacturers, and plasma centers. Proper management of medical waste is critical to each of these organizations for ensuring safe and compliant disposal of potentially infectious material generated in each of their operations. As a global leader in management of regulated medical waste, we are proud to support the wide range of healthcare organizations that promote and protect our health and well-being every day.

Stericycle team members around the world are an essential part of the healthcare community in the fight against the COVID-19 pandemic.





SUPPORTING THE NHS' EFFORTS TO REDUCE PLASTIC WASTE

Stericycle is committed to supporting the challenge of sustainably managing healthcare waste. Stericycle's Sharps Management Service, also known as Bio Systems Sharps Management Solution in the U.K., provides hospitals with sharps containers that can be reused up to 600 times as an alternative to single-use, disposable sharps containers.



Supporting the NHS' Efforts to Reduce Plastic Waste

Climate change is high on the global agenda, and it is vital that the health sector plays its part in working more sustainably.

England's National Health Service (NHS), the largest single healthcare network in the world, has committed to be a net zero carbon footprint health system by 2040. As part of that commitment, NHS has pledged to reduce the environmental damage caused by plastic waste.

The NHS has already implemented many initiatives and partnerships to achieve its goals, but achieving a zero-carbon status is difficult for the health economy as single-use plastic is essential in some healthcare appliances to prevent contamination and the spread of infection.

Stericycle is committed to the challenge of sustainably managing healthcare waste, and, through our partnership with the NHS, we provide reusable sharps containers that go through a three-stage disinfection process using state of the art technology, to avoid incinerating single use plastic sharps containers.

Recycling sharps containers is safe, effective, and sustainable as well as provides financial benefits. Using Stericycle's Bio Systems Sharps Management Solution, each container can be reused up to 600 times, preventing the need for incineration. The bulky packaging from each of the single-use containers is also eliminated. As well as being better for the environment, the NHS is no longer buying new containers and paying the associated incineration costs.

Between November 2012 and December 2020, NHS facilities across England have diverted 7,715 metric tonnes of single-use plastic from incineration by using reusable sharps containers. As of August 2021 across the NHS in England, 23 Trusts, 406 pharmacies, 3 large private hospital groups, 113 Renal Clinics, and 3 laboratories have made the switch to Stericycle's Bio Systems reusable sharps containers.



DATA PROTECTION NEEDS REMAIN STRONG

Shred-it® is proud to stand alongside our clients and communities to help prevent data breaches with secure paper shredding and media destruction services.



Shred-it's Data Protection Value to Customers Remain Strong During 2020

As a society, we are facing new information security challenges every day. Business leaders must reevaluate protocols, policies, and employee training to adjust to our changing world.

Businesses and organizations across the globe are more aware than ever of the importance of protecting data. Best practices for secure document management, digital data protection, and information security are still not well understood or widely practiced yet are critical mitigators against data breaches. While digital data security awareness has grown, highlighted by public breaches at major corporations, physical data protection remains as important as ever.

Shred-it, a Stericycle service, helps organizations protect confidential information and prevent data breaches with secure paper shredding and media destruction services. In support of that mission, each year the Shred-it Data Protection Report sheds light on trends in data protection practices and the risks and opportunities businesses, organizations, and consumers face related to keeping their data secure.

Conducted by Ipsos on behalf of Shred-it, the report draws on detailed findings from an in-depth survey of C-suite executives, small business owners, and members of the public.

The [2020 Data Protection Report \(DPR\)](#) distilled the findings from our annual survey, highlighted opinions of data security experts, and shared insights and advice to help businesses, organizations, and consumers be better informed of data protection issues and better protected from the threat of data breaches.

While completed prior to COVID-19, insights from the executives and consumers surveyed in this report highlight the need to have and enforce information security policies whether employees are working in the office or their homes. If there is one clear message in the 2020 data, it is that complacency around data protection creates significant risk for businesses. Over the past ten years, threats to data security have outpaced businesses' efforts and investments. As a result, businesses should reevaluate their information security training and policies in earnest and focus on preparedness.

Shred-it is proud to stand alongside our clients and communities in this period of rapid change to help protect what matters. The world continues to change, but the need to protect what matters remains.





MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

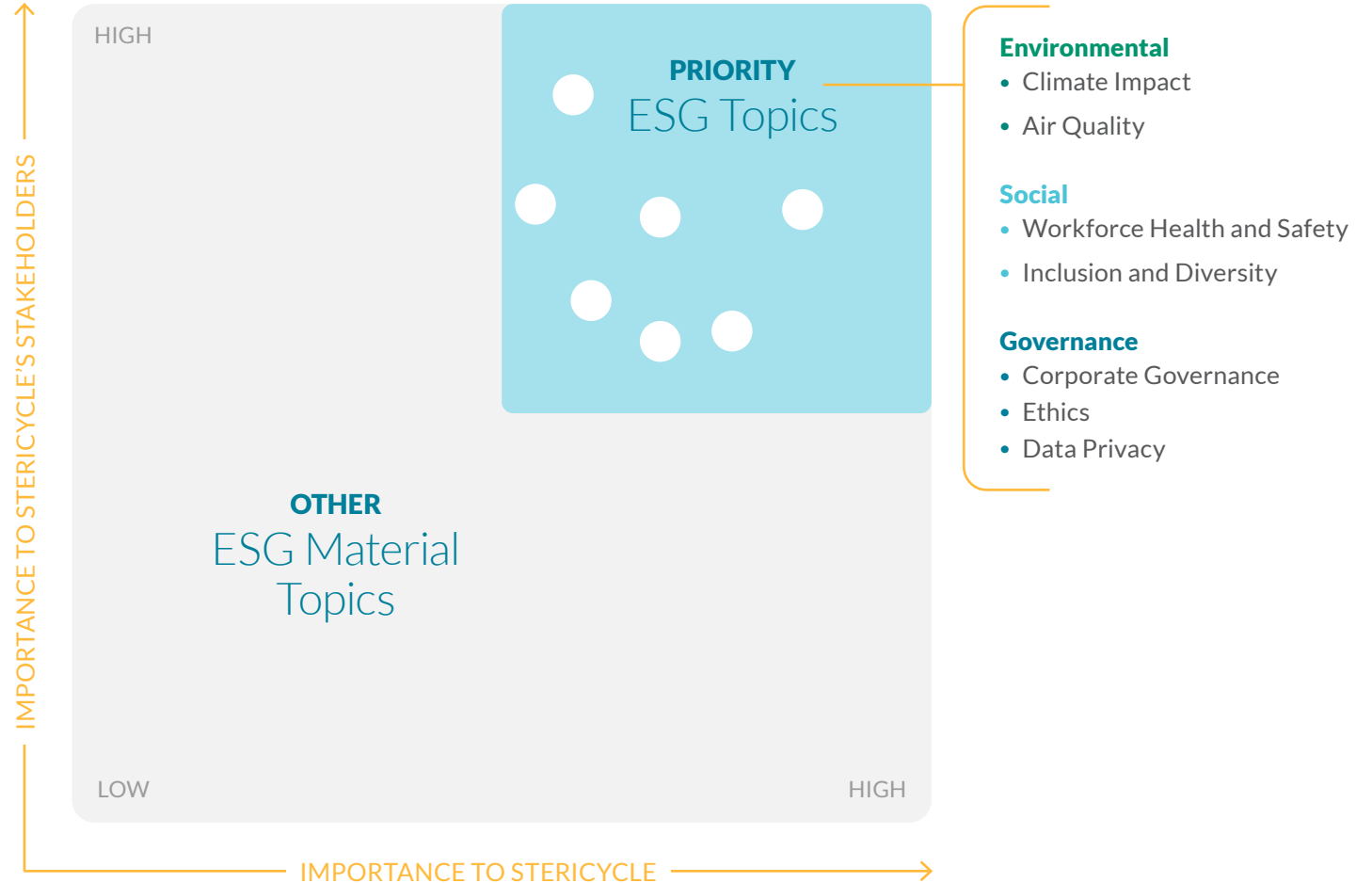
We maintain a consistent dialogue with our stakeholders and value their perspectives as we prioritize the environmental, social, and governance initiatives that will help support the long-term sustainability of Stericycle.



Materiality Assessment

As part of our expanded commitment to ESG, we completed our first ESG materiality assessment in the spring of 2021 to determine Stericycle's key ESG priorities. We first identified approximately 100 ESG topics based on a review of issues highlighted in ESG-related reporting frameworks, third-party rating agencies, and by the United Nations' Sustainable Development Goals as well as from peers, investors, customers, and employees. Next we then narrowed that list to 21 key topics deemed most relevant to Stericycle. Our assessment then included surveys of senior- and executive-level team members as well as hospital and national account customers. Additionally, we leveraged an analysis of shareholder interests to prioritize their focus areas. As a result of this assessment, we identified seven key EGS priority topics.

Stericycle's ESG materiality assessment was developed specifically to understand and prioritize environmental, social, and governance topics that are critical to the long-term sustainability of our business. The outcome of this assessment informs our corporate responsibility priorities and strategy and guided the focus of disclosures in this 2021 Corporate Social Responsibility Report. Please note, this ESG materiality assessment is not intended to represent materiality as defined by the U.S. Securities and Exchange Commission.





Stakeholder Engagement

We maintain a consistent dialogue with our stakeholders through a wide range of channels. These ongoing interactions provide insight on evolving trends and expectations, which in turn enables the company to better meet the needs of our various stakeholders.

TEAM MEMBER ENGAGEMENT

- Quarterly town hall meetings with senior leaders
- Routine team meetings across the Company
- Mid-year and end-of-year performance discussions
- Employee resource groups and task forces
- Formal employee engagement and feedback survey
- Discussions with collective bargaining groups
- Career-focused social media platforms
- Anonymous hotline calls

CUSTOMER ENGAGEMENT

- Quarterly business reviews or sustainability discussions with hospital customers and national accounts
- Ongoing customer satisfaction surveys
- Customer service calls
- Educational webinars presented to customers
- COVID-19 planning and support meetings with customers
- Shred-it's annual data protection survey and report
- Monitoring of media and social media
- Customer requests for proposals and routine surveys

COMMUNITY ENGAGEMENT

- Direct feedback from community members via phone calls, letters, or email
- Public meetings regarding facility approvals
- Social media outreach
- Corporate philanthropy and employee volunteerism

INVESTOR ENGAGEMENT

- Annual shareholder meetings
- Quarterly earnings calls with analysts
- Quarterly calls with investors
- Investor conferences and non-deal road shows
- Formal governance and proxy outreach
- Investor-focused ESG rating services or indices

GOVERNMENTAL AND REGULATORY AGENCY ENGAGEMENT

- Government engagement of stakeholders in connection with rule makings or policy changes
- Facility inspections and site visits
- Permit application and renewal processes
- Advocacy and educational outreach to regulators

SUPPLIER ENGAGEMENT

- Quarterly joint business plan meetings with select suppliers
- Requests for proposals
- New product/technology trial programs

INDUSTRY ENGAGEMENT

- Membership in trade organizations
- Formal association meetings and/or educational events
- Topic-specific panel discussions





RESPONSIBLE MANAGEMENT OF OPERATIONS

As a global leader in medical waste management and secure information destruction, we pride ourselves on the responsible and sustainable management of our operations. Over the last two years, we've focused on driving efficiencies, standardization, and resource reduction while planning infrastructure that we expect will improve our ability to support our customers well into the future.

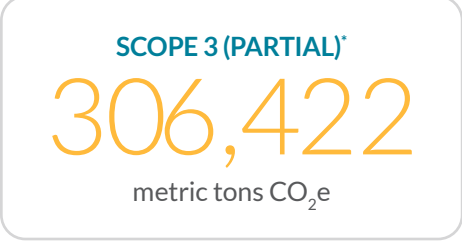
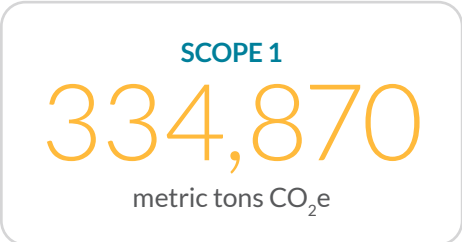




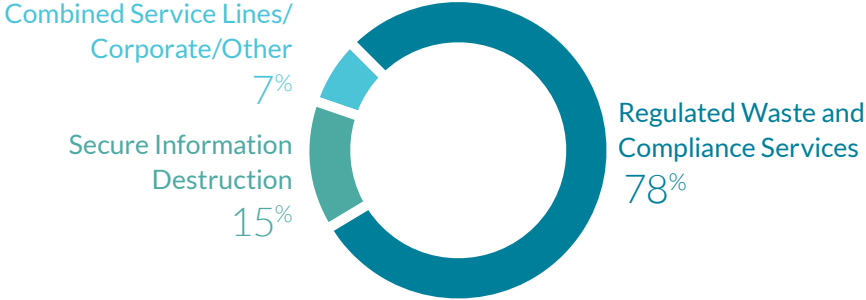
2020 Greenhouse Gas Emissions

To increase our understanding of our climate change impact, we began processes in 2020 to track our use of natural resources and greenhouse gas emissions. We filed our first CDP Climate Change Survey in 2021 that reflected our activities in 2020. With this baseline report, we understand the sources of our emissions and can evaluate opportunities to reduce our carbon footprint.

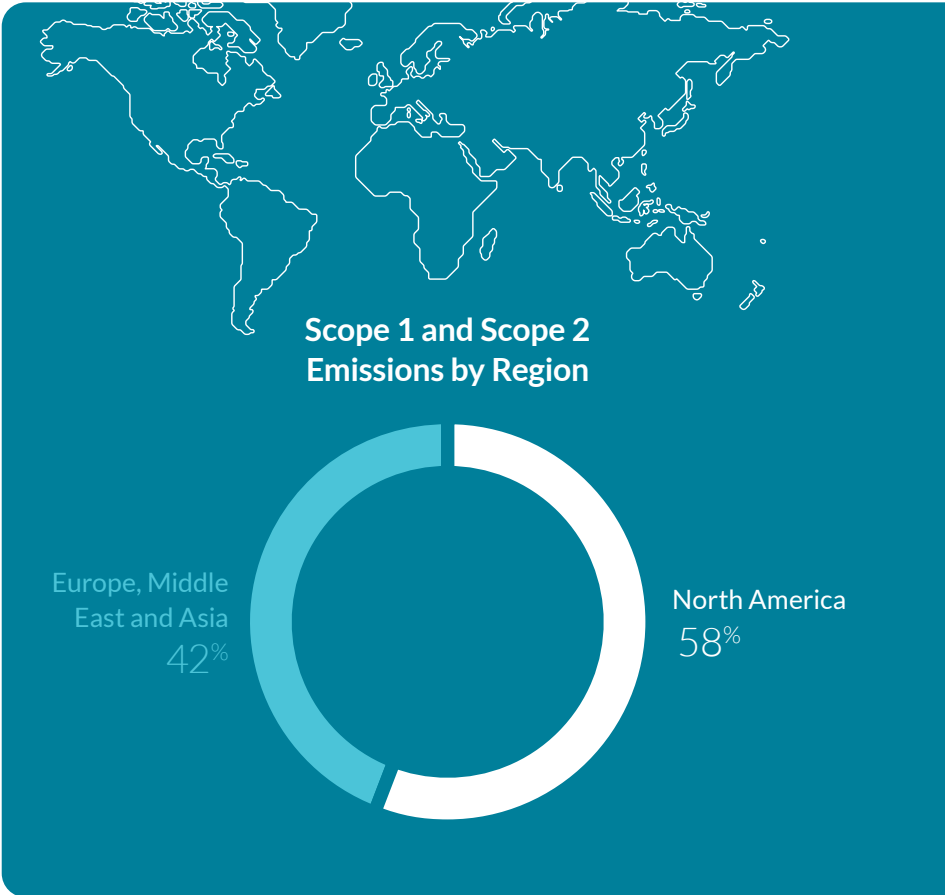
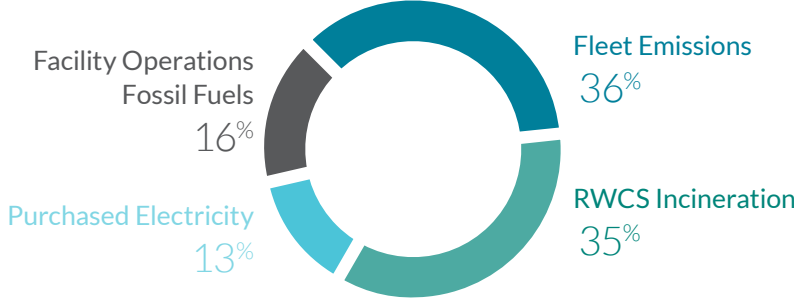
Stericycle's 2020 Greenhouse Gas Emissions:



Scope 1 and Scope 2 Emissions by Business Activity



Scope 1 and Scope 2 Emissions by Source

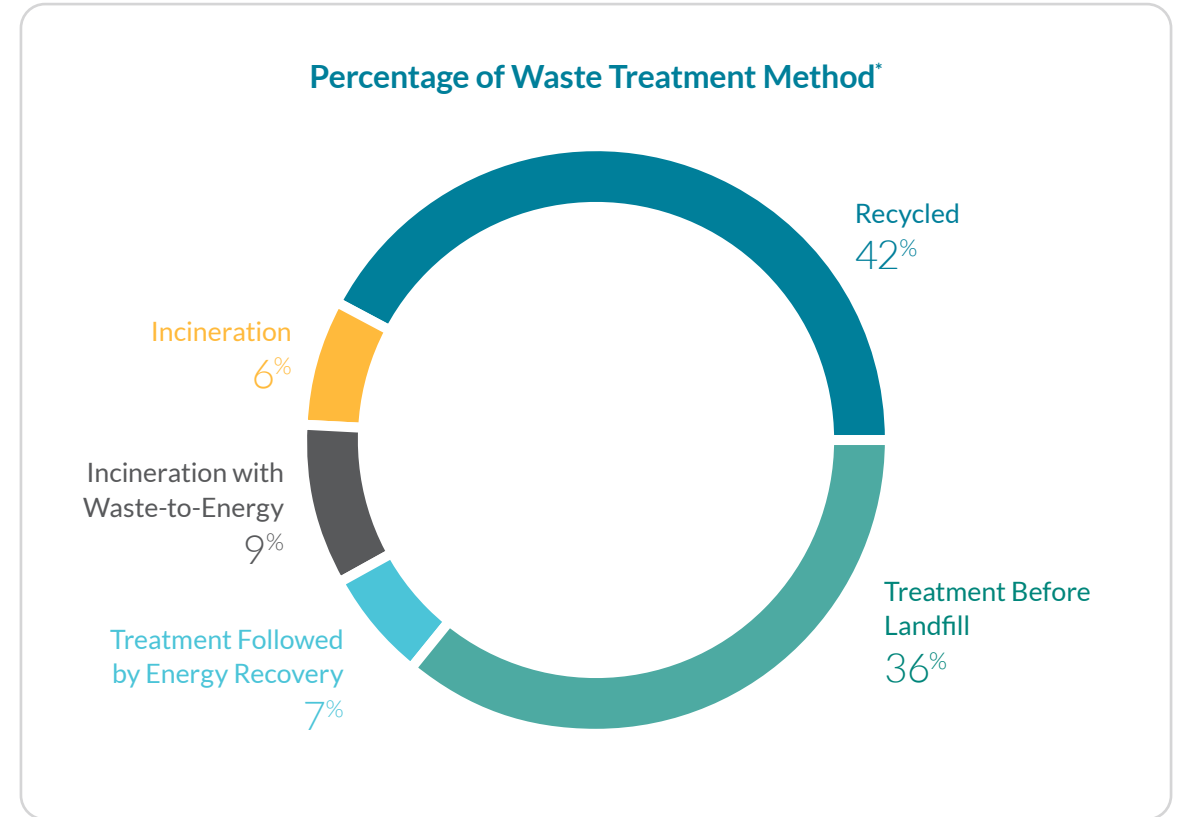
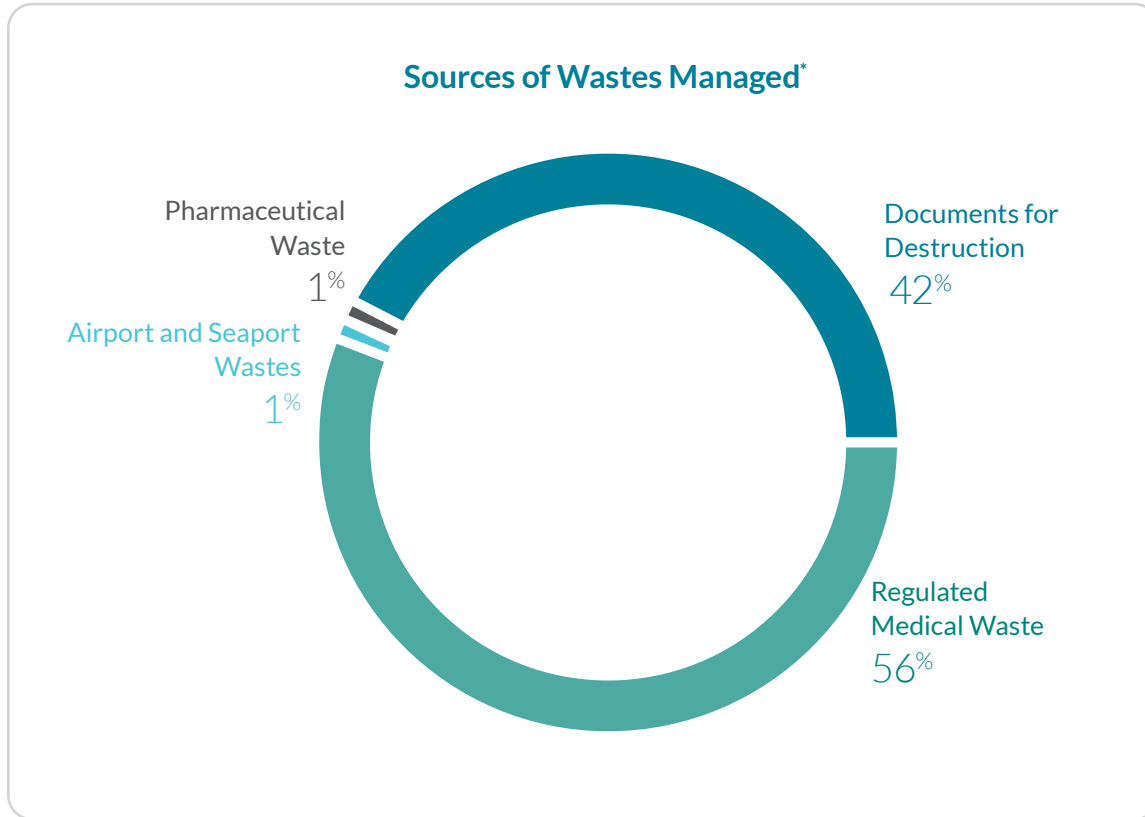


* Scope 3 includes fuel and energy-related activities not included in Scope 1 or Scope 2, U.S. upstream and downstream transportation and distribution, waste generated from operations, and North American business travel.



Sources and Treatment Methods of Waste

During 2020, Stericycle globally managed nearly 2.7 billion pounds of complex and/or regulated wastes.* No single treatment option is optimal for all waste streams because of different risk profiles and regulations. While we look for sustainable options when possible, regulated wastes require special treatment because of the high potential for viruses, chemicals, and other contaminants harmful to people and the environment.



* Excludes healthcare hazardous wastes and CsRx.



Waste-to-Energy (WTE) Initiatives

While Stericycle strives to use alternative, non-incineration methods for treating medical waste, incineration remains a regulatory requirement and/or a best practice in certain geographies or for certain types of medical waste that need to be chemically destroyed. In several of our incinerator locations across the globe, Stericycle leverages different types of waste-to-energy efforts as part of our processes.

ELECTRICITY GENERATION VIA STEAM TURBINES

Stericycle has four incinerators with steam turbines that are able to generate electricity and reduce the amount of power required from utilities at each site. Two steam turbines are in the U.K., one is in Portugal, and one is in North America. These four steam turbines combined generated nearly 3.4 million kWh of electricity in 2020, resulting in a greenhouse gas emission reduction of 888 metric tons CO₂e compared to incinerators that do not utilize steam turbines, or the equivalent annual emissions from the electric use of 161 U.S. homes.

STEAM EXPORT

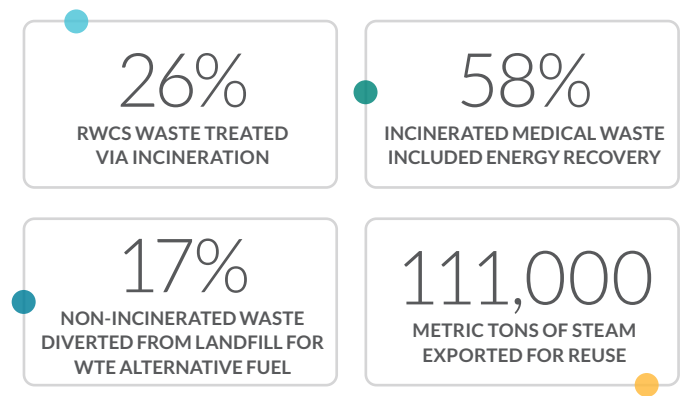
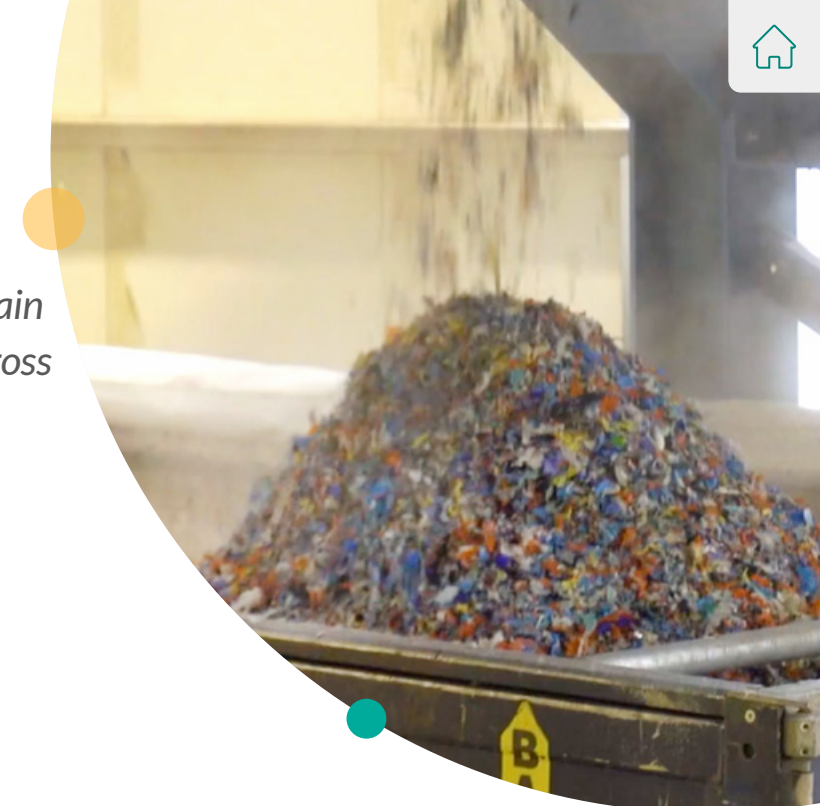
In the U.K., four of our incinerators export steam to hospitals, where they are co-located, to be used for facility or hot water heating, steam sterilization, and/or laundry services. In 2020, these four facilities combined exported approximately 111,000 metric tons of steam, generated by our waste heat. Use of the excess steam allows these hospitals to avoid on-site fossil fuel consumption.

HOT WATER EXPORT

Similar to exported steam, two of our U.K. incinerators export hot water to nearby hospitals. We estimate that this reuse of hot water generated from our waste during 2020 reduced the carbon emissions of these hospitals by approximately 3,820 metric tons CO₂e compared to generating hot water using a natural gas boiler. This is equivalent to the annual greenhouse gas emissions from energy use of 460 U.S. homes.

TREATED MEDICAL WASTE AS ALTERNATIVE FUEL FOR CEMENT KILNS

In the U.K. and Ireland, after medical waste has gone through the alternative treatment process, it is sent for beneficial reuse. This treated waste is sent to cement producers and used as an alternative fuel for cement kilns. Typically, cement kilns run on very greenhouse gas-intensive fossil fuels, such as coal and pet coke. By using the treated medical waste instead, not only does the medical waste avoid landfill, but cement producers can significantly reduce their greenhouse gas emissions. In 2020, we estimate that the U.K. and Ireland sent approximately 1.275 million gigajoules of energy embedded within treated medical waste to fuel cement kilns instead of fossil fuels.





Shred-it® Sustainability Highlights

RECYCLING OF VIRTUALLY ALL PAPER SECURELY DESTROYED

During 2020, Shred-it securely collected approximately 1.1 billion pounds of shredded sorted office paper. The collected paper was recycled into napkins, paper towels, and toilet paper used in away-from-home and hospitality industries. Shred-it's recycled content avoided the need to harvest 9.3 million trees.

SUSTAINABLY MANUFACTURED SHRED-IT COLLECTION CONSOLES

The material used to manufacture our sturdy and secure Shred-it document collection consoles features 100% recovered and recycled fibers. Additionally, sawdust generated through the console manufacturing process is recycled to make wood flour for absorbents, adhesives, resins, and fuel pellets while larger wood shavings are recycled and incorporated into animal bedding and mulch.

RECYCLED PLASTIC TRANSPORT BINS

The document destruction transport bins used in transporting secure information for destruction during collection are molded from 100% recycled HDPE plastic.



Our Shred-it Secure Information Destruction Service supports a circular economy. We are proud to provide a valuable source of paper for recycling into high-demand products while also purchasing products made from recycled content.

Facility Highlights

OUR NETWORK AS OF DECEMBER 31, 2020



TEMPE, ARIZONA

Stericycle opened a new autoclave facility in Tempe, Arizona, in November of 2020. This new facility replaced our existing operations in Arizona and increased our capacity for Regulated Waste Compliance Services and Sharps Management Service in the region. The modernization of this facility improved the work environment for our team members and included spot cooling, increased automation, conveyance, and a larger workspace. LED lighting will be added to the facility by year-end 2021.

TELFORD, ENGLAND

In January 2021, we opened a new Regulated Waste Compliance Services facility in the town of Telford, located in the West Midlands region of England. This facility is designed to use direct steam injection alternative treatment technology, which offers the benefit of reduced processing time to achieve the required sterilization rate and thus reduces the demand on gas, water, and electrical supplies. The facility features LED lighting with occupancy sensors and programmable thermostats to help reduce the building's energy consumption. Additionally, treated material from this facility is used as a fuel for co-incineration cement kilns or waste-to-energy plants.



BANNOCKBURN, ILLINOIS

Our world headquarters in Bannockburn, Illinois, has received the ENERGY STAR rating for 2020. The facility received a score of 81 (on a scale from 1 to 100), which means our headquarters is more energy efficient than 81 percent of similar properties nationwide.

AURORA, ILLINOIS

To meet the needs of our healthcare customers providing COVID-19 vaccinations, we modernized our Aurora, Illinois facility, which is responsible for the production and fulfillment of Stericycle's medical waste and sharps mail back disposal kits. Our Engineering and Operations teams worked collaboratively to optimize the manufacturing processes and improve safety for team members. As a result of this modernization, we increased our production capabilities by 400% and were well positioned to continue to provide strong support of the global COVID-19 vaccination effort.



Long-Term Facility Network Plan

We have begun a comprehensive, long-range planning process focused on our global facility network. Our goal is to optimize our facilities, including locality, with a strategic and standardized operating model. We are analyzing processing capabilities, plant and transportation equipment needs, team member requirements, and potential customer implications or benefits. This planning process also provides opportunities to focus on reducing our environmental impact by optimizing our transportation network to reduce miles driven and overall greenhouse gas impact. We anticipate modernizing our plant equipment with new efficient technology will also lessen our overall energy consumption per operating cycle.

Looking to our future facility operations, our team is designing how current and future plants should be set up, selecting equipment which will be standardized, and integrating the processes to optimize performance. This planning includes comprehensive consideration of proper safety, compliance, efficiency, reliability, and ergonomics. A few principles guide our design efforts:

- Maintain continuous flow of material through a facility
- Reduce the manual labor and touch points required throughout a facility
- Utilize material handling equipment based on the job needs that is ergonomic and safe

- Avoid lifting whenever possible by using proper tools and technology solutions
- Innovate an inline wash system for Sharps Management Service reusable containers that is faster and more reliable than robots
- Consolidate activities under one roof whenever possible
- Incorporate sustainable technology and opportunities, when economically feasible, to reduce overall carbon footprint

We have completed the initial sessions in North America, U.K., Ireland, and Spain and aim to have a master plan completed for all countries in the coming years.

LED LIGHTING UPGRADES

To reduce consumption of electricity, Stericycle is upgrading the lighting systems of larger facilities in the U.S. and Canada to energy-efficient LED lights. Between January 2020 and July 2021, we convert 30 facilities to LED lighting. We estimate the greenhouse gas savings from these projects to be approximately 1,015 metric tons of CO₂e annually, the equivalent savings to annual emissions from electric use of 184 U.S. homes.



Fleet Highlights

ROUTING EFFICIENCY

In 2020, Stericycle made significant improvements to its Regulated Waste Compliance Services and Secure Information Destruction collection routes in North America to increase efficiency and decrease miles driven. We identified duplicated movements to the same areas on multiple days of the week and reassessed the frequencies of collections required in each service territory, enabling us to reduce repetitive routes. Through these efforts we estimate improved efficiency of our collection routes for 290 of our North American facilities, a reduction of an estimated 909,400 miles and 113,675 gallons of diesel fuel consumed annually. Our route consolidation efforts decreased our greenhouse gas emissions by 1,170 metric tons annually.

Toward the end of 2021, we plan to pilot three dual-purpose vehicles capable of servicing both our Regulated Waste Compliance Services and Secure Information Destruction customers. If successful, this dual-purpose vehicle strategy may enable us to reduce the number of vehicles required to service routes to more rural areas where vehicles are less likely to reach their capacity.

MOBILE COLLECTION VEHICLES

Over the last three years, we have been expanding our Shred-it fleet of mobile collection vehicles across the U.S. As of year-end 2020, we had approximately 210 of these specially designed, oversized cargo vans on the road. The mobile collection vehicles securely store loose paper, enabling them to have a capacity equal to that of a box truck that transports documents stored in plastic containers. The smaller size means better navigation in congested metropolitan areas as well as improved fuel efficiency, which means lower greenhouse gas emissions. We estimate that routes decreased by 20% on average among the Shred-it facilities using mobile collection vehicles.

APPROXIMATELY
6,000
TRUCKS WORLDWIDE

RECYCLING OIL AND LUBRICANTS

Our fleet of vehicles in North America uses synthetic motor oil and biodegradable hydraulic oil. Our maintenance partners manage the recycling of these oils as part of the routine service of our fleet.





New SafeShield™ Medical Waste Containers

As a leading provider of medical waste service, our record of innovation continues with the introduction of new reusable containers. Our new SafeShield Antimicrobial Medical Waste Containers are DOT-compliant and should provide the following benefits:

- Embedded with Cupron®, a copper-based antimicrobial protectant
- HDPE material – all plastic construction made with 15% recyclable content
- Integrated lid closes securely and eliminates lid misplacement
- Designed for durability and with reinforced handles to extend useful life
- Nestable for convenient storage
- Split lid securely locks for storage and transport
- Standardized sizes and stackable for more efficient transportation
- Smooth interior with built-in drainage ports for easy cleaning

As part of the conversion to SafeShield containers, we are working with local recyclers to find alternative uses for the containers being retired from service. At our first conversion location, retired containers were pelletized and sold as recyclable plastic raw material.



ENVIRONMENTAL COMPLIANCE

Central to our purpose, Stericycle is committed to safeguarding the environment and the communities we serve. This commitment includes continuously evolving our environmental and regulatory compliance program to meet or exceed the requirements under which we operate.





Environmental Compliance

OUR ENVIRONMENTAL COMPLIANCE MANAGEMENT PROGRAM

We protect people, promote health and well-being, and safeguard the environment. This commitment also requires that we protect the communities in which we operate. Over the past several years, we have made meaningful advancements in the development of our environmental management program by leveraging a comprehensive framework for environmental and regulatory compliance.

Program Management

Our environmental management system (EMS) is the backbone of our program. This system and database integrate procedures and processes for training of personnel as well as the monitoring, tracking, and reporting of specialized environmental performance information related to our operations and permits. We leverage our EMS to analyze our compliance requirements, set environmental compliance objectives and targets, and track progress on our overall environmental, health and safety (EHS) management program. Implementation of the current system began in 2018 within the U.S. and Canada; as of summer 2021, the system is used by all of Stericycle's operating countries.

Compliance Indicators

Globally, our operations are subject to many government regulations as well as audits or inspections by regulatory authorities. During 2020, we were subject to approximately 678 inspections from external regulatory agencies in countries around the globe covering environmental, health, safety, sanitation, and waste management regulatory compliance. From these inspections, our compliance assessment pass rate was 96%. Focusing on just the U.S. and Canada, the pass rate was 99% from 382 inspections, which we believe reflects the progress we have made in advancing our environmental compliance program. While we strive for 100% compliance, we anticipate improved results as many of our initiatives founded in North America expand and take hold globally.

ISO Certifications

As part of our environmental compliance program, we have implemented a comprehensive collection of policies, procedures, and controls to manage our compliance. In certain parts of the world, as required by regulation, Stericycle is also certified as operating in accordance with the requirement of various internationally recognized management standards, including ISO 14001 (the Environmental Management Standard), ISO 9001 (the Quality Management Standard), and ISO 45001 (the Occupational Health and Safety Management Standard). For our dosimetry service, available in limited countries, we are operating in accordance with ISO 17025 (the Testing and Calibration Laboratories Standard). In countries and regions where we are not required to be certified to operate to an ISO standard, we seek to manage our operations in alignment with the established practices of such standards.

	ISO 9001 QUALITY MANAGEMENT SYSTEMS	ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEMS	ISO 45001 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS	ECO-MANAGEMENT AND AUDIT SCHEME (EMAS)	ISO 17025 TESTING AND CALIBRATION LABORATORIES
U.K.	X	X			
IRELAND	X	X			
SPAIN	X	X	X	X	X
PORTUGAL	X	X	X		X
GERMANY	X				
ROMANIA	X	X	X		X
KOREA	X	X			

Process to Support Compliance

Environmental, Health and Safety On-Site Inspections

We have a global team of approximately 85 field-based experts who focus on supporting our operations managers with safety, compliance, and performance improvement plans. As part of their role, these individuals are also responsible for routine on-site facility inspections and monitoring. These routine inspections, held as often as twice per year, provide the opportunity for the EHS team to work constructively and collaboratively with local operations managers in monitoring trends and identifying potential opportunities for improvement.

Corporate Integrated EHS Global Audit Program

In 2021, we launched a new, centrally coordinated Global EHS Audit Program focused on conducting comprehensive, unscheduled audits of facility operations. This program combines efforts of team members from Regulatory Compliance, Safety, Security, Transportation, Operations, and Legal; each on-site structured audit protocol requires three to four days to complete. The Audit team provides coaching to facility managers on creating and effectively managing corrective action as part of the process. Outcomes are documented in our environmental, health, and safety management systems and reported into the Global Facility Risk Committee. During 2021, we anticipate completing approximately 20 global audits, 15 of which will be in the U.S. and 5 in international operations, pending the lessening of restrictions related to COVID-19. Priority of these audits is based on risk levels as determined by the global facility risk assessment and other EHS criteria.

Emergency Preparedness Procedures

If an emergency occurs, it is critical to respond quickly and effectively. Emergency action plans have been developed for each facility to help prepare team members and provide instructions that can protect them, company resources, and the environment. Risk assessments are completed at the facility level and identify potential emergency scenarios and the location-specific emergency action plans. Team members are trained on the emergency response procedures, including communication or notifications to external third parties, and drills for certain situations are conducted annually.

As a fleet-based service provider, prevention of transportation spills and emergency spill response is also an important part of our emergency preparedness plan. Appropriate medical waste and Shred-it team members, including all drivers, are trained upon being hired and then annually on spill response protocols specific to their job. For the rare and unlikely incident, spill kits are available on most vehicles, and, in the United States, the phone number for our third-party 24/7/365 emergency spill responder is posted on the dashboard of each vehicle.



Proactively Assessing and Managing Risks



Global Facility Risk Committee

To bring further attention and cross-functional focus to identify and mitigate facility risks, we established a Global Facility Risk Committee during 2020. The committee, which is comprised of members from our EHS, engineering, and legal teams, provides oversight of our risk assessment programs and process as well as supports alignment of our 10-year facility planning.

Corporate Facility Risk Assessments

During 2020, we embarked on an effort to combine our various compliance and safety data points into a comprehensive Corporate Facility Risk Assessment with the goal of having more insightful tracking of our facility performance and a means to identify key operational risks at locations for improvement. This assessment process was developed to analyze 10 risk categories, some of which are strictly quantitative while others leverage qualitative insights from our EHS team:

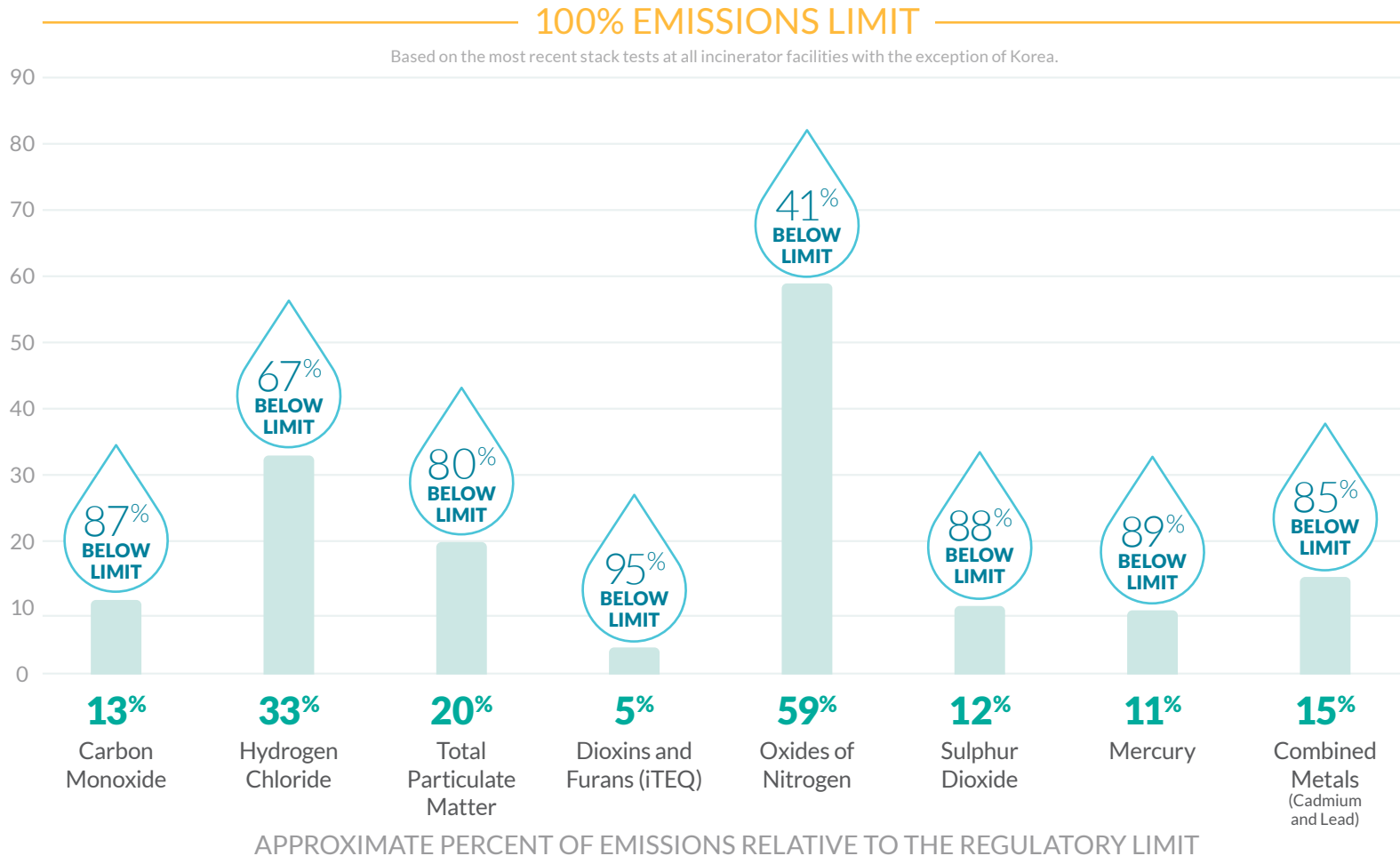
- Technology
- Policy and procedure
- Regulatory framework
- Compliance performance
- Management
- Training
- Maintenance
- Location
- Inspection, assessment, and audit results
- Incidents

Following the assessment, which is conducted by the Corporate EHS Audit team in collaboration with team members from our field compliance teams, an operational facility is assigned one of five risk levels based on its overall score. For any facility with the highest risk level, a cross-functional team consisting of Operations, Engineering, Legal, and EHS will develop and implement a risk mitigation plan. The team continues to monitor the implementation of the plan and the performance of the facility monthly until the risk assessment score improves. Quarterly updates are provided to our Global Facility Risk Committee. As of June 2021, initial facility risk assessment processes have been completed for all our facilities.



Incinerator Emissions Compliance

Legislation and best practices for managing medical waste vary around the world. 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 operates its incinerators well below allowable emission limits at our medical waste incineration facilities.



GLOBAL MEDICAL WASTE INCINERATOR FACILITIES IN 2020

27

NORTH AMERICAN HOSPITAL, MEDICAL, AND INFECTIOUS WASTE INCINERATOR FACILITIES

8

In the United States, Stericycle is not considered a major emitter of toxic chemicals, hazardous air pollutants (HAPs), or volatile organic compounds (VOCs). As such, there is no requirement to participate in the U.S. Environmental Protection Agency's Toxic Release Inventory Program.



SAFETY ALWAYS

At Stericycle, “We Commit to Safety Always” is one of our core values. While our priorities and goals may change, our values are foundational elements supporting how we operate as a company. We acknowledge that injury prevention is a continuous process, and we are committed to the safety and well-being of our team members. To that end, we have developed and continue to focus on improving a comprehensive safety program to protect our team and drive our safety performance.





Our Safety Controls

“We strive to achieve zero-zero every day: zero accidents and zero injuries. We want all our team members to go home safely at the end of every shift. That’s our goal and that’s our commitment.” –Joe Reuter, Executive Vice President and Chief People Officer

ENGINEERING CONTROLS AND FOCUS ON ELIMINATING HAZARDS

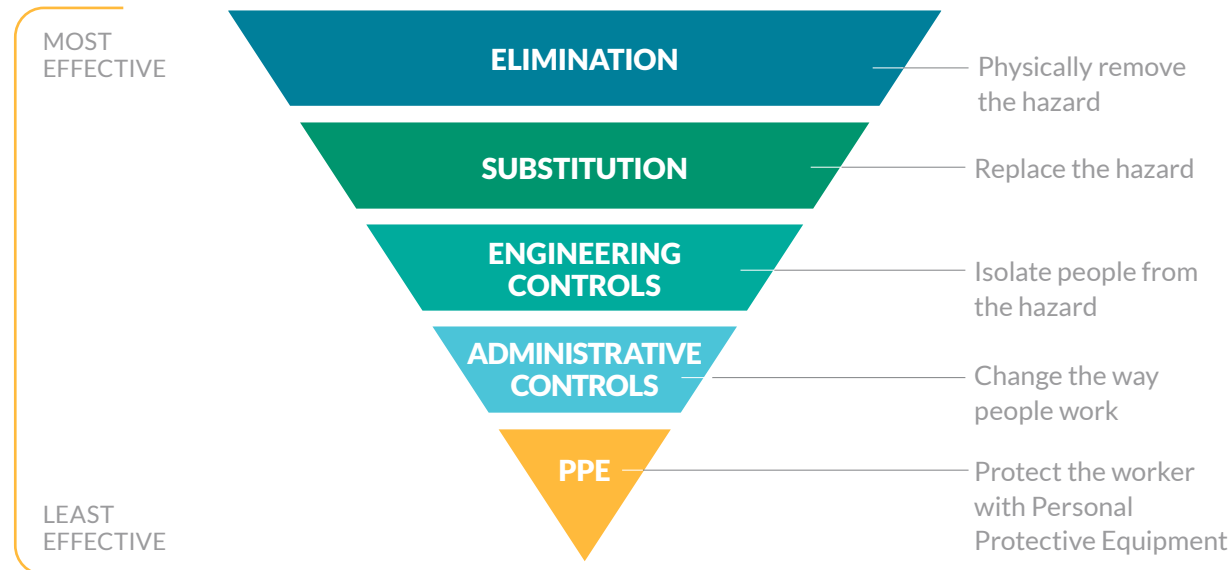
We follow the hierarchy of hazard controls in our safety program and believe all levels of the hierarchy must work in tandem. When the elimination or substitution of safety risks is not possible, we understand that engineering controls are the next step to help isolate individuals from a hazard. With new leadership at Stericycle and a newly formed Engineering team, we have increased our focus on reducing manual handling that we believe is tied to injuries. As part of our global facility risk assessment process, we have evaluated safety risks at each facility and prioritized our opportunities to implement engineering controls. For example, as we upgrade our facilities or build new ones, we are implementing technology-based engineering controls, such as container tipping equipment or conveyance systems, to help reduce risk associated with lifting and emptying containers.

BEHAVIOR-BASED SAFETY PROGRAM AND JOB-SAFETY ANALYSIS

Following engineering controls, the next line of defense in the hierarchy of safety controls is administrative controls, which includes a Behavior-Based Safety (BBS) Program. During 2019, we began the process of implementing a BBS Program in North America, which utilizes training and observations to promote positive behavior and reduce or eliminate at-risk behavior as a key element of our increased safety culture. We plan to begin rolling out the program to our international operations in 2022.

As part of the program, a job safety analysis (JSA) is required to determine at-risk behaviors for operational job tasks. In a JSA, each step of a task is evaluated to identify potential hazards and the controls necessary, including engineering controls, PPE, or proper procedures, to complete the task or job safely. Task-based JSA documents are then developed to communicate desired safe behaviors. Team members must review each JSA with their manager for each task they perform. As tasks are routinely conducted, performance is measured through observations against defined observation criteria using the JSA and BBS documents as reference. New JSA documents are developed based on injury trends and assigned to team members for review and adherence each quarter. Of note, our international operations use a similar approach to promote a safe work environment known as Risk Assessments and Safe Systems of Work.

Hierarchy of Controls





Key Elements of Our Safety Program

OUR SAFETY MANAGEMENT SYSTEM

A key element of our global safety program is our safety management system, a cloud-based software that enables us to store and manage our safety program policies, procedures, training, a log of corrective and preventive actions taken to address at-risk behavior or incidents, and our dashboard of metrics. Essentially, almost any safety-related document, program, policy, procedure, training, or incident is housed in this ISO-compliant-qualified master system of record, making it accessible to a wide range of team members and allowing for learning and improvement across the organization. Our safety management system was first introduced to our North American operations during 2018 and since has been rolled out to all our operations globally. To encourage broad use, the system is accessible to a wide range of operational managers and supervisors around the world as well as our Safety team. Safety performance is currently tracked in the system in all countries, and we are focused on expanding usage of the system to document management and training.

STOP WORK AUTHORITY

We believe that no task is so important that it should be completed unsafely. To stand up to that belief, we have empowered all team members with the authority to stop a task or operation if there are concerns for safety. To reinforce the importance of Stop Work Authority, we have included this authority as a principle in our Safety Commitment Pledge, and we deliver training programs on the matter to all our operational staff at least annually.

EXECUTIVE SAFETY SCORECARD

As part of our overall business performance management, Stericycle's Environmental Health and Safety Team provides a monthly scorecard to the executive and senior leadership teams on the safety performance of our global organization. Our scorecard provides insights into global key safety performance indicators tied to Stericycle's annual performance incentive plan for management teams, which for 2020 included the lost workday incident rate and vehicle incidents, as well as key leading and lagging indicators for our business. We believe the reduction in key performance indicators in 2020 is attributed to the performance of leading indicators. Leading indicators include on-time corrective action closure rates, on-time training completion percentages, and "Good Catches" (how we refer to near-miss incidents and positive safety behavior). Our scorecard is provided to the Executive team monthly and to the Board of Directors at least quarterly. Additionally, all managers have access to dashboards within the safety management system to monitor real-time data and to track progress within their area of responsibility.

SAFETY PERFORMANCE RECOGNITION

Safety requires consistent effort. To recognize this effort and the improvements of our team, we believe in celebrating success often. Annual safety performance was recognized and awarded at the first annual Stericycle Leadership Summit held in January 2020 and then again at the Virtual Leadership Summit in March 2021. Safety performance is also routinely recognized during senior leadership conference calls led by our executive team each month, and streaks of zero injuries and/or zero collisions are recognized within the operations teams on a regular basis.



* Data includes only the U.S. and Canada for full year 2019 and 2020. Data collection for U.K. and Ireland began in September 2019, as such only September through December is included in 2019 and 2020 metrics to allow for year over year comparison. Vehicle incidents includes any incident involving a vehicle owned, leased, or operated by Stericycle, excluding vehicle fires.



SAFETY IMPROVEMENT COMMITTEES

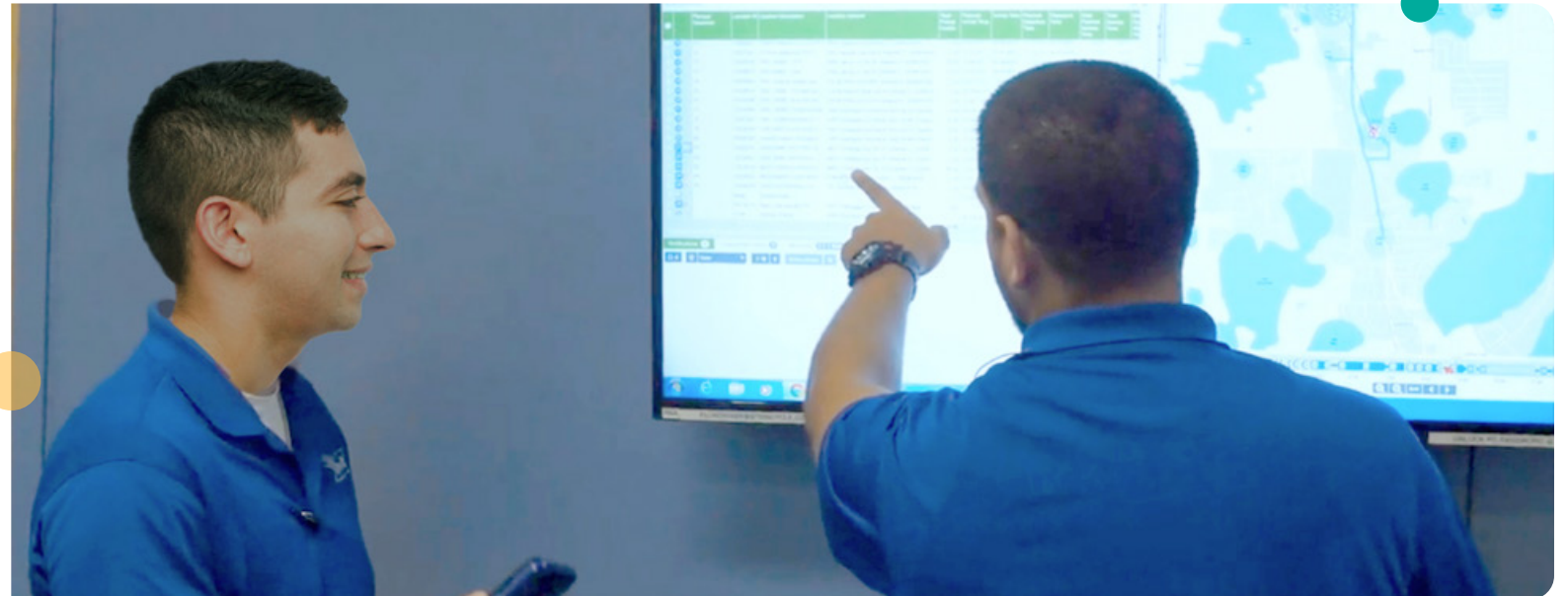
An essential component of Stericycle's overall health and safety plan, our Safety Improvement Committees (SICs) are advisory groups of front-line team members and management who work together to identify and solve health and safety issues to maintain a healthy and safe workplace. SICs are critical for maintaining a safe workplace and focus on improving communication in the workplace, promoting health and safety, and providing team members and organizations the opportunity to work collectively to solve problems. Because this is an important aspect of engagement, we are constantly looking to improve this program and its effectiveness, and we are working toward fully implementing this program across all global operations.

FLEET SAFETY MANUAL

At the start of 2019, Stericycle introduced its first Global Transportation and Fleet Safety Policies and Procedures Manual, which was developed to establish standardized, global policies and procedures to ensure the safety of team members who drive, supervise, or manage vehicles for Stericycle. The manual includes expectations for a wide range of topics including selecting drivers, compliance with hours of service regulations, maintaining the fleet, material packaging, load requirements, recordkeeping, and safety training. Our manual even recognizes drivers who excel at their jobs.

TECHNOLOGY TO DRIVE FLEET SAFETY

Technological evolution has provided many great resources to help advance safety performance. One of these technologies is dual-facing video cameras in vehicles, which enables visibility into both the actions and circumstances related to vehicle operations with perspectives both inside and outside of a vehicle. Such video footage helps the transportation teams to continuously improve the safety and professionalism of our drivers, especially when it is combined with telematics technology (GPS trackers combined with accelerometers to monitor acceleration and braking). We set a goal for our transportation supervisors and managers to make daily observations of recorded video footage and use these recordings to hold tailored coaching sessions with drivers. Our trucks in North America currently leverage this technology, and we plan to expand its use to other countries, where permitted by law, beginning in 2022.



HEARING CONSERVATION PROGRAM

Some of our facilities in the U.S. may reach time-weighted average (TWA) noise levels, which require a hearing conservation program. We conduct noise surveys at new facilities as needed and routinely monitor noise levels at facilities that have previously registered as high-noise operations. Audiometric tests are also provided annually to team members with exposure to TWA noise action levels per regulations. Additionally, hearing protection is available to all team members within an operational facility. Awareness training and training on the proper use of PPE is included as part of our ongoing training schedule.



Safety Training

TRAINING PROGRAM OVERVIEW

Stericycle uses an electronic training calendar within our safety management system to effectively manage and monitor our safety training program in North America. New hires are assigned the appropriate training according to their job function and the Stericycle safety curriculum, and team members receive automated reminders of annual training requirements. Training records for all courses delivered electronically are maintained within our safety management system, which provides dashboards and reports in real time to ensure training completion is meeting the corporate monthly standard of 95%. While many of our training courses are available globally, the use of the training calendar is limited to North America. We plan to expand the use of the training calendar to our international operations in 2022.

As for our training courses and content, much of our safety training material is developed centrally for all countries (and translated into local languages) to ensure that all team members and temporary workers receive consistent messages and expectations for safety performance. At the facility level, training may be supplemented to meet local operating needs.

In addition to our formal training programs, we highlight various safety topics through a global Safety Spotlight program. The Safety Spotlight can include either job-specific topics such as working in confined spaces or safety when using power tools or topics that have wide application including fire prevention, safe lifting, or preventing slips, trips, and falls. The safety topic is thoroughly discussed with operational staff during pre-shift huddles and relevant emails and flyers are also distributed. Spotlights are weekly in North America and monthly in our other countries of operations.

Specific to our drivers in North America, we also leverage a “Toolbox Talk” program. As part of this program, a wide range of accident and injury prevention topics are packaged for transportation supervisors into short talking points that are delivered to our drivers daily. These daily Toolbox Talks are just another way to keep safety top of mind with our team.



SWAT DEFENSIVE DRIVING TRAINING

Defensive driving is a set of skills that allows drivers to proactively defend against possible collisions caused by unsafe drivers, congested traffic, changing road conditions, and poor weather. Stericycle teaches and uses our internal defensive driving program known as SWAT (Steer, Watch, Anticipate and Take Action) to reduce collisions, prevent injuries, and save lives. SWAT was developed internally in 2020 by Stericycle’s Fleet Safety Team and the Judge Learning Group, a leading training development firm. We are pleased to share that Stericycle was awarded the 2021 Gold Excellence in Learning Award for “Best Certification Program” by The Brandon Hall Group for our SWAT: Defensive Driving Certification program.



In addition to providing training modules with comprehension tests, the program includes an observation component whereby managers and supervisors routinely observe and discuss behaviors with our drivers during ride alongs. The SWAT program materials were translated appropriately for all our operating regions and rolled out globally over 2020 and 2021. In order to constantly remind the Stericycle fleet drivers of safe practices, we also strategically place awareness posters throughout Stericycle facilities and communicate SWAT safety messages quarterly.

Our Safety Commitment

In 2021, we designated June as Stericycle's Safety Month to focus even more on the integral importance of safety to our team. Throughout the month, we highlighted some of our most preventable injuries, reinforced stop work authority, and asked all our supervisors to commit to increased time conducting safety observations. We also asked our team members to pledge to Stericycle's safety commitment. The commitment includes vital practices that we ask of all employees to help ensure we are creating an environment that is safe by choice, not by chance.

TEAM MEMBER SAFETY COMMITMENT

At Stericycle, **safety begins with me.**

I am committed to working as safely as possible. I will make safety my highest priority and do everything within my power to ensure everyone goes home safe every day!

- ✓ I will always follow Stericycle's 10 Critical Safety Rules to protect myself and others.
- ✓ I acknowledge that no task is so important that it shall be completed without regard to my own safety or the safety of others. If work cannot be performed safely, I will exercise **STOP WORK AUTHORITY** and notify a Manager/Supervisor immediately.
- ✓ It is my duty to say something to stop others from performing work that may endanger them personally or endangers others by using **STOP WORK AUTHORITY**.
- ✓ I will demonstrate positive behaviors towards workplace safety and will assist management whenever possible to help improve the overall safety culture at Stericycle. I will actively suggest improvements to help identify and eliminate workplace hazards.
- ✓ I will report workplace incidents, unsafe conditions, near misses, and all other potential workplace safety concerns to a Manager/Supervisor immediately or as soon as possible.

This is my commitment and pledge to do my part at Stericycle to ensure my safety and the safety of others.

Stericycle's 10 Critical Safety Rules

1. **Use Stop Work Authority**
 - Alert a Manager/Supervisor immediately of unsafe conditions or acts
2. **Ensure all potential hazards have been identified and understood before performing work**
 - Refer to applicable Job Safety Analysis (JSA's) and standard work instructions
3. **Wear appropriate Personal Protective Equipment (PPE)**
 - Hi-viz vests must be worn in yards and forklift traffic areas
 - Always wear approved puncture-resistant gloves when handling medical waste containers
4. **Complete lockout/tagout (LOTO) procedures**
 - Never service equipment or remove/by-pass a guard without properly isolating ALL hazardous energy
 - Only trained authorized team members shall perform LOTO
5. **Never work on electrical equipment unless authorized**
 - Only trained authorized team members shall perform electrical work and enter electrical enclosures
6. **Only use equipment that is properly guarded**
 - Damaged and/or missing guards must be reported to a Manager/Supervisor immediately
7. **Never enter confined spaces unless authorized**
 - Entering confined spaces requires proper training and may require entry by permit.
8. **Always use proper lifting and material handling techniques**
 - Always lift in the power zone and with your legs, never your back
9. **Prevent fires**
 - Ensure all fire suppression systems are inspected and operating properly and emergency action plans are understood
 - Complete permits to perform hot work, including welding and grinding
10. **Operate company vehicles following Stericycle's safe driving requirements**
 - Obey all traffic laws. Always maintain a safe speed based on road conditions and never follow too close.
 - Perform GOAL prior to backing
 - Never use mobile devices, including hands free devices, when operating vehicles



Proactive Identification of Risks

FACILITY SELF INSPECTIONS

To promote ongoing constructive evaluation, all our operational locations globally are required to participate in a monthly facility self-inspection. These inspections are assigned by the Corporate EHS Management team based on an annual schedule and focus on a specific topic each month such as lockout/tagout protocols, machine guarding, or electrical safety. Standard scoring criteria for the inspection is provided and facility managers are required to submit their assessment scores and insights to our online management system.

SAFETY NEAR MISS / GOOD CATCH REPORTING

We believe that every potential safety incident – no matter how minor it may seem - provides Stericycle with an opportunity to identify potential root causes of safety issues and helps prevent similar future occurrences, thereby protecting team members. We introduced our “Good Catch” program in 2017 to encourage reporting of both positive observances of safety behaviors as well as near miss incidents (i.e., observation of a hazard or unplanned event that has the potential to cause, but does not actually result in, damage, an accident, or an injury/illness). As part of our practice and policy to encourage incident or potential incident reporting, Stericycle does not discriminate against team members for reporting work-related incidents or for filing health, safety and/or environmental complaints.

Our team members have embraced these safety protecting mechanisms. During 2020, approximately 15,700 “Safety Wins!” (i.e., documented observations of positive safety events) and approximately 16,800 near miss events were reported by our team members worldwide.

OUR TEAM

The efforts and dedication of our 15,000+ team members around the globe enable us to protect what matters each and every day. We are committed to driving engagement and inclusivity to bring out the best in our team and our company.





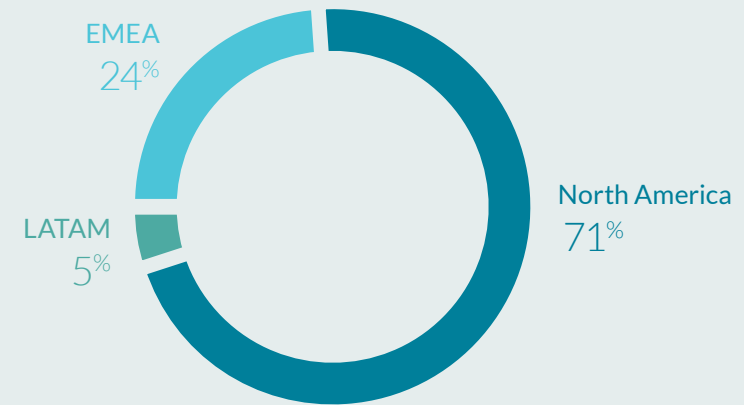
2020 Workforce Highlights



As of December 31, 2020, we employed over 15,000 active team members with 96% full-time employees. Additionally, we had approximately 1,180 global contingent workers supplementing our staff to fill temporary positions or as a part of a temporary-to-permanent recruiting program. Our voluntary turnover rate, excluding turnover due to divestitures, was approximately 22% over the course of the year.

We are party to 11 collective bargaining agreements in the U.S. and Canada, covering approximately 750 employees, or approximately 6.5%, of our total U.S. and Canadian workforce. We have additional agreements and work councils covering approximately 1,500 employees outside of North America, making a total of approximately 14% of our workforce covered by a collective bargaining organization. During 2020, we experienced no work stoppages.

Workforce by Region



Benefits to Support Our Team

To support our team members as they focus on their personal health and well-being and on our Company's success, we provide a comprehensive compensation and benefits package.

COMPENSATION AND BENEFITS

Our compensation program includes market-competitive salaries including a \$15 per hour minimum wage in the United States, annual incentive bonus opportunities for managers and senior-level individual contributors, and an equity incentive program for the director-level positions and above. We also offer a range of benefits (varying by country) including:

- Paid time off (vacation, family leave, sick time, and paid disability programs)
- Healthcare coverage (medical, dental, and vision)
- Financial savings and investment opportunities (flexible spending accounts, health savings accounts, retirement, and employee stock purchase programs)
- A suite of life, accident, and critical illness insurance programs
- Education assistance

PROMOTING WELLNESS

Stericycle is committed to promoting the overall mental, emotional, and physical wellness of our team members. We believe that maintaining personal wellness is an essential component of a healthy, happy, and productive lifestyle, and we strive to support our team in these efforts. As such, we recently introduced a Wellness Program in our North American locations that seeks to promote wellness both in and out of the workplace. Our program includes:

- Flexible work arrangements
- Tobacco cessation program
- Employee Assistance Program (EAP) – No-charge, confidential counselling available 24/7 to help team members address a wide range of personal issues
- Weight loss management
- Diabetes management support
- Health pregnancy app
- Lifestyle change programs
- Healthcare advocacy support





Development and Training

LEADERSHIP TRAINING AND PROFESSIONAL DEVELOPMENT

Stericycle University provides structured leadership and professional development opportunities for all team members. We focus on enhancing competencies and behaviors that support Stericycle's goals by providing impactful training sessions, trusted resources, and meaningful learning opportunities. Our educational resources consist of a combination of self-paced courses, instructor-led (North America), virtual/WebEx, and e-learning courses (available in English, Spanish, and Portuguese) with at least two programs offered per month. Topics have included emotional intelligence, time management, building relationships, building high performance teams, and providing feedback.

LEADERSHIP DEVELOPMENT SKILL BUILDING

Our Leadership Development Program provides targeted leadership training and programs that utilize experiential learning techniques to help our leaders thrive. For new leaders in North America, we conduct a 12-hour Leadership Essentials program to assist newly promoted front line leaders to help them understand the fundamentals of strong leadership. For continued leadership development, we offer 8-hour Ken Blanchard Situational Leadership and *Creating Results Through Others* programs as well as topic-specific fireside chats hosted by our senior leaders.

OPERATIONS DEVELOPMENT PROGRAM

To help ensure a pipeline of well-rounded engineers and operations managers with a solid understanding of our business, we established a Management Trainee Program in the U.S., recruiting participants right out of college. Over a two-year period, program participants rotate through five to eight different assignments within the Engineering Department and Operations, gaining valuable project management experience and visibility to multiple aspects of our business. Participants also receive mentorship and can participate in special events like our first-ever innovation competition. As of summer 2021, 12 team members have completed the program and nine are currently in the middle of their program.

EDUCATION ASSISTANCE

In the U.S., Stericycle provides financial support to full-time team members who wish to continue their education and further their professional development. Team members can receive up to \$5,250 per year in tuition reimbursement for degree programs, professional certifications, or skill development.

PERFORMANCE MANAGEMENT AND ANNUAL REVIEWS

At Stericycle, we value all our team members and their work to meet our core purpose and business priorities. We believe in rewarding our team members for their performance and fostering an engaged and productive workforce through our performance review process. To support our managers, we provide training and resources to assist the performance rating process and discussions. Following the close of 2020, 83% of all global team members received an annual performance review.





Diversity, Equity, and Inclusion

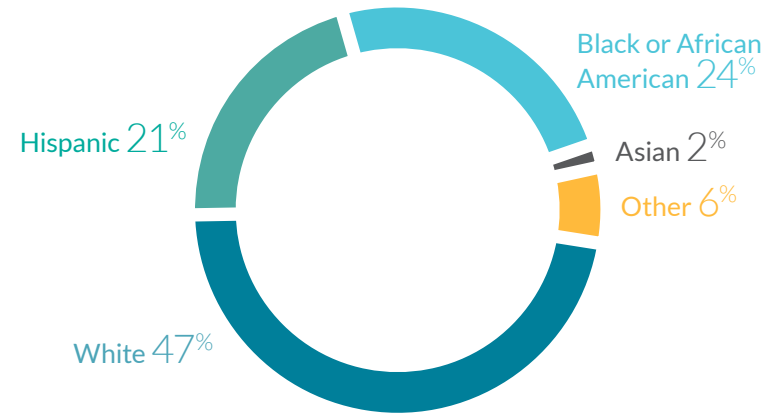
OUR DIVERSITY, EQUITY, AND INCLUSION PILLARS

At Stericycle, we believe diversity, equity, and inclusion (DE&I) is essential to our culture and a key element of long-term business sustainability. We further believe that equity in **talent acquisition, retention, advancement, and representation** practices is the foundation of a change-enabling DE&I program. To support this, we have formed a new Equity Task Force comprised of Stericycle leaders charged with creating a positive disruption in the area of DE&I as well as established DE&I training programs and employee resource groups.

To publicly reinforce our commitment, our CEO, Cindy J. Miller, signed the CEO Action for Diversity & Inclusion Pledge at the end of 2020. This is the largest CEO-driven business commitment to advance diversity and inclusion in the workplace, with nearly 2,000 CEOs across all industries and geographies participating.

CEO **ACT!ON** FOR DIVERSITY & INCLUSION

2020 Racial and Ethnic Diversity of Our U.S. Workforce*



2020 Gender Diversity of Our Global Workforce



* Based primarily on self-identification at the time of joining Stericycle

Employee Resource Groups Drive Representation

Stericycle’s ERGs provide safe and supportive networks organized around a shared identity to 1) recruit and retain a diverse workforce, and 2) to help Stericycle improve support and services to the historically marginalized. Consistent with the mission and core values of Stericycle, our ERG members gain support with career development, networking opportunities, and mentoring. Additionally, the ERGs have played a key role in Stericycle’s community engagement as well as identifying and promoting initiatives to support cultural awareness and social justice within Stericycle.

Within Stericycle, we have five employee resource groups (“ERGs”) dedicated to supporting women, Black or African Americans, LatinX, Veterans, and the LGBTQ+ (lesbian, gay, bisexual, transgender, and queer) community.



Over 2020 and 2021, our ERGs sponsored multiple events in support of DE&I at Stericycle:

“Let’s Talk About It” - A race and gender-based equality series of seven events with over 2,000 team members in attendance. During these events, we created safe spaces for team members to discuss a range of topics including the ongoing disparities that face people of color.

Black History Month - A celebration of the contributions of Black and African Americans to society and our company, composed of four events attended by nearly 800 team members. Our events included virtual museum tours and expert-led conversations around race equity.

Women’s Summit - For Women’s History Month in March of 2021, Stericycle hosted its first International Women’s Summit. The virtual summit featured 12 event sessions covering mindfulness, health and wellness, personal branding, and perspectives on the leadership journey of several groups of women across Stericycle. More than 1,000 team members (women and men) participated in the Summit.

Recruiting, Retention, and Advancement

RECRUITING

Our Talent Acquisition team has built relationships with numerous organizations in communities we serve to help us identify a wide range of diverse candidates for open positions, including candidates who are:

- Black or African American
- Hispanic or LatinX
- Individuals with Disabilities
- Veterans
- Women

As a result of our recruiting efforts, approximately 62% of all U.S.-based new hires in 2020 self-identified as racially or ethnically diverse.

Gender, Racial, and Ethnic Diversity of 2020 New Hires and Promotions

New Team Members

Global Women 24%

U.S. Racially or Ethnically Diverse* 62%

Promoted Team Members

Global Women 25%

U.S. Racially or Ethnically Diverse* 52%

*Based primarily on self-identification at the time of joining Stericycle.

RETENTION

The COVID-19 pandemic inflicted losses in every aspect of society and business. However, we are proud to say that during the most challenging times in the early stages of the pandemic in 2020, we maintained a high level of diversity in our ranks through our retention efforts.

ADVANCEMENT

The advancement of historically marginalized groups is a key pillar in our DE&I strategy. As part of this effort, we will explore innovative platforms for career advancement with the aim of increasing diversity. Although we have not fully defined the granular steps, our Equity Task Force will be leading this effort in the months to follow.



Team Member Engagement and Communications

ENGAGEMENT

During November 2020, we completed a global team member engagement and feedback survey to gauge the sentiment of our team members under our new executive leadership team. The survey included a wide range of topics including manager effectiveness, change management, involvement and belonging, ethics, and communication. Approximately 77% of our team company-wide participated in the survey, compared to 69% from the survey conducted in 2018.

Results from the survey indicate an engagement improvement of approximately 10.5% compared to 2018. Additionally, survey participants noted improvements in the areas of change management, job experience and satisfaction, involvement and belonging, manager effectiveness, communication, and quality of service. The top-rated topics from the survey indicate that our team members believe we have strong people managers, prioritize safety, and have clear expectations for ethical behavior.

77%

ENGAGEMENT
survey participation rate

COMMUNICATING WITH OUR TEAM

During March of 2020, we moved more than 7,000 team members to work-from-home arrangements due to the COVID-19 pandemic. This new workplace environment created the need to coach our managers and supervisors on relevant methods and techniques to support business productivity. Additionally, communication with our team became more important than ever to keep our organization connected and focused on serving our customers.

Our pandemic-related efforts included safety updates from our EHS team, a dedicated COVID-19 internal resource website for managers and team members, and routine return-to-work protocol updates. These targeted efforts supplemented our ongoing communications that included monthly global leadership conference calls to review performance and priorities, weekly video messages from executive team members, monthly global manager meetings, and leadership development emails.



SteriCares and Caring Week

STERICARES

SteriCares is an employee-funded program designed to help our team take care of each other in times of hardship. Thirteen percent of our team members in the United States and Canada contributed to the fund in 2020, raising more than \$228,000. With these funds we were able to provide grants to 41 team members in 2020 who faced a serious illness or injury, a natural disaster or other qualifying hardship events.



CARING WEEK: CARE FOR YOU - CARE FOR ME - CARE FOR US

Stericycle's Caring Week is a new global initiative that began as an idea to positively impact the well-being of our employees during the pandemic. Coinciding with Earth Day and North America's National Volunteer Week, Caring Week aims to promote positive behaviors and actions focused on taking care of oneself, each other and the environment.

The first Caring Week was held on April 19-23, 2021 and focused on "Caring for You – Caring for Me – Caring for US." Team members were encouraged to participate in volunteer opportunities (either safely in-person or virtually); pursue daily changes to minimize our personal environmental footprint; participate in mental health webinars and self-care best practices; and support SteriCares, Stericycle's hardship fund that supports team members in times of crisis.

Caring Week had a positive reception, expanded connectedness and engagement in a remote work environment, increased contributions to SteriCares, and underscored the importance of living our core values. Limited in scope due to pandemic restrictions in 2021, Caring Week plans to expand on its in-person volunteer and environmental activities in the future.



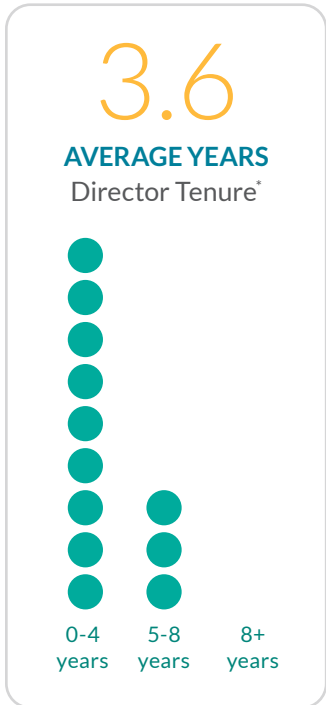
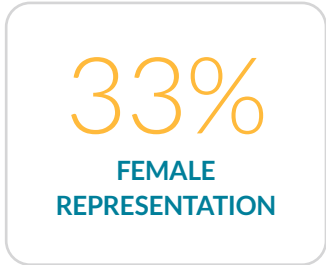
CORPORATE GOVERNANCE

Guided by our commitment to protect what matters, our Board of Directors strives to foster a safe, compliant, and sustainable culture while helping our management team drive profitable growth and create long-term shareholder value. At Stericycle, we believe that consistent and clear corporate governance policies are essential to helping fulfil Stericycle's sustainability goals, and this commitment is reflected at the Board level. Our business operates within a comprehensive corporate governance framework that serves the interests of all our stakeholders while advancing our strategy.





Board of Directors Overview



Over the past several years, Stericycle has undergone a comprehensive transformation to standardize and modernize our operations, innovate our go-to-market strategy, and leverage metrics to enhance our decision-making and better align our people and processes for the future. As we continue our efforts to transform virtually every aspect of the Company to achieve long-term sustainability and drive meaningful shareholder returns, we have also continually enhanced our corporate governance.

Stericycle is committed to regular director evaluation and refreshment. Since 2017, we have added nine new directors with substantial experience in finance, accounting and financial reporting, transportation and logistics, information technology, and business transformation. Within this same time frame, several long-tenured directors stepped down from the Board. The average tenure of directors is now less than four years.

Our Board is comprised of four standing committees: Audit; Compensation and Human Capital; Nominating and Governance; and Operations, Safety and Environmental.

We have also revamped our Board leadership. In March of 2018, Robert S. Murley was elected as independent Chairman of the Board while new Chairs of the Nominating and Governance, Audit, and Compensation and Human Capital Committees were elected in 2016, 2017, and 2019, respectively. In 2020 we established an Operations, Safety and Environmental Committee to provide oversight of operational objectives, safety, and environmental matters and in 2021 elected a new independent chair of that committee. We also expanded the scope of the Compensation Committee during 2021 to include oversight of human capital management.

Stericycle's Board of Directors is currently composed of twelve directors,

all of whom are independent except for Cindy J. Miller, Stericycle's President and Chief Executive Officer. Our directors possess the experience, qualifications, and skills that warrant their election as directors. They have in common, among other qualities, a breadth of business experience, seasoned judgment, and a long-term perspective in directing and supporting our management.

Stericycle is also committed to promoting diversity throughout all levels of our company. Leading by example, one third of our directors are female and one half of the directors are gender, ethnically or racially diverse.

We strive to ensure that our Board has the right skills and experience to best oversee management and the execution of our business strategy.

* As of the filing date of Stericycle's 2021 Proxy Statement.



Commitment to Best Practices

Our Board is committed to best practices in corporate governance. We establish and update our policies, practices, and procedures based on our monitoring of the evolving landscape and feedback from our shareholders. Highlights of our corporate governance best practices include:

BOARD STRUCTURE

- Independent Board Chairman
- 11 of 12 directors are independent
- Independent committee chairs
- Annual elections for directors
- Director tenure limitations
- Use of skills matrix for Board refreshment
- Director resignation requirement for business association changes

BOARD PRACTICES

- Annual Board evaluation survey
- Annual one-to-one Board evaluation interviews by the Chairman
- Annual director assessment mechanism
- Formal onboarding program for new directors
- Corporate governance guidelines with provisions to limit over-boarding
- Annual shareholder engagement program

VOTING STRUCTURE

- Proxy access rights
- One share, one vote structure
- Majority vote standard
- No super-majority vote requirements
- Shareholder action by written consent

COMPENSATION

- Annual “say-on-pay” vote
- Robust stock ownership guidelines for directors and executive officers
- Robust incentive compensation clawback policy
- Anti-hedging and anti-pledging policy
- Limited perquisites and personal benefits for executive officers
- 10b5-1 trading guidelines for directors and executive officers



Risk and ESG Oversight

RISK MANAGEMENT

A priority of the Board is to assess and discuss the most significant risks facing the Company, and management's responses to those risks. A description of the Company's most significant risks, together with management's mitigation and monitoring of those risks, are presented to the Board regularly by the CEO, CFO/CIO, General Counsel, Chief Ethics and Compliance Officer, and other relevant leaders. In addition, each Board committee addresses relevant risk topics as part of its committee responsibilities.

The Company has expanded its focus on Enterprise Risk Management (ERM) and is in the process of building a more robust ERM program. To support this effort, an ERM Governance Committee has been established comprising members of management, who provide regular updates to the Audit Committee. Risk oversight includes, but is not limited to, safety, operational matters, legal and regulatory issues, compensation, ESG, governance processes, and shareholder relations.

We believe our top-down culture has facilitated, and will continue to facilitate, effective risk management across the Company.

OVERSIGHT OF ENVIRONMENTAL AND SOCIAL MATTERS

ESG is an important component of our decision-making. In order to uphold our commitment to protect what matters, we have aligned our governance practices to support long-term sustainability. Our sustainability commitments include:

- Ensuring Stericycle's corporate purpose creates value for all stakeholders, external and internal;
- Providing clear and comparable business and sustainability information in an accessible manner;
- Disclosing principle material risks and opportunities facing Stericycle, as well as our tolerance for and responses to these risks and opportunities;
- Developing the diversity and engagement of Stericycle throughout all levels of the business;
- Driving continued focus on safety and environmental compliance in pursuit of a zero incidents culture; and
- Promoting high standards of ethics in business behavior and continually working against corruption.

These commitments are supported by various policies, protocols, and internal controls. Additionally, our Board has clarified the oversight role of our Board Committees relating to specific ESG focus areas:

NOMINATING AND GOVERNANCE COMMITTEE

- Maintenance of environmental, social, and governance program and goals
- Oversight of the Company's use of ESG metrics

COMPENSATION AND HUMAN CAPITAL COMMITTEE

- Oversight of policies and strategies relating to human capital management, including those for recruiting, retention, talent development, culture, and diversity, equity, and inclusion
- Monitoring of the Company's senior management succession plans

AUDIT COMMITTEE

- Compliance with legal and regulatory risks
- Oversight of enterprise risks
- Oversight of financial and management controls
- Maintenance of a professional ethics and compliance program

OPERATIONS, SAFETY, AND ENVIRONMENTAL COMMITTEE

- Monitoring significant environmental strategies, pending environmental regulatory changes, and compliance with environmental laws and regulations
- Oversight of programs and policies relating to environmental sustainability efforts, including climate change and greenhouse gas emissions
- Oversight of significant policies, practices, and performance with respect to providing a safe and healthy environment for all stakeholders

ETHICS AND COMPLIANCE

As a trusted provider of business-to-business services in highly regulated areas, maintaining the highest levels of integrity and corporate ethics are integral to Stericycle's culture. At Stericycle, we are guided by a comprehensive set of policies and positions that help clarify expectations for our organization while demonstrating our commitment to being a responsible corporate citizen. Many of our policies are publicly available on the [Policies and Positions](#) page of Stericycle.com.



Ethics and Compliance Oversight

OFFICE OF ETHICS AND COMPLIANCE

Our Office of Ethics and Compliance (OEC) is led by the Executive Vice President and Chief Ethics and Compliance Officer, who reports to the Chief Executive Officer and to the Audit Committee of the Board of Directors. The OEC is comprised of corporate team members from our global offices with a broad range of functional business experience including audit, legal, finance, and compliance to guide our ethics compliance program. An Ethics and Compliance Committee, which includes our entire executive team plus the head of internal Audit and several international leaders, guides the OEC in its efforts to support our culture of integrity and ethical compliance.

The OEC is responsible for managing and mitigating our ethics and compliance risk. Specific activities include maintaining our ethics policies and procedures; delivering awareness and training programs; monitoring and enforcing performance against our standards; supporting our ethics hotline; and conducting investigations where appropriate.

The OEC provides quarterly reports to the Ethics and Compliance Committee and the Audit Committee as well as regular updates to the entire Board of Directors. Additionally, during 2021, the OEC began providing monthly reports on Ethics Line activity and subsequent actions taken to our team members.

ETHICS CHAMPIONS

During 2020, we established Ethics Champions, a network of team members located around the globe and from a wide range of business functions, who volunteer to dedicate part of their time to working in partnership with the OEC to support our compliance program. As of summer 2021, our 90 Ethics Champions represent different cultures and areas of expertise, thereby providing critical local and diverse perspectives when identifying and mitigating areas of compliance risk. These team members serve as a focus group to OEC on new initiatives, support and drive compliance training, and serve as a local point of contact for ethics questions or concerns.

ETHICS LINE FOR 24/7 REPORTING

We maintain a 24/7 telephone hotline and online [Ethics Line](#) which is available in local languages. Violations of the Code of Conduct, as well as violations of health or safety policies or the law, can be reported by team members, vendors, or other stakeholders. Anonymous reporting is available where legally allowed. All reports are handled confidentially and investigated appropriately. Retaliation of any kind against a team member for making such a report in good faith or for participating in a company investigation is prohibited regardless of whether the allegation is proven to be true.

90

ETHICS CHAMPIONS DEDICATE
A PORTION OF THEIR TIME
SUPPORTING ETHICS COMPLIANCE

24/7

TELEPHONE OR ONLINE
ETHICS LINE ACCESS



Ethics Compliance Program Highlights

NEW CODE OF CONDUCT

During 2021, we rolled out a new [Code of Conduct](#) and declared April as Code of Conduct Month. Our Code of Conduct is a reference guide — a place to seek clarity on the shared values and fundamental principles that define how Stericycle operates globally. This Code applies to all team members and board members of Stericycle and its controlled entities, including subsidiaries. It also applies, where necessary and appropriate, to third party representatives, including agents and intermediaries, consultants, representatives, and joint venture partners. Approximately 99% of global team members completed a training program on the new Code of Conduct.



SUPPLIER CODE OF CONDUCT

We understand that our integrity is closely tied to the suppliers and vendors with whom we work. As such, we introduced a [Supplier Code of Conduct](#) in the spring of 2021, which requires our suppliers and vendors to follow practices that align with our values.

ETHICS COMPLIANCE TRAINING PROGRAM

We maintain an ethics training calendar with rotating topics that cover our Anti-Corruption Policy, Antitrust Policy, Global Data Privacy Policy, Conflicts of Interest Policy, and our Code of Conduct. Front-line managers and supervisors receive training on responding to team member reports of misconduct. We also provide training on insider trading to those in directors positions and above. Our training is provided globally and in the native language of the countries in which we operate.

LINKING ETHICS COMPLIANCE TO PERFORMANCE MANAGEMENT

To ensure that our high standards for behavior are integrated into our culture, integrity and ethics are incorporated into our annual performance assessment of team members worldwide. As one of our core values, integrity was included among five other core values upon which every team member was evaluated for 2020.

Additionally, for people managers, “promoter of ethics” is a qualitative leadership competency on which managers are evaluated. Ratings on core values and leadership competencies are combined with ratings on achievement of quantitative or activity-based goals to determine a team member’s annual merit increase, thereby linking ethical behavior to compensation.

79%

OF TEAM MEMBERS indicated they know how to submit an ethics concern

99%

TEAM MEMBER TRAINING completion rate for the Code of Conduct



Corruption Risk Prevention Program

ETHICS AND COMPLIANCE RISK ASSESSMENTS

As part of our ongoing efforts to prevent ethics violations within our organization, Stericycle conducts country-specific formal corruption risk assessments. Annually, members of the OEC meet with the management of international country operations for an in-depth review of 12 broad compliance risk categories, which include records and data management, export activity, compliance with trade sanctions, and contract compliance as well as additional topics. During these structured review sessions, the team identifies actual and potential risks as well as assesses the existence of controls to mitigate such risks. This process enables us to routinely monitor for risks while evaluating our control environment.

CORRUPTION RISK SELF-ASSESSMENT

To specifically focus on corruption risk, Stericycle also leverages a Corruption Risk Self-Assessment for each country of operation. This process includes annual completion of a corruption risk survey by country-level leadership. The survey is broken out into a range of corruption categories that help the OEC and management gain insights into potential risks within each geography.

THIRD PARTY DUE DILIGENCE

During 2020, Stericycle expanded its vendor/third party evaluation process to include a comprehensive screening of potential corruption and other ethics and compliance risks. This process includes the evaluation of new third parties used by Stericycle outside of the U.S. against a corruption database that documents accounts of bribery, drug running, sex trafficking, and other sanction-related topics. This screening also includes corruption-related adverse media as well as identification of politically exposed parties. For certain third parties identified as potentially higher risk, a more in-depth review of corporate owners/officials is conducted in addition to the company screening. On a risk-based basis, third-party due diligence firms may also be engaged. The OEC also leveraged a risk-based assessment of historical third parties, which included assessing vendors with potentially higher risk.

SENSITIVE TRANSACTIONS REVIEWS

We maintain formal policies and review processes for specific types of transactions to help ensure our transactional activities align with our policies and high standards of ethical behavior. Certain transactions, including atypical business courtesies, donations, and political funding, require preapproval by the OEC and/or our legal team.

POLITICAL FUNDING

Stericycle generally does not make contributions or otherwise give any endorsement of support that would be considered a contribution to a political party or candidate. Any such political contributions must originate from a Company-sanctioned committee, such as a Stericycle Political Action Committee (PAC). Any contribution, direct or indirect, to any government official intended to secure improper preferential treatment is strictly prohibited under our Anti-Corruption Policy.



APPENDIX





Alignment with Sustainable Development Goals

At its core, Stericycle’s business is about delivering sustainable solutions that positively impact the health and well-being of people, communities, and the planet. We believe that our vision to “shape a healthier and safer world for everyone, everywhere, every day” aligns with the United Nations’ Sustainable Development Goals*. Our core services and company values address several of the UN’s goals.



Good Health and Well-being

Our services support the healthcare community in driving health and well-being, but we also play a role in preventing narcotic drug abuse by offering secure disposal solutions for controlled substances. We also implement safety programs to reduce road traffic accidents associated with our transportation operations.



Industry, Innovation and Infrastructure

We are committed to innovation and technological progress to make our business more resilient while supporting sustainability in the healthcare industry.



Climate Action

Our work helps the healthcare and other industries make progress towards sustainability and climate goals by providing non-incineration methods of medical waste treatment and by diverting paper and plastic waste from landfills.



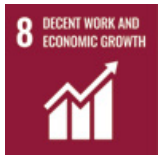
Gender Equality

We strive to create and maintain a culture of belonging and are proud of our track record and performance in promoting gender equality in our workforce.



Reduced Inequalities

Our company values include embracing diversity to fuel innovation and strengthen connections to our customers and the communities we serve. We maintain DEI policies and programs to foster a culture of inclusion.



Decent Work and Economic Growth

We strive to be an employer of choice and foster a work environment with a productive and engaged workforce. We maintain policies and procedures that promote safe and secure working environments for all our team members and seek to minimize risks of forced labor or modern slavery in our workforce and supply chain.



Responsible Consumption and Reduction

We help reduce waste generation through our Shred-it Secure Information Destruction Service and our Sharps Management Service featuring reusable sharps containers.



* The content of this publication has not been approved by the United Nations and does not reflect the views of the United Nations or its officials or Member States.



2020 SASB Disclosures

SASB WASTE MANAGEMENT SECTOR DISCLOSURE

CODE	TOPIC	DISCLOSURE	REFERENCE
IF-WM-110a.1	Greenhouse Gas Emissions - (1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations, and (3) emissions-reporting regulations	<p>2020 Scope 1 greenhouse gas emissions totaled approximately 334,870 metric tons CO₂-e.</p> <p>No emissions are covered under emissions-limiting regulations.</p> <p>No emissions are covered under emissions-reporting regulations.</p>	Page 22
IF-WM-110a.2	Greenhouse Gas Emissions - (1) Total landfill gas generated, (2) percentage flared, (3) percentage used for energy	Stericycle has no landfill operations.	
IF-WM-110a.3	Greenhouse Gas Emissions - Discussion of long-term and short-term strategy or plan to manage Scope 1 and lifecycle emissions, emissions reduction targets, and an analysis of performance against those targets	Stericycle is in the process of understanding the extent and nature of its current greenhouse gas emissions as well as the elements of a robust climate change and sustainability program. Stericycle expects to evaluate low-carbon opportunities and our ability to implement these with the intention of publishing a greenhouse gas emission reduction plan in the near-term future.	
IF-WM-110b.1	Fleet Fuel Management - (1) Fleet fuel consumed, (2) percentage natural gas, (3) percentage renewable	2020 Fuel consumed in gigajoules: 2,378,784 with 0% natural gas and 0.1% renewable.	
IF-WM-110b.2	Fleet Fuel Management - Percentage of alternative fuel vehicles in fleet	Stericycle currently has no alternative fuel vehicles.	



SASB WASTE MANAGEMENT SECTOR DISCLOSURE CONTINUED

CODE	TOPIC	DISCLOSURE	REFERENCE
IF-WM-120a.1	Air Quality - Air emissions of the following pollutants: (1) NOx (excluding N ₂ O), (2) SOx, (3) volatile organic compounds (VOCs), and (4) hazardous air pollutants (HAPs)	<p>2020 NOx emissions from incinerators is estimated at 72.97 metrics tons in North America; this measure includes N₂O, which is monitored and reported for certain facilities. This estimate is based on emission rates from stack tests results primarily from prior years applied to 2020 operating parameters.</p> <p>2020 SOx emissions from incinerators is estimated at 0.50 metric tons metric tons in North America. This estimate is based on emission rates from stack tests results primarily from prior years applied to 2020 operating parameters.</p> <p>In other countries, Stericycle measures NO₂ and SO₂, which is not included here.</p> <p>Stericycle's emissions of VOCs and HAPs from incinerators are minimal and fall well below U.S. National Emission Standards for Hazardous Air Pollutants (NESHAP) Program limits.</p>	<p>Stericycle's performance relative to other emissions and regulatory limits is provided on page 34</p> <p>Page 34</p>
IF-WM-120a.2	Air Quality - Number of facilities in or near areas of dense population	Within Stericycle Regulated Waste and Compliance Services infrastructure in the United States, the Company operators one Hospital, Medical and Infectious Waste Incinerator (HMIWI) and 17 non-incineration medical waste treatment facilities that are located within a five-kilometer radius of populations of 50,000 persons or more.	
IF-WM-120a.3	Air Quality - Number of incidents of non-compliance associated with air emissions	Stericycle received two violation notices related to air emissions events at incinerator facilities during 2020.	
IF-WM-150a.1	Management of Leachate & Hazardous Waste - (1) Total Toxic Release Inventory (TRI) releases, (2) percentage released to water	The EPA's toxic release inventory program or other similar programs are not applicable to Stericycle's operation.	Page 34
IF-WM-150a.2	Management of Leachate & Hazardous Waste - Number of corrective actions implemented for landfill releases	Stericycle has no landfill operations.	



SASB WASTE MANAGEMENT SECTOR DISCLOSURE CONTINUED

CODE	TOPIC	DISCLOSURE	REFERENCE
IF-WM-150a.3	Management of Leachate & Hazardous Waste - Number of incidents of non-compliance associated with environmental impacts	Stericycle has no landfill operations.	
IF-WM-310a.1	Labor Practices - Percentage of active workforce covered under collective bargaining agreements	14%	Stericycle's 2020 Form 10-K and page 43
IF-WM-310a.2	Labor Practices - (1) Number of work stoppages and (2) total days idle	During 2020, Stericycle experienced no work stoppages.	Stericycle's 2020 Form 10-K and page 43
IF-WM-320a.1	Workforce Health & Safety - (1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	TRIR 2020: 4.98 TRIR 2019: 6.33 Fatality rate 2020: 0 globally based on the U.S. Occupational Safety and Health Administration's fatality rate for work-related fatalities. During 2020, the NMFR including drivers was 102.30.	Stericycle's 2020 Form 10-K and page 37 Page 41
IF-WM-320a.2	Workforce Health & Safety - Safety Measurement System BASIC percentiles for: (1) Unsafe Driving, (2) Hours-of-Service Compliance, (3) Driver Fitness, (4) Controlled Substances/Alcohol, (5) Vehicle Maintenance, and (6) Hazardous Materials Compliance	As of December 2020: 1: 23% 2: 28% 3: 66% 4: 0% 5: 12% 6: 41%	The Federal Motor Carrier Safety Administration (FMCSA) calculates BASIC percentiles for Stericycle's U.S. fleet at https://ai.fmcsa.dot.gov/SMS



SASB WASTE MANAGEMENT SECTOR DISCLOSURE CONTINUED

CODE	TOPIC	DISCLOSURE	REFERENCE
IF-WM-320a.3	Workforce Health & Safety - Number of road accidents and incidents	2020: 74 U.S. DOT reportable accidents in North America. 2019: 104 U.S. DOT reportable accidents in North America.	Page 37
IF-WM-420a.1	Recycling & Resource Recovery - (1) Amount of waste incinerated, (2) percentage hazardous, (3) percentage used for energy recovery	2020 medical waste incinerated direct and with third parties: 182,909 metric tons. 2020 percentage of medical waste incinerated (direct and with third parties) with energy recovery used to generate electricity, steam, or hot water: 58%. Biohazardous wastes, pathological wastes, unused non-hazardous pharmaceuticals, and trace chemotherapy handled by Stericycle's Regulated Waste and Compliance Services are not considered hazardous waste under U.S. 40 CFR 261.3.	Pages 23 and 24 Pages 24
IF-WM-420a.2	Recycling & Resource Recovery - Percentage of customers receiving (1) recycling and (2) composting services, by customer type	100% of Document Destruction Services customers receive recycling services. A portion of Regulated Waste and Compliance Services customers receive recycling services through the Sharps Management Service program with reusable sharps containers. Stericycle does not track global percent of customers for this service.	Page 25
IF-WM-420a.3	Recycling & Resource Recovery - Amount of material (1) recycled, (2) composted, and (3) processed as waste-to-energy	2020 paper recycled from Secure Information Destruction Services: approximately 498,950 metric tons. Stericycle does not use composting as a method of treatment. 2020 material processed as waste-to-energy: 191,738 metric tons. Waste-to-energy method include medical waste incineration by Stericycle and third parties used to generate electricity, steam, or hot water, and Stericycle treated medical waste sent to third parties for waste-to-energy purposes including flock used as fuel for cement kilns in the UK and Ireland.	Pages 6 and 25 Pages 23 and 24



SASB WASTE MANAGEMENT SECTOR DISCLOSURE CONTINUED

CODE	TOPIC	DISCLOSURE	REFERENCE
IF-WM-420a.4	Recycling & Resource Recovery - Amount of electronic waste collected, percentage recovered through recycling	While Stericycle does collect and recycle e-waste as part of its Secure Information Destruction business, the amount of waste collected and recovered through recycling is not globally tracked by weight.	
IF-WM-000.A	Number of customers by category: (1) municipal, (2) commercial, (3) industrial, (4) residential, and (5) other	Stericycle does not track customers by these categories.	
IF-WM-000.B	Vehicle fleet size	Approximately 6,000 vehicles worldwide	Page 28
IF-WM-000.C	Number of: (1) landfills, (2) transfer stations, (3) recycling centers, (4) composting centers, (5) incinerators, and (6) all other facilities.	Transfer stations: 188 Recycling centers: 0 Composting centers: 0 Incinerators: 27 Other: 249	Page 26 Page 34
IF-WM-000.D	Total amount of materials managed, by customer category: (1) municipal, (2) commercial, (3) industrial, (4) residential, and (5) other	Stericycle does not track waste managed by these categories.	

LOOKING TO THE FUTURE

Protecting health and wellbeing in a safe, responsible, and sustainable way is our mission but also a journey. Our team is committed to being constructively dissatisfied with our efforts so that we continue to seek ways to improve. This commitment will drive value for our team members, our customers, our shareholders, our vendor/partners, and the communities we serve.

Visit stericycle.com to learn more.

