

PROPOSAL FOR CURBSIDE COLLECTION

AND DISPOSAL OF RESIDENTIAL SOLID WASTE

PREPARED FOR:
City of Tega Cay, South Carolina

PREPARED BY:
Signature Waste Systems, Inc.

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1. Cover Letter and Executive Narrative

1.1 Cover Letter

City of Tega Cay
Attention: Proposal Evaluation Committee
7725 Tega Cay Drive
Tega Cay, South Carolina 29708

Re: Proposal for Curbside Collection and Disposal of Residential Solid Waste

Mayor & Councilmembers:

Signature Waste Systems, Inc. respectfully submits this proposal to continue providing residential solid waste collection services for the City of Tega Cay.

Signature Waste began operations in 2004 and has served Tega Cay residents continuously since 2007. Today, Signature Waste provides weekly municipal solid waste (MSW) collection to more than 5,100 Tega Cay homes and serves approximately 17,000 residential customers throughout its broader service area.

Signature Waste already has the people, carts, routes, equipment, dispatch systems, customer-service workflows, and neighborhood-specific knowledge required to serve Tega Cay. Our personnel understand the City's streets as well as its more challenging collection environments, including older peninsula neighborhoods, narrow roads, tight cul-de-sacs, steep grades, dense housing, street parking, limited frontage, and road degradation considerations.

Continued service by Signature Waste avoids many of the risks associated with changing providers. The City would not need to transition thousands of carts, rebuild routes, introduce unfamiliar drivers, establish new customer-service processes, or require residents to adjust to a provider with no direct operating history in Tega Cay.

We appreciate the opportunity to submit this proposal and to continue the relationship established between Signature Waste and the City of Tega Cay over nearly two decades. We believe our record of service, local operating knowledge, existing infrastructure, and commitment to the community provide the City with a reliable and proven path forward.

Respectfully submitted,

SIGNATURE WASTE SYSTEMS, INC.

_____ _____

Joseph W Swinford
Owner & President

Stuart N Swinford
Manager

1.2 Executive Narrative

Signature Waste Systems, Inc. proposes to continue providing weekly residential MSW collection for the City of Tega Cay through an established local operating structure already serving the community.

Our proposal is distinguished by consistency, direct accountability, and proven performance in the exact service environment covered by the RFP. Signature Waste has served Tega Cay residents continuously since 2007 and currently services more than 5,100 homes within the City.

Proven Incumbent Experience

Signature Waste's routing and equipment plan is based on approximately 19 years of direct Tega Cay operating experience. During that time, Signature Waste has developed practical knowledge of residential route conditions, peninsula and old Tega Cay access limitations, narrow streets and tight turning areas, street parking and blocked-cart conditions, rear-load service areas, Cameron Creek's infrastructure concerns, resident communication expectations, cart maintenance needs, and City service coordination.

Service Continuity

Signature Waste already has trash carts deployed throughout the City, established weekly routes, trained personnel, customer-service processes, dispatch procedures, fleet capacity, disposal arrangements, and backup equipment.

Continued service avoids the common transition risks associated with large-scale cart removal and replacement, resident confusion, route-startup problems, unfamiliarity with narrow or constrained roads, customer-service disruption, missed collections during mobilization, new-driver learning periods, and interruption of existing optional resident services.

Local Management and Accountability

Signature Waste is locally managed and provides the City with direct access to company leadership, operations management, dispatch, customer service, drivers, and fleet-maintenance personnel.

Stuart N Swinford will serve as the primary City contact and day-to-day operations lead. The supporting team includes experienced office management, customer service, dispatch, fleet maintenance, and field personnel already familiar with Tega Cay service.

This structure avoids unnecessary layers of corporate communication and provides a clear path for concerns to be received, logged, assigned, investigated, and resolved.

Route-Specific Fleet Approach

Tega Cay requires a mixed-fleet collection strategy. Signature Waste uses automated side-load equipment where street conditions support efficient automated collection and rear-load equipment where tighter maneuverability is required.

This approach is particularly important in old Tega Cay and deeper peninsula areas, where narrow roads, dense housing, street parking, steep grades, limited frontage, and tight cul-de-sacs can make larger equipment less appropriate.

Signature Waste has also adjusted its Cameron Creek service approach in response to neighborhood feedback, including changes to truck timing and the addition of rear-load equipment.

Customer Service and Service Recovery

Residents and the City may report service concerns through multiple channels, including phone, email, customer portal, City-forwarded communication, dispatch discovery, and driver reporting.

Service requests are documented in Navusoft. Customer-service representatives, dispatchers, and drivers can report unserviced carts or other service concerns. Drivers may be notified through Navusoft/NavuNav, SMS, radio, phone, or a combination of those methods.

Once a missed pickup is received and confirmed, a work order is created and the missed cart is generally serviced within 24 hours of confirmation. Blocked or inaccessible areas are documented and scheduled for return based on access, safety, and route conditions.

Fleet Reliability and Environmental Protection

Signature Waste currently operates nine collection trucks and has two additional trucks ordered in anticipation of continued service and future growth. Six trucks normally service Tega Cay each week, with backup equipment available.

Drivers perform daily pre-trip and post-trip inspections. Preventive maintenance is based on vehicle operating hours and recurs on a near-quarterly basis.

Trucks carry spill-response materials. If a leak occurs, the truck is stopped and shut down, containment materials are deployed, and management and maintenance personnel are notified. Cleanup is performed by Signature Waste personnel or a qualified third party depending on severity.

Communication and Reporting

Signature Waste will coordinate resident-facing communication with the City and can support phone, email, website forms, text messaging, social media, and other City-approved distribution methods.

Under the new contract, Signature Waste will prepare the required monthly operating data and submit the information electronically to the Deputy City Manager or designee on a quarterly basis. Invoice backup, reporting fields, and supporting records will follow the requirements described in Section 9.

Contract Administration

Signature Waste has identified material contract clarifications in Section 15. The primary material clarification concerns performance security. The company is working with its bank and other financial providers and requests consideration of the alternatives described in Section 15.6 if the required bond cannot be obtained on commercially reasonable terms.

Conclusion

Signature Waste offers the City a proven local service option with minimal transition disruption. The company already understands the work, the roads, the residents, the carts, the service challenges, and the City's operating environment.

Signature Waste's proposal combines nearly two decades of Tega Cay service experience with an updated approach to reporting, communication, fleet reliability, environmental protection, and contract accountability.

2. Addenda Acknowledgment

2.1 Acknowledgment Statement

Signature Waste Systems, Inc. acknowledges receipt, review, and incorporation of Addenda 1, 2, 3, and 4 issued by the City of Tega Cay in connection with the Request for Bids for Curbside Collection and Disposal of Residential Solid Waste.

Signature Waste confirms that the requirements, corrections, answers, and clarifications contained in these addenda have been considered in this proposal. If any difference exists between an earlier provision of the original RFP and a later addendum, the applicable addendum controls.

2.2 Summary of Addenda

Addendum 1 — Current MSW disposal and recycling-processing arrangements; estimated recycling participation; rear-load service information; and Cameron Creek alternative-service information.

Addendum 2 — Correction of the required submission quantity to three bound copies and one electronic or digital copy.

Addendum 3 — Clarifications concerning termination rights, requested rate-adjustment terms, and the absence of a City-provided rear-load service map.

Addendum 4 — Clarifications concerning standard and rear-load unit counts, leak and spill provisions, insurance documentation, performance security, disposal-cost documentation, addenda acknowledgment, and bid-tabulation procedures.

Acknowledged by:

SIGNATURE WASTE SYSTEMS, INC.

_____

Joseph W Swinford
Owner & President

_____

Stuart N Swinford
Manager

3. Bidder Information and Authorized Signature

3.1 Bidder Information

Official Bidder Name
Signature Waste Systems, Inc.

Physical Business Address
10203 S. Tryon Street
Charlotte, NC 28273

Mailing Address
P.O. Box 7349
Charlotte, NC 28241

Telephone
704.714.9400

Proposal Correspondence
sswinford@signaturewaste.com

3.2 Authorized Representatives and Signatures

Joseph W Swinford, Owner & President, and Stuart N Swinford, Manager, are each independently authorized to legally bind Signature Waste Systems, Inc. Both authorized representatives are signing this proposal.

_____ _____

Joseph W Swinford
Owner & President

Stuart N Swinford
Manager

4. Experience in Waste Management

4.1 Company Overview

Signature Waste Systems, Inc. is a locally operated residential solid waste collection company serving communities in the York County, Lancaster County, and Mecklenburg County region. The company began operations in 2004 and has built its business around residential collection, customer service, route reliability, and local accountability.

Signature Waste currently serves approximately 17,000 residential customers across its service area. Its core services include weekly municipal solid waste (MSW) collection, every-other-week recycling collection where offered, bulky waste service, small yard debris collection, cart service, and related residential waste support.

4.2 History Serving the City of Tega Cay

Signature Waste has served Tega Cay residents continuously since 2007. During that time, Signature Waste has developed in depth knowledge of the City's neighborhoods, peninsula roads, cul-de-sacs, narrow streets, steep grades, street parking patterns, cart placement challenges, and resident communication needs.

Signature Waste currently services more than 5,100 Tega Cay homes. Under the City contract, Signature Waste provides weekly household MSW collection. In addition, Signature Waste provides optional resident-direct services to individual Tega Cay residents, including biweekly recycling collection, bulky waste disposal, and small yard debris collection.

4.3 Comparable Municipal and Residential Account Experience

Signature Waste's most directly comparable large-scale service experience is its existing service to the City of Tega Cay. The current Tega Cay operation includes thousands of residential service locations, weekly MSW collection, opt-in resident recycling services, route management in both standard and constrained-access neighborhoods, customer service coordination, dispatching, cart support, and ongoing interaction with City staff and residents.

In addition to Tega Cay, Signature Waste provides residential collection services for communities and developments including Brayden Village, Melbourne at Bailiwyck, and Willow Bend. These accounts demonstrate Signature Waste's experience with HOA/community coordination, recurring residential collection, customer communication, cart service, and service issue resolution.

While Tega Cay remains Signature Waste's largest and most relevant municipal-scale account, the company's broader residential customer base, local fleet, and long-standing operating history demonstrate its ability to manage recurring residential service across multiple communities.

4.4 Incumbent Continuity and Transition-Risk Reduction

Signature Waste materially reduces those risks because it is already performing the work. Signature Waste already understands Tega Cay's route structure, difficult service areas, collection timing, narrow-road challenges, resident expectations, City communication preferences, cart inventory, and recurring operational issues.

Because Signature Waste is already performing the work, the City can avoid the major operational risks of a provider transition while still receiving an updated service plan responsive to the RFP.

4.5 Local Knowledge of Tega Cay Routes, Roads, and Neighborhood Conditions

Tega Cay is not a uniform collection environment. The City includes standard residential streets as well as older peninsula areas with tight cul-de-sacs, narrow roads, dense housing, street parking, limited frontage, steep inclines and declines, and areas where larger automated side-load vehicles may not be the best service option.

Signature Waste already uses a mixed-fleet approach to account for these differences. In older Tega Cay and other constrained areas, rear-load service can provide better maneuverability while still allowing efficient collection capacity. This approach helps reduce navigational difficulty, property-damage risk, infrastructure wear, and service disruption.

Cameron Creek is another example of Signature Waste's ability to adjust service based on neighborhood conditions and community feedback. Signature Waste has used a combination of automated side-load and rear-load trucks in the neighborhood and has adjusted dispatch timing and truck selection to reduce road-wear concerns and respond to HOA feedback.

5. Personnel Assigned to the Project

5.1 Personnel Overview

Signature Waste Systems, Inc. assigns experienced local management, operations, customer service, dispatch, driver, and maintenance personnel to support the City of Tega Cay. The proposed personnel structure is designed to provide clear accountability, fast communication, reliable field response, and reliability of proven service.

5.2 Project Leadership

Joseph W Swinford — Owner & President

Joseph W Swinford, a resident himself of the City of Tega Cay, is the Owner and President of Signature Waste Systems, Inc. and has approximately 36 years of experience in the residential waste industry. His experience includes residential, commercial, and roll off collection operations, fleet and personnel oversight, and long-term service planning. As owner, Joe provides executive oversight and remains involved in company direction, contract performance, and major operational decisions. Joe built Signature Waste around the reputation exceptional service to the City of Tega Cay provides for a business and leveraged that to grow the company to what it is today. Joe's experience and long-term involvement with Tega Cay support executive oversight, responsibility, and accountability under the proposed contract.

Stuart N Swinford — Manager

Stuart N Swinford serves as Manager and will be a primary point of contact for the City. Stuart has nearly 10 years of experience with Signature Waste and is involved in day-to-day operations, service planning, customer-service response, dispatch coordination, route performance, emergency response and resolution, and communication with municipal and community contacts. His career with Signature positioned him in every role from operations to management and leaves him supremely qualified to understand the capacity and responsibilities of each and every department of the business.

For the Tega Cay contract, Stuart will serve as the primary City contact and day-to-day operations lead. His role will include coordinating service performance, addressing City concerns, monitoring operational issues, supporting reporting needs, and ensuring that service expectations are communicated clearly to office and field personnel.

5.3 Office Management and Administrative Support

Angela Huskey — Office Manager

Angela Huskey has been with Signature Waste since 2005 and serves as Office Manager. Her responsibilities include financial administration, human resources, accounts payable, accounts receivable, office coordination, and administrative support. Angela's long tenure with the company provides experience and institutional knowledge across customer service, billing, staffing, and administrative functions. She's built longstanding working relationships with the office staff at the City of Tega Cay and her long tenure provides institutional knowledge across billing, staffing, customer service, and City coordination.

Angela's role supports the Tega Cay contract by helping maintain stable office operations, internal coordination, and administrative follow-through.

5.4 Customer Service

Jasmine Adams — Customer Service Lead

Jasmine Adams serves as Customer Service Lead and has been with Signature Waste for just over 10 years. Jasmine supports resident communication, service questions, account assistance, missed-pickup intake, issue documentation, and customer-service follow-up. She is one of the most hospitable personalities in the office and has handled some of the most complex customer service issues with extreme delicacy and ingenuity. Jasmine has trained and continues to develop our team of customer support personnel in both policy and extenuating circumstantial situations that require talented problem solving.

For the Tega Cay contract, customer service is a critical function because residents may, and do, contact Signature Waste through multiple channels. Residents have become accustom to contacting Signature Waste directly for service inquires that demand dedicated, trained, and experienced personnel dealing with their concerns directly without delay or redirection. This is expected with a courteous and calming but urgent demeanor when residents need it which makes Jasmine aptly suited to fill that expectation.

5.5 Dispatch and Route Coordination

Donnovan Huskey — Dispatcher

Donnovan Huskey serves as Dispatcher and has been with Signature Waste for well over 15 years. Donnovan has extensive CDL experience and moved into the dispatching position after learning and completing each Tega Cay route personally as a driver. His driving background allows him to understand both the office side of dispatching as well as the practical field conditions faced by our drivers daily in and outside of the City.

For the Tega Cay contract, dispatch is responsible for coordinating service issues, missed-pickup work orders, driver communication, route adjustments, and response to field conditions such as blocked carts, construction access issues, or equipment-related delays. Donnovan's experience supports efficient communication between customer service, management, and route personnel.

5.6 Fleet Maintenance

Jackie Rogers — Mechanic

Jackie Rogers supports fleet maintenance for Signature Waste. Jackie has three years of certified mechanic experience and holds ASE, EPA 609, welding, and industry-specific safety and mechanic training certifications. His background extends beyond just his professional career into his personal hobbies as an after-hours hobbyist mechanic on multiple diesel and combustion vehicles.

Fleet maintenance is especially important for the Tega Cay contract because reliable trucks, leak prevention, hydraulic system monitoring, and prompt repair response directly affect service reliability and environmental protection in a City with a great reputation for its natural beauty. Jackie's role supports Signature Waste's preventive maintenance program, vehicle readiness, and response to mechanical issues that may arise during service.

5.7 Field Personnel and Driver Support

Signature Waste employs experienced drivers and field personnel who perform residential collection, cart service, missed-pickup recovery, bulky item handling, and other route-related tasks. Drivers complete daily pre-trip and post-trip Daily Vehicle Inspection Reports (DVIR) and communicate routing issues and exceptions through dispatch, cloud based routing software on tablets in each unit, CB radio, phone, SMS, or other approved methods.

Because Signature Waste currently services Tega Cay, its field personnel already understand the City's collection environment, including standard routes, street conditions, common service issues, and resident service expectations.

5.8 Personnel and Accountability

Signature Waste's personnel plan is built around direct accountability. The City will have a clear management contact, office support, customer service support, dispatch coordination, and fleet-maintenance support. This structure allows service issues to be immediately and appropriately resolved.

The personnel assigned to this contract are not being assembled solely for a new startup operation. They are part of the existing Signature Waste team already serving Tega Cay. This means no interruptions in expectations or new contacts for the City, reduces transition risk, and helps maintain consistent service performance from the first day of the new contract term.

6. Service Approach Plan

6.1 Service Approach Overview

Signature Waste's service approach is based on current Tega Cay operations, using established routes, local dispatch support, resident-service workflows, and equipment selected for both standard and constrained-access areas.

6.2 Municipal Solid Waste Collection

Signature Waste currently provides weekly municipal solid waste (MSW) collection for Tega Cay residents. Household trash is collected once per week, with current service occurring every Monday.

Under the proposed service plan, Signature Waste will continue providing weekly residential MSW collection using 96-gallon carts and proven equipment appropriate to the service area. Signature Waste currently services more than 5,100 Tega Cay homes and has existing infrastructure and collection procedures already in place. Collection will occur between 5:45 AM and 6:00 PM unless the City and Signature Waste mutually agree to an exception.

As part of the base service and at no additional charge, Signature Waste will provide weekly service and required carts for City Hall, including one garbage cart and one recycling cart; Parks and Recreation, including sixteen event garbage carts and twenty-one City garbage carts; Public Works, including six garbage carts; and Fire Stations 1 and 2, including nine garbage carts in total.

6.3 Equipment Selection

Tega Cay requires more than a one-size-fits-all collection approach. Signature Waste uses automated side-load trucks where conditions support efficient cart collection and rear-load equipment where maneuverability, access, or infrastructure conditions make it the better fit.

Signature Waste uses a mixed-fleet service approach to match equipment to neighborhood conditions. This approach allows the company to maximize collection efficiency while reducing navigational challenges and protecting property and infrastructure.

Where automated side-load collection is suitable, Signature Waste uses automated side-load trucks to support efficient cart collection. Where streets are tighter or access is more constrained, Signature Waste uses rear-load equipment to provide better maneuverability and reduce the risk associated with larger vehicles. These rear-load vehicles also support additional operational staff capable of collecting bulky waste, backdoor services, or oversized materials that would otherwise leave a service vehicle unattended on the roadway were it not for these vehicles.

6.4 Old Tega Cay / Peninsula Service Areas

The peninsula and "old Tega Cay" areas include tight cul-de-sacs, narrow streets, dense housing, street parking, limited frontage, steep inclines, and steep declines. These conditions can make larger automated side-load vehicles less suitable in certain areas.

Signature Waste's experience in these neighborhoods allows the company to identify where rear-load service is a better operational fit. Rear-load vehicles provide a tighter turning radius and better maneuverability while still allowing efficient collection capacity. This helps reduce property-damage risk, service delays, and avoidable wear or strain caused by using equipment that is too large for the available access.

This local knowledge is an important part of Signature Waste's service approach. The company already understands which areas require standard automated collection, which areas require more maneuverable vehicles, and which areas require special attention because of parking, grades, or limited frontage.

6.5 Cameron Creek Service Approach

Cameron Creek requires a service approach that considers both collection efficiency and neighborhood infrastructure concerns. Signature Waste currently services Cameron Creek using a combination of automated side-load and rear-load trucks.

Signature Waste has also adjusted service in response to community feedback. One adjustment involved dispatching the truck to the community first thing in the morning while the vehicle was empty in order to reduce overall weight and time on the roads. Because of local concern stemming from narrow roadways and thinly poured asphalt alleyways, the streets in Cameron Creek are seeing expedited wear in ways no other community or road is experiencing in Tega Cay. This wear cannot be avoided, but with precautions and considerations made, the longevity of these streets before a necessary replacement is made can be improved. A later adjustment added rear-load equipment to the dispatched plan in response to additional HOA feedback that the initially satisfactory routing adjustment was making insufficient observable difference in mitigating the wear. This second routing adjustment intended to put an overall lighter truck on the tighter alleyways, reduce the average maximum weight of both vehicles under their route through the community, and provide maximum relief to the total route time vehicles were dedicated to servicing said community. Both adjustments were in direct response to, and to the satisfaction of, the HOA representative of the community who reached out regarding the adjustment.

This demonstrates Signature Waste's willingness to respond to neighborhood-specific concerns and adapt service methods when conditions call for a more tailored approach.

While the consideration for a third adjustment is being made, it is the conclusion of Signature Waste that, although initially appealing in theory, a smaller service vehicle would create the following challenges not presented by the current solution. Smaller vehicles require additional personnel to adequately match or reduce the time per household or distance driven per service in the community meaning the City or Community would have to consider additional expenses per household for the same service against additional expense and added time per household. If additional personnel are not added to the smaller vehicle the time to collect, pack, and dispose the material collected in the community dramatically increases. Additionally, the same net tonnage is being hauled through the community regardless of equipment dedicated to collecting, so considering smaller equipment would insubstantially change the overall added weight applied to the roads while increasing the overall time that weight sits on each street in the community. Finally, the added cost and time to procure, staff, assign, and train new equipment and team to complete this adjustment may exceed the budget for, and remaining livelihood of, the underlying infrastructure concern itself, leaving the City, and/or Cameron Creek community with an unnecessarily complex routing solution to a resolved problem.

Respectfully, Signature Waste submits the opinion that added revisions to the Cameron Creek community are an unnecessary deviation from the current program. Alternative routing solutions are nonetheless presented in section 14 for consideration.

6.6 Backdoor and Medically Approved Service

Signature Waste understands that medically approved backdoor service is part of the City's service environment. The City maintains the official record of residents approved for backdoor service, and Signature Waste will coordinate with the City regarding the approved list and applicable service requirements. Approved residents must have a formal request and supporting validation from a licensed medical professional on file. Backdoor service is limited to municipal solid waste, and the material must be bagged and containerized.

Signature Waste will provide medically approved backdoor service in accordance with the City's requirements and approved resident list. Alternative-service locations are distributed throughout the City and may include medically approved backdoor service, hand-cart service, or other locations requiring a nonstandard collection method; they are not treated as a single-neighborhood category.

As established in past agreements, backdoor service locations shall not exceed 1% of the Cities total service locations.

6.7 Cart Ownership & Maintenance

The current Tega Cay trash carts are owned by Signature Waste.

Continued service by Signature Waste would avoid the disruption of a full cart replacement process, confusion during cart exchange, potential rollout delays, duplicate or missing carts, and collection uncertainty during transition.

Signature Waste also maintains carts as part of its service responsibilities. Cart maintenance is handled by Signature Waste staff and is normally completed within five business days at maximum when repair or replacement is required. Residents may contact Signature to request damaged carts be repaired or replaced or drivers may notice on route and update the office through an instantaneous work order system that schedules the repair or replacement after being confirmed with dispatch.

6.8 Blocked Carts and Common Service Issues

The most common Tega Cay service issue is blocked carts or carts obstructed by street parked vehicles, construction activity, or other access limitations. Signature Waste addresses these issues through driver reporting, dispatch coordination, customer-service documentation, and return scheduling when appropriate.

When a cart or area cannot be serviced because it is blocked or otherwise inaccessible, the issue may be reported by the driver, resident, dispatcher, customer service, or City communication channel. The issue is then logged and handled through Signature Waste's service workflow where it can be photographed and documented on site or remotely, rescheduled, and the appropriate resident or official notified of its service update instantaneously.

Signature Waste will support City-approved education on cart placement, three-foot clearance, proper orientation, blocked access, and construction obstructions. Residents will also be instructed to account for obstructions beside and above the cart and to place carts near an accessible collection point when construction affects the right-of-way. With City approval, SWS can notify residents by email or SMS when a cart cannot be serviced. Signature Waste may decline collection when material is not properly prepared or placed, is blocked, not out, or cannot be accessed safely.

6.9 Optional Recycling Service

Signature Waste currently provides optional resident-direct recycling service to participating Tega Cay residents. Recycling is collected separately from MSW. Current recycling collection occurs every other Tuesday, with the City divided into two distinct sections collected on alternating Tuesdays.

Recycling carts are owned and provided by Signature Waste directly to opt-in residents.

If recycling remains a resident-direct optional service, Signature Waste will continue to support that service structure and provide nonconfidential participation statistics as appropriate. If the City elects to incorporate recycling into the City-contracted service structure, Signature Waste can work with the City to establish the required reporting, communication, participation tracking, and collection expectations for that structure. Both options are provided for consideration.

6.10 Bulky Waste and Small Yard Debris

Signature Waste currently provides additional resident-direct services to individual Tega Cay residents, including bulky waste disposal and small yard debris collection where applicable. These services support residents who need disposal options beyond standard weekly household trash. These services are billed directly to residents on a per-incident basis, subject to equipment availability, material type, and service limits.

Signature Waste does not intend to include bulky or large yard debris collection in this service. Such service is currently provided by the City of Tega Cay.

6.11 Dispatch and Field Response

Signature Waste supports field response through dispatch, customer service, management oversight, and driver communication. Drivers can be notified through SMS, Navusoft/NavuNav, radio, phone, or a combination of those methods.

This allows Signature Waste to respond to missed pickups, blocked-access issues, route concerns, equipment delays, resident reports, and City requests using multiple communication channels. The company's existing local dispatch structure helps reduce response time and supports accountability.

7. Implementation Plan

7.1 Implementation Overview

Because Signature Waste is the incumbent provider, implementation can be handled as a contract-confirmation process rather than a full provider transition. As a result, implementation of a new contract term would focus on confirming scope, updating reporting expectations, aligning communication procedures, and continuing service without interruption.

7.2 Existing Service Continuity

Signature Waste currently provides weekly municipal solid waste (MSW) collection for Tega Cay residents. Current MSW service is performed every Monday. Signature Waste also currently provides optional resident-direct recycling service on a separate schedule, with recycling collected every other Tuesday and the City divided into two distinct alternating Tuesday sections.

7.3 Collection Vehicles Deployed

Signature Waste currently operates nine collection trucks, with two additional trucks ordered in anticipation of continued service to the City and its projected growth. Six trucks normally service Tega Cay each week.

Signature Waste uses a mixed-fleet approach for Tega Cay, including automated side-load trucks and rear-load trucks. Automated side-load equipment is used where street conditions support efficient cart collection. Rear-load equipment is used where tighter access, narrow streets, dense housing, steep grades, street parking, limited frontage, or turn-radius constraints make rear-load service the more appropriate method.

This mixed-fleet approach is already in use and allows Signature Waste to match equipment to actual neighborhood conditions rather than relying on a single equipment type for all areas. In addition, the two added trucks will reduce the overall service time required to the City and improve reliability as more trucks will have fewer required services to complete and therefore will additionally benefit from less hours in service; This reduces route-hour pressure on individual trucks and supports maintenance reliability.

7.4 Number of Crews and Collection Cycle

Signature Waste will complete Citywide household MSW collection in one collection day using up to eight trucks and crews as operationally required. Current weekly MSW collection occurs on Monday, with dispatch, customer service, management oversight, maintenance support, and backup equipment available to support completion of the collection cycle.

The number and type of trucks assigned to individual routes may vary according to route conditions, equipment availability, safety, and service needs. If the City requests route refinements, neighborhood adjustments, reporting changes, or other implementation updates, Signature Waste will coordinate with the City in advance and provide resident communication through City-approved methods.

7.5 Recycling Collection Implementation

Signature Waste currently provides optional resident-direct recycling service to participating Tega Cay residents. Recycling is collected separately from MSW and is currently performed every other Tuesday. The City is split into two distinct recycling sections collected on opposite Tuesdays.

If recycling remains an optional resident-direct service, Signature Waste can continue the current separate recycling structure. If the City elects to incorporate recycling into the City-contracted service structure, Signature Waste will

coordinate with the City to confirm participation tracking, reporting requirements, resident communication, route assignments, and billing structure.

7.6 Cart Delivery, Cart Inventory, and Cart Maintenance

The current Tega Cay trash carts are owned by Signature Waste. Because Signature Waste already has carts deployed throughout the City, continued service by Signature Waste avoids a full cart exchange, reduces resident confusion, and minimizes the risk of transition-related service disruption.

At contract implementation, Signature Waste will coordinate with the City to confirm unit counts, new service locations, cart inventory, and any locations requiring replacement carts or additional attention. New residential units added during the contract period can be incorporated into the existing cart delivery and service setup process.

Cart maintenance is handled by Signature Waste staff. When repair or replacement is required, Signature Waste typically completes cart maintenance within five business days at maximum.

7.7 New Unit Growth

The City estimates continued residential growth during the contract term. Signature Waste has accounted for continued City growth by ordering two additional trucks and ordering additional carts in anticipation of ongoing service needs.

New service locations will be incorporated into existing route and cart-management procedures. Signature Waste will coordinate with the City regarding new addresses, cart delivery, start dates, route assignment, and customer-service setup.

Because Signature Waste already serves Tega Cay and surrounding areas, new units can be added to existing routes without a new-provider startup process.

7.8 Staffing Plan

Signature Waste will support the Tega Cay contract with existing management, dispatch, customer-service, driver, and fleet-maintenance personnel.

Project oversight and City coordination will be led by Stuart N Swinford, Manager. Customer-service support will be provided through the office team, including Jasmine Adams as Customer Service Lead. Dispatch and route coordination will be supported by Donnovan Huskey. Fleet maintenance support will be provided by Jackie Rogers and the maintenance team. Executive oversight will be provided by Joseph W Swinford.

Drivers and field personnel assigned to Tega Cay are supported by daily dispatch communication, pre-trip inspections, post-trip inspections, route notes, service-request work orders, and supervisor involvement as needed.

7.9 Dispatch, Service Requests, and Work Orders

Signature Waste uses a cloud based CRM and routing software called Navusoft to track accounts, service requests, routes, and complaints. Drivers may also receive route-related information through Navusoft/NavuNav, SMS, radio, phone, or a combination of those methods.

Service issues are received through City, resident, dispatch, and driver channels and are tracked in Navusoft through work-order completion. Confirmed missed pickups are generally completed within 24 hours of receipt and confirmation, subject to access, safety, and route conditions.

Once a missed pickup report is received and confirmed, a work order is scheduled, assigned, and completed. Most confirmed missed-pickup work is completed within 24 hours from report receipt and confirmation. Blocked or inaccessible areas may be scheduled for return service based on route conditions, access availability, construction, parked vehicles, safety considerations, and City or resident requests. The majority of missed-pickups are completed without request by the City or it's residents at all and are completed either the day of or next day.

7.10 Contingency Planning for Equipment Issues

Signature Waste maintains at least one backup truck availability if a truck servicing Tega Cay goes down. The company's fleet includes multiple collection vehicles, and two additional trucks have been ordered in anticipation of continued City service and growth.

If a truck becomes unavailable during service, Signature Waste can respond by dispatching backup equipment, adjusting route assignments, reallocating available trucks, or scheduling return service as needed. Dispatch, maintenance, and management coordinate equipment-related issues to minimize service interruption. Under dire scenarios, Signature Waste has accounts with multiple equipment rental companies to replace downed equipment on a temporary basis. Fortunately, Signature Waste has never had to supplement their fleet with rental equipment in order to complete assigned or contracted work.

Daily pre-trip and post-trip inspections also support early identification of equipment concerns. Preventive maintenance (PM) schedules are hours-based and recur on a near-quarterly basis for basic PMs. For more specialized, but less frequently demanded PMs, equipment service is scheduled on annual and semi annual schedules.

7.11 Contingency Planning for Leaks or Spills

If a truck leak is identified on route, the truck is stopped in place and shut down. A spill kit is deployed to contain the spill and help stop the leak after any pressurized flow systems have been shut off. Once the leak is stopped and contained the supervisor and maintenance personnel are contacted.

Cleanup is typically handled by Signature Waste staff, with third-party support used depending on severity. This process is designed to protect residents, roadways, property, and stormwater systems while ensuring that mechanical issues are addressed promptly.

Because leaks are impossible to completely prevent, Signature Waste takes great effort to order only biodegradable, environmentally safe, and pH neutral oils. Hydraulic equipment is the largest system on the trucks and uses Clarity AW 46 hydraulic oil exclusively for its biodegradability. Any leak or spill will still be treated as a reportable operational issue and addressed under the spill-response procedure

7.12 Contingency Planning for Access Issues

Some Tega Cay service locations may be impossible to service due to blocked carts, street parked vehicles, construction, narrow roads, steep grades, limited frontage, or other access limitations. Service to Tega Cay can be made more difficult by stacked lots with limited frontage or carts whose service is obstructed by vehicles parked at or on the streets.

Signature Waste addresses these issues through driver reporting, dispatch coordination, customer-service documentation, and return scheduling where appropriate. The company's local route knowledge allows it to identify recurring access challenges and adjust service methods when possible.

7.13 Resident and City Communication During Implementation

Because Signature Waste is already serving the City, implementation communication can focus on confirmation of continued service, any approved service refinements, reporting procedures, cart questions, recycling options, and resident education regarding cart placement or blocked access.

Current City-contracted communication channels include website form, social media, and City-communicated updates. Signature Waste is also capable of supporting phone, email, website form, text, social media, and other City-approved distribution methods if authorized by the City. These additional forms of communication can reduce the customer service burden placed on the City while providing documentation for contract compliance purposes and allow for reports of complaint resolution, service request history, and site-specific correspondence to be easily and readily tracked by both Signature Waste and authorized City representatives.

Signature Waste will coordinate with the City before communicating route changes, service changes, cart adjustments, or implementation updates to residents.

7.14 Implementation Timeline

Because Signature Waste is the incumbent provider, implementation can be handled as a confirmation and continuation process rather than a full transition. The proposed timeline is organized around five practical phases.

Upon Notice of Award

Following notice of award, Signature Waste will confirm the contract scope, service expectations, reporting format, City contact procedures, required licenses, insurance documentation, performance-security approach, and administrative documents. The company will also begin a final review of routes, carts, and service areas with the City as either simple renewal, or as a refinement process if the City so desires to improve upon the system we've built together. During this phase Signature Waste and the City of Tega Cay will discuss any added, updated, or redacted contractual obligations since the previous contract. These terms will be strategically planned in the coming weeks to ensure effective adherence to all applicable changes.

60–90 Days Before Contract Start

During this period, Signature Waste will confirm the residential unit count and anticipated new service locations, review standard MSW routes, rear-load areas, alternative-service areas, and the medically approved backdoor-service list with the City, and confirm the City-approved resident communication plan, reporting templates, and data requirements. At this time, the City will have Signature Waste's proposed revision of any compliance regulations set forth by the new contract that were not established in the previous arrangement.

30–60 Days Before Contract Start

Signature Waste will verify cart inventory, replacement needs, new-unit cart delivery, and known problem locations. Staffing, fleet deployment, backup-equipment availability, and dispatch procedures will be confirmed, and resident-facing communication will be prepared for City approval if any service details change.

Contract Start

At contract start, Signature Waste will continue weekly MSW collection using established routes and personnel, continue the approved recycling structure if applicable, and begin any updated reporting, service-request, communication, or documentation procedures required by the new contract.

First 30–60 Days of the New Contract Term

During the initial contract period, Signature Waste will review service issues with the City, confirm unit-count adjustments and new addresses, refine route notes, access notes, customer-service procedures, and reporting formats as needed, and continue routine service and performance monitoring.

8. Communication Plan

8.1 Communication Plan Overview

Signature Waste Systems, Inc., understands that reliable residential solid waste service depends on clear communication between the contractor, the City, residents, dispatch, customer service, drivers, and management. The communication plan for Tega Cay is designed to support service continuance, prompt issue resolution, accurate routing information, resident education, and coordinated City-approved messaging.

Signature Waste will coordinate with the City regarding approved communication methods, resident-facing notices, route changes, service disruptions, holiday schedules, recycling information, cart placement reminders, and any contract implementation updates.

8.2 City Communication

Signature Waste will maintain clear communication with the City through designated management and operations contacts. Stuart N Swinford, Manager, will serve as the primary City contact and day-to-day operations lead for the Tega Cay contract.

City communications may include service issues, route concerns, missed-pickup reports, resident concerns forwarded by the City, new service locations, backdoor-service updates, reporting requests, special circumstances, storm-related issues, cart questions, and operational coordination.

Signature Waste will provide the City with appropriate contact information for management, dispatch, customer service, and supervisory support. The company will also coordinate with the City before making route changes, service changes, or resident-facing communications that require City approval.

Additionally the City may wish to update authorized personnel to an online account giving access to such reports as billing and invoice history, site and account specific service and communication history, service adjustments, exceptions, and schedules, as well as a customer portal for an additional line of communication. Such a system is one Signature Waste is already capable of providing upon request if the City feels such a system would be beneficial.

8.3 Resident Communication Channels

Signature Waste currently receives and provides resident communication through telephone, email, website forms and updates, the Navusoft customer portal, social-media messaging, and service requests forwarded by the City. The customer portal will remain available under the new contract.

After award, Signature Waste can also implement City-approved text messaging, automated telephone notifications, and mobile-application communication when those methods are appropriate to the message, resident audience, and agreed implementation process. If approved by the City, Signature Waste can extend opt-in notification tools already used for certain resident-direct services. These notifications would be site specific, optional, opt-in, notification programs that notify residents to service or site specific updates. Account wide notifications and billing notifications are reserved for City officials authorized to receive such notifications and residents would have no access to that level of information.

Signature Waste will coordinate with the City concerning resident-facing communication for collection-day changes, holiday impacts, planned disruptions, or other broad service notices. Detailed routing changes that do not alter a resident's scheduled collection day or service level are operational matters and do not require resident notice or City approval. Notices that are required will be distributed through available Signature Waste channels and any City-controlled platform the City authorizes or elects to use.

8.4 Customer Service Availability

Signature Waste's main customer-service telephone number is 704.714.9400, and its public customer-service email address is info@signaturewaste.com. Current staffed office hours are Monday through Thursday from 8:00 AM to 4:00 PM and Friday from 8:00 AM to 3:30 PM. On regular collection days, calls received after the staffed office closes and through 5:00 PM will be routed to a knowledgeable live representative.

The City may also contact operations and supervisory support at 803.548.4108. In addition, a direct supervisor's contact number will be furnished confidentially to the City upon request during evaluation and following award. A direct line of contact is currently already provided to the Owner to any City Official who requests it. Voicemail, public email, social-media inboxes, website forms, and the customer portal remain available after hours and are reviewed daily by multiple representatives.

8.5 Service Request Intake

Reports of missed pickups, service requests, and resident concerns may be received through City-forwarded requests, resident phone calls or emails, customer-portal submissions, dispatch-identified issues, driver reports of carts or areas that could not be serviced, and CRM or dispatch notes documenting why service could not be completed.

This multi-channel intake structure allows issues to be captured from both the resident side and the field side. It also allows Signature Waste to distinguish between confirmed missed pickups, blocked carts, construction access issues, vehicle obstructions, unsafe conditions, and other route-related circumstances. Regardless of how a service request was received it is always documented in our CRM.

8.6 Service Request Logging and Tracking

Signature Waste uses Navusoft as its system of record for accounts, service requests, routes, complaints, and related customer-service activity. Service requests may be logged by dispatch, customer service representatives, or drivers. The system is backed up and stored locally on a recurring schedule as a contingency to reduce the risk of data corruption events.

Using Navusoft allows Signature Waste to document the request, assign follow-up, coordinate with the driver or route, and track the issue through resolution. This supports accountability and gives the company a practical workflow for handling missed pickups, cart issues, resident concerns, and City-forwarded requests. It also provides an avenue for the City to confirm contract compliance with detailed reports available of this data upon request. Additionally, it gives Signature Waste the advantage of data pattern recognition. The data collected can help our team determine patterns in cart repairs by location, area, or route, customer complaint and resolution history by the same filters over the course of custom timeframes. These records can help identify recurring issue patterns by route, location, customer type, or timeframe. This level of insight gives us the ability to resolve issues before they even occur.

8.7 Driver Communication and Dispatch

Drivers may be notified of missed pickups, service requests, route notes, or other field issues through SMS, Navusoft/NavuNav, radio, phone, or a combination of those methods.

This allows dispatch to reach drivers using the method most appropriate for the situation. For example, a time-sensitive route issue may require radio or phone contact, while a missed-pickup work order or route note may also be communicated through the CRM or driver navigation workflow.

Driver communication is supported by dispatch coordination, customer-service documentation, and management oversight when escalation is needed.

8.8 Missed Pickup Communication

When a missed-pickup report is received, Signature Waste first confirms the issue and determines whether it is a missed collection, blocked cart, inaccessible location, construction-related issue, safety issue, or another service condition.

Most missed-pickup notices are made the day after collection. Once a report is received and confirmed, a work order is placed and completed to service the missed cart or carts, typically within 24 hours of receipt and confirmation.

8.9 Planned Service Changes and Disruptions

Signature Waste will coordinate with the City before implementing planned service changes, route adjustments, or broad resident-facing updates. When reasonable and applicable, planned disruptions or planned service changes will be communicated in advance through City-approved methods.

Examples may include holiday schedule changes, route timing changes, cart placement education, construction-related access issues, weather-related schedule adjustments, or service changes approved by the City.

Signature Waste will work with the City to provide practical and timely notices that help residents understand what is changing, when it is changing, and what action residents may need to take.

8.10 Unplanned Disruptions

Unplanned disruptions may include weather impacts, road closures, construction blockages, equipment delays, safety issues, accidents, access restrictions, or other unforeseen conditions. When unplanned disruptions occur, Signature Waste will notify the City as soon as practical and coordinate any resident-facing communication through City-approved methods.

Signature Waste's dispatch and management team will work to determine whether service can continue, whether return service is required, whether equipment should be reassigned, and whether a specific area requires follow-up communication. Where it regards safety of people or property, Signature Waste will default to the safest course of action on all occasions.

Signature Waste uses route knowledge, backup equipment, dispatch coordination, and weather planning in advance to reduce the effect of unplanned disruptions where possible. This has led to the most successful service planning for the City in years past and lessened the blow of surprises, but not always is it possible to avoid the unexpected.

8.11 Holiday Communication

Signature Waste recognizes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Collection will ordinarily continue on the regular schedule for New Year's Day, Memorial Day, Independence Day, and Labor Day. Thanksgiving Day and Christmas Day collections will be delayed by one day, with subsequent collection adjusted as necessary, and the regular schedule reinstated the following week.

Signature Waste will coordinate holiday notices with the City and distribute approved information through appropriate channels so residents understand whether collection will occur on the regular day or be delayed.

8.12 Cart Placement and Resident Education

Because carts obstructed by vehicles, other carts, mailboxes, trees, goal posts, and other obstructions are unusually common in Tega Cay, Signature Waste will aid and promote resident education regarding proper cart placement, collection-day access, blocked-cart prevention, and service timing.

Resident education can reduce missed pickups, improve route efficiency, reduce return trips, and help residents understand the difference between a missed collection and a cart that could not be serviced due to obstruction or unsafe access.

Signature Waste will coordinate cart placement reminders and resident education materials with the City before distribution.

8.13 Recycling Communication

Signature Waste currently provides optional resident-direct recycling service to participating Tega Cay residents. If recycling remains a resident-direct optional service, Signature Waste will continue communicating directly with participating residents as appropriate while respecting confidentiality and City communication expectations.

If recycling is incorporated into the City-contracted service structure, Signature Waste will coordinate with the City regarding recycling participation communication, collection schedule communication, education, reporting, and any participation-growth efforts required by the contract.

8.14 Communication Records and Reporting Support

Signature Waste's use of Navusoft supports recordkeeping for service requests, complaints, missed pickups, account notes, route issues, and related customer-service activity. These records support internal accountability and can be used to provide information to the City when requested.

Signature Waste is capable of providing reporting support regarding MSW service activity, service requests, missed-pickup tracking, response activity, and other nonconfidential operational data as required by the contract and agreed reporting format.

9. Complaints, Service Requests, Reporting, and Billing

9.1 Section Overview

Signature Waste Systems, Inc. uses a documented service-request and dispatch workflow to receive, log, assign, respond to, and resolve resident and City service issues. This workflow is supported by customer service, dispatch, driver reporting, management oversight, and Navusoft, which serves as Signature Waste's system of record for accounts, service requests, routes, complaints, and related activity.

9.2 Complaint and Service Request Intake

Signature Waste receives missed pickups, complaints, and service requests through multiple channels. These may include City-forwarded requests, resident phone calls, resident emails, missed-pickup requests through the customer portal, dispatch-identified issues, and driver reports of carts or areas that could not be serviced.

Drivers may also report service issues through the CRM, dispatch, or direct communication when they encounter blocked carts, construction, vehicles, unsafe access, inaccessible streets, or other conditions that prevent service.

This multi-channel intake process allows Signature Waste to capture issues from residents, the City, office staff, dispatch, and field personnel.

9.3 Logging and Documentation

Service requests and complaints are logged in Navusoft. The dispatcher, customer service representatives, and drivers all have the ability to report carts not serviced or identify service issues requiring follow-up.

Logging requests in Navusoft allows Signature Waste to document the request, assign the issue, communicate with the driver or route, track the work order, and confirm resolution. It also allows Signature Waste to maintain records of service activity, missed pickups, repeated issues, resident concerns, and route conditions.

This recordkeeping supports accountability and provides a basis for reporting service activity to the City when requested or required by the contract.

9.4 Missed Pickup Response

After reviewing the missed pickup request and determining it is a confirmed missed, a blocked cart, an inaccessible location, a construction-related issue, an unsafe condition, or another service circumstance dispatch will place a work order for a driver to return and complete the service for the missed cart(s). Missed-pickup work orders are usually completed within 24 hours from the time of the report receipt to completion confirmation.

If an area cannot be serviced because it is blocked by construction, vehicles, or other obstructions, the area may be scheduled for return service when access is available. In current operations, blocked or inaccessible areas are often scheduled for Thursday return service unless an earlier return is possible or requested.

Signature Waste will comply with the City's contract requirements for acknowledging, tracking, and resolving missed collections and service-related issues.

9.5 Driver Notification and Field Dispatch

Dispatch reviews each missed-pickup report, determines the applicable service condition, and assigns return service when appropriate. Drivers may be notified through Navusoft/NavuNav, SMS, radio, phone, or another method suited to the urgency of the issue.

This dispatch structure supports prompt field response and gives Signature Waste a practical workflow for connecting customer-service activity with route personnel.

9.6 Repeated Issues and Route Conditions

Signature Waste will track recurring service issues, repeated missed-pickup locations, blocked-cart patterns, access limitations, construction impacts, and other route-related conditions that may affect service reliability.

One of the frequently recurring issues with Tega Cay service is blocked carts or obstructed service. Signature Waste will support and aid in distribution of City-approved resident education regarding cart placement, collection-day access, service rules regarding obstructions around service carts.

When recurring issues are identified, Signature Waste can coordinate with the City regarding route notes, resident reminders, construction impacts, access limitations, or other corrective steps that may help reduce future service issues. Should the City grant Signature Waste permission to do so, we can provide this information and education directly to interested or concerned residents upon request or at approved scheduled releases.

9.7 Reporting Schedule and Content

Signature Waste will prepare monthly reporting data identifying participating units and addresses, new service locations and addresses, MSW weights or volumes, recycling participation percentages, year-to-date totals, missed collections and repeated misses, customer-service requests and resolution times, and service disruptions. The information will be maintained in a format that supports the City's South Carolina Solid Waste Management Annual Report requirements.

The monthly data will be submitted electronically to the Deputy City Manager or designee on a quarterly basis, unless the City requests a different mutually agreed administrative schedule. Recycling weights or volumes will be included when recycling is contracted through the City and the applicable processing data are available. If recycling remains a resident-direct service outside the City contract, recycling reporting will be limited to participation information and other nonconfidential data reasonably available to Signature Waste.

9.8 MSW Tonnage and Volume Reporting

Signature Waste will report municipal solid waste weights or volumes using available disposal records, transfer-station tickets, route records, or another mutually accepted allocation methodology. This information will support monthly and year-to-date reporting and may also be included with monthly invoice backup when required by the City.

9.9 Recycling Reporting

Signature Waste can report recycling participation percentages and other nonconfidential participation information under the current resident-direct program. Recycling weights or volumes will be reported when recycling is incorporated into the City contract, and the selected processing arrangement provides the necessary data.

If recycling remains outside the City-contracted scope, Signature Waste will not represent resident-direct recycling tonnage or volume as a City contract metric unless a mutually agreed data source and reporting method are established.

9.10 Backdoor and Special Service Reporting

Medically approved backdoor service is maintained through the City's official approval process and records. Signature Waste will coordinate with the City regarding the approved list of backdoor-service locations and any updates during the contract term.

For reporting and service administration, Signature Waste will rely on the City's official approved list rather than unofficial estimates. Signature Waste can support reporting of approved backdoor-service locations, service changes, and related service activity as required by the final contract.

9.11 New Service Locations and Unit Count Updates

Signature Waste will coordinate with the City regarding new service locations, new residential units, cart delivery, route assignment, start dates, and related unit-count updates.

Because Signature Waste already operates in Tega Cay and owns the existing trash carts deployed in the City, new units can be added through established cart delivery and service setup procedures. New locations can be incorporated into route and customer-service workflows once addresses, service dates, and cart needs are confirmed.

Each monthly invoice will identify any approved new service locations and addresses and will reflect the current number of units at the beginning of the billing cycle. Signature Waste will coordinate the initial unit-count survey and subsequent monthly additions with the City. If the City identifies a discrepancy, Signature Waste will review the City's written determination and supporting records promptly.

9.12 Billing Support and Backup Documentation

Signature Waste will invoice the City within five days after the beginning of each month for services rendered during the preceding month. Billing will be based on the contract rates and the current number of units at the beginning of the applicable billing cycle. Under the RFP, payment is due on or before the fifteenth day following the end of the service month.

Each invoice will include, as applicable, the number of billed units; approved new units and their service addresses; MSW and City-contracted recycling weights or volumes; year-to-date totals; applicable State and local sales or use tax information; and other reasonable supporting documentation required by the contract. Any approved fuel surcharge or other separately authorized adjustment will appear as a distinct invoice line item.

Resident-direct optional services, including recycling if maintained outside the City contract, will be billed separately to participating residents and will not be included in the City's contracted MSW invoice.

9.13 Customer Service Escalation

Signature Waste will use a clear escalation structure for service issues requiring management review. Routine requests may be handled by customer service, dispatch, or drivers through the standard CRM workflow. Issues requiring additional attention may be escalated to the dispatcher, Manager, or company leadership.

Examples of issues that may require escalation include repeated missed pickups, property damage claims, blocked-access patterns, route disruptions, City complaints, safety issues, equipment issues, or disputes regarding service responsibility.

All escalations and relevant details thereof will be documented. This escalation structure gives the City and residents a practical path for issue resolution beyond the initial intake stage.

9.14 Records Available to the City

Signature Waste maintains service-request and customer-service records through Navusoft. These records may include missed-pickup reports, resident concerns, service requests, complaint notes, route-related issues, work orders, and resolution activity.

Signature Waste will make relevant nonconfidential operational and performance records available to the City upon request, including missed-collection records, repeated misses, customer-service requests, resolution times, service disruptions, route notes, and work-order activity. Routine reporting will follow the schedule stated above, while special records requests will be handled within a reasonable period based on scope and availability.

10. Fleet, Maintenance, Safety, and Environmental Controls

10.1 Section Overview

Signature Waste Systems, Inc. understands that reliable residential solid waste service depends on properly selected equipment, preventive maintenance, safe operation, environmental protection, and prompt response to equipment issues, leaks, spills, and property damage.

Signature Waste currently operates in Tega Cay and already maintains a fleet plan suited to the City's route conditions. The company's approach combines daily inspections, preventive maintenance, backup equipment availability, route-specific truck selection, spill-response procedures, property-damage resolution, and local management oversight.

10.2 Fleet Overview

Signature Waste currently operates nine collection trucks and has two additional trucks ordered in anticipation of continued service to the City and continued residential growth. Six trucks normally service Tega Cay each week.

The fleet includes equipment suitable for residential solid waste collection, including automated side-load trucks and rear-load trucks. Signature Waste uses this mixed-fleet approach because Tega Cay includes both standard residential routes and constrained-access areas where a larger automated side-load vehicle may not be the best equipment choice.

Backup truck availability supports route completion readiness if a truck becomes unavailable due to maintenance, repair, inspection, or an unexpected equipment issue.

10.3 Route-Specific Fleet Deployment

Signature Waste does not treat Tega Cay as a uniform collection environment. The City includes standard residential streets as well as older peninsula areas, tight cul-de-sacs, narrow roads, dense housing, street parking, limited frontage, steep inclines, steep declines, and neighborhood-specific access constraints.

Automated side-load equipment is used where conditions support efficient cart collection. Rear-load equipment is used where tighter maneuverability is needed or where larger trucks may create greater navigational difficulty, property-damage risk, or infrastructure impact.

This curated fleet deployment is already in use and is based on Signature Waste's actual operating experience in Tega Cay.

10.4 Rear-Load Service and Narrow Access Areas

Rear-load service is an important part of Signature Waste's Tega Cay fleet plan. Rear-load trucks are particularly useful in areas where narrow roads, tight turning conditions, dense housing, parked vehicles, limited frontage, and grade changes make larger automated equipment less suitable.

By using rear-load equipment in these areas, Signature Waste can maintain collection reliability while reducing navigational difficulty and limiting avoidable property or infrastructure concerns.

This is especially relevant in older Tega Cay and deeper peninsula areas, where route knowledge and appropriate equipment selection are important to consistent service.

10.5 Cameron Creek Equipment Approach

Cameron Creek has required a tailored equipment approach because of neighborhood access and infrastructure considerations. Signature Waste currently services Cameron Creek using a combination of automated side-load and rear-load equipment.

Signature Waste has adjusted service in response to community feedback, including dispatching a truck to the community first thing in the morning while empty to reduce weight and time on roads, and later adding rear-load equipment to the dispatched plan in response to additional HOA feedback.

This demonstrates Signature Waste's willingness to adapt equipment selection and service timing to address neighborhood-specific conditions.

10.6 Daily Vehicle Inspections

Drivers complete daily pre-trip and post-trip inspections using digital and hard-copy DVIR procedures. Maintenance reviews reported defects, removes unsafe equipment from service when needed, and records repair items in the fleet-maintenance system.

Daily inspections support safety, service reliability, leak prevention, and early identification of mechanical issues. They also help ensure that trucks placed into service are reviewed regularly and that issues can be reported to dispatch, management, or maintenance personnel for follow-up.

10.7 Preventive Maintenance Program

Signature Waste follows a preventive maintenance schedule based on vehicle hours. Primary preventive maintenance recurs on a near-quarterly basis and is intended to keep collection vehicles reliable, reduce unscheduled downtime, and identify issues before they become larger service disruptions. As defined in section 7.10, multiple forms of preventative maintenance schedules overlap to compose the comprehensive program responsible for diligent maintenance on the fleet. These schedules include transmission services, greasing schedules, hydraulic systems service, top end engine service, A/C service & recharge, and daily visual inspections corresponding to Daily Vehicle Inspection Reports (DVIRs) provided by fleet drivers.

The preventive maintenance program is supported by in-house maintenance capability, mechanic oversight, driver reporting, daily inspections, and management review.

10.8 Fleet Maintenance Personnel

Fleet maintenance support is provided by Signature Waste's maintenance team, including Jackie Rogers, Mechanic. Jackie has certified diesel mechanic experience and holds ASE, EPA 609, welding, and industry-specific safety and mechanic training certifications. Jackie supports shop maintenance, emergency road calls, and on-route repair response.

Jackie is not the only mechanic on our maintenance team comprised of multiple in-house and third-party technicians and supervisors. All salaried mechanics are given grants for continued education and certificate renewals for training in their field to promote and reward ongoing development of skills and experience.

Adequate fleet maintenance is critical to the successful adherence to the Tega Cay contract because vehicle reliability, hydraulic system monitoring, leak prevention, and repair responsiveness directly affect service capacity, resident satisfaction, roadway conditions, and environmental protections.

10.9 Backup Equipment and Service Reliability

Signature Waste maintains backup truck availability to support the Tega Cay contract. If a truck becomes unavailable, Signature Waste can respond by dispatching backup equipment, adjusting route assignments, reallocating available trucks, or scheduling return service as needed.

Because Signature Waste already operates in Tega Cay, the company can make these adjustments within an existing service environment rather than building a response plan from outside the City. Tega Cay is our primary municipal focus and as such, our backups are dedicated specifically to the service of Tega Cay. This unique prioritization is something we believe makes us independently capable of providing the highest tier reliability and service to the City.

The two additional trucks and full truckload of additional carts currently ordered further support continued service capacity, future growth, and operational redundancy.

10.10 Leak Prevention and Response

Signature Waste treats vehicle leaks as a serious operational and environmental issue. Daily inspections, preventive maintenance, driver reporting, and maintenance oversight are intended to reduce the likelihood of leaks and identify potential issues early. Additionally, seals, gaskets, hoses, fittings, clamps, and chafe guards are regularly inspected and replaced to minimize the likelihood of surprise leaks.

If a truck leak is identified on route, the truck is stopped in place and shut down. A spill kit is deployed to contain the spill and help stop the leak, and both a supervisor and maintenance personnel are contacted.

This response is designed to prevent additional material from being released, reduce roadway impact, protect stormwater systems, and allow the company to determine the appropriate repair and cleanup response quickly.

10.11 Spill Kits and Field Response

Every Signature Waste truck carries spill-response materials, including personal protective equipment, containment barriers, oil soak absorbent mats, and oil dry material. These materials allow drivers and field personnel to respond quickly if a leak or spill is identified and stop the leak and prevent spread without delay.

The immediate response includes stopping the truck, securing the area as appropriate, deploying absorbent or containment materials, notifying supervision and maintenance, and determining the next steps for cleanup and repair. Maintenance personnel carry large containers of oil dry on their service truck and can apply upon arrival to assist in spill cleanup. Once on scene supervisors and maintenance conclude if calling in additional support is necessary to determine whether outside cleanup support is needed.

10.12 Spill Cleanup

Spill cleanup may be handled by Signature Waste staff or by a third party depending on severity, location, material involved, and cleanup requirements. In most routine cases, Signature Waste staff handle cleanup directly. More significant events may require outside assistance.

The company's goal is to contain, clean, and correct leaks or spills promptly while protecting residents, roadways, property, and stormwater systems.

10.13 Truck Washing and Cleanliness

Signature Waste washes collection trucks weekly and more frequently when service, maintenance, repair, sanitation, or spill-response conditions require it. Equipment operators clean the area behind the packer blades and inside of the cab itself after each unloaded load. Each vehicle assigned to City service will display the Signature Waste name, a

vehicle number, and the company telephone number so that the information is readable from approximately one hundred feet.

These practices support sanitation, odor and vector control, inspection visibility, fleet identification, and overall equipment care.

10.14 Property Damage Response

Signature Waste has a process for handling property damage claims. Claims may be received by the dispatcher, manager, driver, resident, or other communication channel. If the driver receives the claim first, the relevant resident is contacted and the issue is reported for follow-up.

Once a claim is received, Signature Waste investigates responsibility. If Signature Waste determines that it is responsible, management or dispatch contacts the resident to arrange a solution.

Most property damage is handled directly by Signature Waste staff. Vehicle repairs may be handled through a mechanic or body shop after a quote is received from the resident's preferred repair provider and approved. Mailbox repairs or replacements may be handled by a third party. Cart maintenance is handled by Signature Waste staff and is typically completed within five business days at maximum. Insurance claims are reported to the City and documented for review.

10.15 Cart Maintenance

Signature Waste currently owns the trash carts deployed in Tega Cay and is responsible for maintaining carts used in service. Cart maintenance may include repair, replacement, lid or wheel issues, damaged carts, or other cart-related service needs.

Cart maintenance is generally handled by Signature Waste staff and is typically completed within five business days at maximum when repair or replacement is required. This is all done at cost excepting circumstances where damage done to a cart is the apparent fault of negligence, destruction, vandalism, or other deemed responsibility of the homeowner.

Because Signature Waste already owns and maintains the current Tega Cay trash carts, continued service avoids a large-scale cart replacement transition and supports uninterrupted service for residents and the City.

10.16 Safety Practices

Signature Waste supports safe operations through experienced and trained drivers, daily pre-trip and post-trip inspections, dispatch communication, driver reporting, maintenance oversight, required personal protective equipment, careful planning, and management involvement. All drivers and attendants assigned to City service will wear company uniforms identifying Signature Waste and the individual employee by name. Company-provided high-visibility PPE will also be used as required.

Signature Waste will immediately notify the City in writing of any vehicular accident involving serious personal injury or a fatality that occurs in connection with City service. Drivers and field personnel are also required to report route conditions, blocked access, unsafe conditions, equipment issues, and service concerns to dispatch or management.

10.17 Driver and Field Communication

Drivers may communicate with dispatch, customer service, or management through radio, hands-free phone, SMS, Navusoft/NavuNav, or other available methods. These communication channels support route coordination, service-request response, missed-pickup recovery, blocked-cart reporting, equipment issues, and safety concerns.

This field communication structure helps Signature Waste respond quickly when route conditions change or when service issues arise.

10.18 Written Procedures and Supporting Documents

Signature Waste maintains written policy procedures and supporting documents related to safety, spill response, driver meetings, mechanic procedures, and operational practices. Relevant nonconfidential supporting documentation is available to the City upon request.

10.19 Environmental Controls

Signature Waste's environmental controls are centered on prevention, early identification, containment, cleanup, and correction. Preventive maintenance and inspections help reduce the likelihood of leaks. Spill kits and absorbent materials support immediate field containment. Supervisor and maintenance notification ensures that mechanical issues are addressed. Cleanup is handled by Signature Waste staff or outside support depending on severity.

This approach is intended to protect roadways, private property, residents, and stormwater systems while maintaining reliable collection service.

11. Disposal and Recycling Processing Plan

11.1 Section Overview

Signature Waste Systems, Inc. will dispose of municipal solid waste (MSW) and process recyclable materials in accordance with applicable City, County, State, and facility requirements. The disposal and recycling processing plan is intended to support lawful disposal, reliable collection, accurate City reporting, and efficient coordination with York County-designated or approved disposal and processing locations.

Signature Waste currently serves Tega Cay and understands the City's existing disposal and recycling environment. Under the proposed contract, Signature Waste will coordinate with the City regarding final disposal locations, documentation, reporting format, billing support, and any required changes to disposal or recycling processing arrangements.

11.2 Municipal Solid Waste Disposal

Signature Waste will collect residential MSW from Tega Cay service locations and transport it to an approved disposal facility in accordance with the final contract requirements and applicable York County and South Carolina requirements.

The current primary MSW disposal location for Tega Cay service is the Fort Mill Transfer Station. Signature Waste will continue to use an approved disposal location unless otherwise directed by the City, York County requirements, facility availability, or final contract terms.

Signature Waste will remain responsible for coordinating disposal activity, maintaining required disposal documentation, and supporting City reporting or billing backup requirements related to MSW weights, volumes, or disposal charges.

11.3 Disposal Documentation and Reporting Support

Signature Waste can support MSW reporting through disposal tickets, transfer station records, facility documentation, or other available disposal data. MSW weights or volumes can be reported upon request and in accordance with the reporting format approved by the City.

Under the new contract, Signature Waste will coordinate with the City to determine the exact monthly and year-to-date reporting fields required for MSW disposal activity. This may include weights, volumes, unit counts, new locations, year-to-date totals, disposal location, and other information required for contract administration.

11.4 Non-Commingling of City Material

Signature Waste understands the City's need for accurate reporting and accountability for material collected within Tega Cay. Signature Waste can provide City-specific unit counts, route records, service records, disposal documentation, and tonnage or volume information using a mutually agreed reporting methodology without requiring every collection-vehicle load to be segregated exclusively by municipal boundary.

Because Signature Waste is responsible for disposal costs under the proposed pricing structure, the company requests operational discretion to sequence routes and loads efficiently while meeting the City's reporting requirements. If the City requires exclusive physical segregation of Tega Cay material for a purpose beyond reporting, the City should identify that purpose, and the parties should separately address the resulting routing, labor, equipment, disposal, and pricing effects. This clarification is stated expressly in Section 15.

11.5 Recycling Processing Plan

Signature Waste currently provides optional resident-direct recycling service to participating Tega Cay residents. Current recycling collection is separate from MSW collection and is performed every other Tuesday, with the City divided into two distinct recycling sections collected on alternating Tuesdays.

The current recycling processing location is the York County Materials Recovery Facility through the applicable recycling arrangement. Signature Waste will coordinate with the City and applicable processing facility requirements regarding any future recycling processing structure.

If recycling remains an optional resident-direct service outside the City-contracted MSW scope, Signature Waste will continue managing the service directly with participating residents and will provide nonconfidential participation information as appropriate. If recycling is incorporated into the City contract, Signature Waste will coordinate with the City to confirm required processing, reporting, education, participation tracking, and billing expectations.

11.6 Recycling Participation and Resident-Direct Service

Signature Waste currently owns and provides recycling carts directly to opt-in recycling customers. Recycling participation is therefore tied to individual resident enrollment rather than a universal Citywide recycling service.

If the City continues to allow resident-direct optional recycling, Signature Waste can provide nonconfidential recycling participation statistics upon request. Detailed address-level participation reporting, weights, volumes, and other recycling data should be coordinated with the City and structured in a way that respects resident confidentiality, direct-billing relationships, and the final contract scope.

If the City elects to contract recycling as part of the municipal service arrangement, Signature Waste will work with the City to establish the necessary reporting and participation-management process.

11.7 Recycling Education and Communication

Signature Waste understands that recycling participation and program quality depend on resident education and communication. If recycling remains a resident-direct optional service, Signature Waste will continue communicating with participating residents regarding service schedule, cart use, and acceptable materials as appropriate.

If recycling becomes part of the City-contracted service structure, Signature Waste will coordinate with the City regarding recycling education, resident notices, participation promotion, contamination reduction, schedule information, and other communication needs.

All broad resident-facing communication related to Citywide recycling service, participation changes, or contract-level service changes will be coordinated with the City and distributed through City-approved methods.

11.8 Disposal Contracts and Facility Access

Signature Waste maintains applicable disposal-related documentation, including MSW disposal arrangements and mixed-recycling disposal or processing arrangements. Documentation may include facility agreements, disposal contracts, processing arrangements, account records, disposal tickets, invoices, payment records, facility correspondence, or other proof of lawful facility access.

Appendix H includes current or supplemental proof of MSW disposal access to the Fort Mill transfer station, including disposal agreement documentation and recent supporting records.

In addition, the MSW York County Landfill does not require nor provide permits for disposal access. This facility is open to all haulers disposing of waste collected in the County of York without permit or special access. Signature

Waste will continue to dispose of City of Tega Cay MSW only at properly authorized disposal facilities and in accordance with applicable York County, State of South Carolina, facility, and contract requirements.

Relevant documentation is available to the City, subject to applicable confidentiality requirements and third-party contractual restrictions.

11.9 Landfill, Transfer Station, and Processing Cost Changes

Signature Waste understands that disposal, landfill, transfer station, recycling processing, fuel, taxes, and regulatory costs may affect the cost of service over the contract term. If future disposal or processing cost changes affect contract pricing, Signature Waste will provide appropriate documentation or proof of applicable increases in accordance with the final contract requirements.

Any proposed adjustment related to disposal or processing cost changes should be supported by facility documentation, invoices, fee schedules, or other reasonable backup requested by the City.

11.10 Compliance with Applicable Requirements

Signature Waste will perform disposal and recycling processing in compliance with applicable City, County, State, facility, and environmental requirements. This includes using approved disposal or processing locations, maintaining appropriate records, following facility rules, and coordinating with the City regarding reporting and documentation.

Signature Waste will not knowingly dispose of material at unauthorized locations or process recyclable materials in a manner inconsistent with the applicable program requirements.

12. Licenses, Permits, Insurance, and Bond

12.1 Section Overview

Signature Waste Systems, Inc., understands that licensing, permitting, insurance, disposal authorization, and performance security are important components of the City's evaluation of bidder responsibility and contract risk.

Signature Waste will maintain and furnish the licenses, permits, insurance coverage, and disposal-related documentation required for the services proposed. The required certificate of insurance, additional-insured endorsement, and other insurer-issued evidence will be provided in accordance with the RFP and contract requirements.

This section summarizes Signature Waste's current compliance position and identifies the performance security clarification addressed further in Section 15.6.

12.2 Licenses and Permits

Signature Waste will maintain and furnish the licenses, permits, registrations, and operating documents applicable to the proposed service, including a City business license, registration, IFTA documentation, municipal solid waste (MSW) disposal contracts, and mixed recycling disposal contract documentation.

Signature Waste will furnish current copies of applicable licenses and operating documentation as required by the City.

12.3 Insurance

Signature Waste will maintain the insurance coverage required by the RFP throughout the contract term. Signature Waste will coordinate with its insurance representatives to furnish the certificate of insurance, additional-insured endorsements, annual evidence of coverage, and other insurance documentation required by the City.

Signature Waste will furnish the required insurance documentation in accordance with the RFP and contract requirements.

Signature Waste understands that the City may require the successful offeror to provide a certificate of insurance naming the City as an additional insured before final contract execution.

12.4 Performance Security

Signature Waste understands the City's interest in performance security and the purpose of protecting the City from contractor default, service interruption, or the need to secure replacement service. Signature Waste is working with its bank and other financial providers to determine whether the required performance bond can be secured on commercially reasonable terms.

The RFP, as clarified by Addendum 4, requires a performance bond equal to 100% of the annual contract amount. Signature Waste will furnish the required performance bond following award and before contract execution or service commencement, as directed by the City.

Because the required bond represents a material annual security cost, Signature Waste has identified the associated cost treatment in Appendix C, Alternate Bid I. If the City confirms after award that the performance bond must be furnished as a condition of final contract execution, the cost identified in Appendix C, Alternate Bid I should be incorporated into the final contract pricing.

Signature Waste will coordinate promptly with its insurance provider and the City to provide the required bond documentation in a form acceptable to the City.

Signature Waste respectfully notes that its existing relationship with the City materially reduces the operational risk that performance security is intended to address. Having served Tega Cay continuously since 2007 and currently serving more than 5,100 homes, Signature Waste already maintains the local routes, carts, equipment deployment, personnel, customer-service workflows, and route-specific knowledge needed for Citywide service. This proven continuity reduces transition and disruption risk a performance bond is intended to insure because Signature Waste is already performing the work and can maintain or restore service without the delay required to build a replacement operation from the ground up.

12.5 Disposal and Processing Documentation

Signature Waste will furnish documentation showing lawful access to appropriate disposal and processing facilities for MSW and mixed recycling.

For MSW, Signature Waste will provide applicable disposal contract documentation, account documentation, facility documentation, disposal tickets, invoices, payment records, facility correspondence, or other acceptable proof of disposal access. Appendix H includes the Fort Mill Transfer Station Disposal Agreement and an Appendix H cover statement explaining Signature Waste's understanding that the provided contract was extended in full force through the present date and remains applicable in accordance with Section 4.d, with continued contractual transaction, disposal-ticket activity, invoicing, and payment history to be added as verification.

Signature Waste also understands that the MSW York County Landfill does not require nor provide permits for disposal access and is open to all haulers disposing of waste collected in the County of York without permit or special access. Signature Waste will supplement this documentation with disposal tickets and any available written confirmation from Republic / Fort Mill Transfer Station and York County Solid Waste Facility.

For mixed recycling, Signature Waste will provide applicable recycling disposal or processing documentation to the extent relevant to the final recycling service structure selected by the City. If recycling remains a resident-direct optional service, documentation and reporting may differ from a City-contracted recycling service.

12.6 Supporting Documentation

Signature Waste maintains written operating procedures, safety policies, spill-response procedures, driver-meeting records, and mechanic procedures. Relevant nonconfidential supporting documentation is available to the City upon request.

12.7 Section Summary

Signature Waste has the operating systems, safety procedures, fleet support, local service infrastructure, and facility relationships necessary to support the City of Tega Cay's residential solid waste collection needs. Required licenses, insurance evidence, and facility-access documentation will be furnished as specified in the RFP.

13. References

13.1 Relevant Performance History

Signature Waste Systems, Inc. has served the City of Tega Cay continuously since 2007 and currently services more than 5,100 Tega Cay homes. This long-term incumbent service history demonstrates nearly two decades of actual performance in the same community and service environment covered by this RFP.

Signature Waste's direct operating history includes weekly municipal solid waste collection, optional resident-direct recycling service, established local routes, neighborhood-specific service knowledge, familiarity with peninsula and constrained-access areas, customer-service and dispatch workflows, existing carts deployed throughout the City, and responsiveness to service issues, spills, cart concerns, property-damage matters, and neighborhood-specific operational feedback.

This experience provides the City with direct evidence of Signature Waste's ability to perform the services required under the RFP.

13.2 Reference Requirement Context and Tega Cay Priority

Signature Waste understands that the RFP requests three reference letters from other large-scale 4,000-plus customers or municipalities. Signature Waste will provide the strongest available references responsive to that request.

At the same time, Signature Waste respectfully submits that the City of Tega Cay is the company's most directly relevant large-scale municipal reference. Signature Waste has served Tega Cay continuously since 2007 and currently services more than 5,100 homes within the City. That service history is not theoretical, indirect, or based on a different community with different routes, infrastructure, residents, geography, or service expectations. It is actual performance in the exact service environment covered by this RFP.

Signature Waste has intentionally built its business as a locally accountable residential collection company rather than pursuing unlimited municipal expansion. Tega Cay has remained Signature Waste's primary municipal focus. That business choice has allowed Signature Waste to prioritize local service quality, direct management involvement, resident familiarity, responsive customer service, route knowledge, cart consistency, and operational flexibility over broad geographic growth.

For that reason, Signature Waste respectfully asks the City to evaluate the reference requirement together with the company's actual Tega Cay performance record. Signature Waste's most relevant reference is its direct, continuous performance for Tega Cay itself. Additional reference letters are included in the appendices.

Signature Waste believes this history is especially relevant because it shows both capability and priority. A larger hauler may be able to identify multiple comparable municipal accounts, but those references may not show the same level of focus, familiarity, continuity, and direct accountability that Signature Waste brings to Tega Cay. Signature Waste's proposal is based on proven service to this City, not on a promise to transfer experience from somewhere else.

14. Detailed Cost Statement and Cost Structure

14.1 Section Overview

Signature Waste Systems, Inc., understands that the City requires a clear and detailed cost statement for the proposed residential solid waste collection services. This section is intended to identify the proposed rate structure, billing assumptions, service categories, optional services, and cost-related clarifications applicable to the proposal.

The rate schedule and cost tables in this section should be read together with the service approach, implementation plan, route assumptions, disposal assumptions, recycling structure, alternative-service requirements, and the clarifications or exceptions identified in Section 15.

14.2 Pricing Assumptions

The proposed pricing is based on the scope of services described in the RFP and Signature Waste's understanding of current Tega Cay service conditions. Key assumptions include but are not limited to the following statements and conditions:

- weekly curbside municipal solid waste (MSW) collection for residential units;
- use of 96-gallon MSW carts;
- mixed use of automated side-load and rear-load collection equipment based on neighborhood conditions;
- the City's estimated 4,300 standard and 850 rear-load MSW line items, with equipment assigned according to route conditions;
- optional biweekly recycling service for participating residents, if maintained as a resident-direct opt-in service;
- approximately 2,500 current opt-in recycling participants for rate schedule purposes;
- approximately 200 alternative-service locations for planning purposes;
- medically approved backdoor service based on the City's official approved list;
- MSW disposal at an approved facility;
- mixed recycling processing at an approved facility or through the applicable recycling arrangement;
- continuation of existing service knowledge, routes, personnel, and cart infrastructure where applicable;
- applicable taxes, disposal charges, facility fees, regulatory costs, labor, fuel, maintenance, insurance, administration, cart costs, and operating costs; and
- contract requirements, reporting requirements, insurance requirements, and performance-security considerations.

Final pricing may depend on the City's final selected service structure, recycling scope, alternative-service expectations, performance-security requirements, and any accepted clarifications or negotiated terms.

14.3 Base Municipal Solid Waste Rate

Signature Waste proposes the following base rate for weekly residential MSW collection:

Service Category	Estimated Units	Proposed Monthly Rate Per Unit	Notes
Standard once-weekly MSW collection	4,300	$16.81	Weekly curbside MSW collection
Rear-load once-weekly MSW collection	850	$16.81	Same unit rate as standard MSW; actual equipment deployment determined by route conditions
Total MSW service units	5,150	$16.81	Based on RFP rate schedule categories

The proposed MSW rate includes weekly collection, route service, dispatch support, customer-service support, cart maintenance, fleet operation, disposal coordination, and administrative support, subject to the assumptions and clarifications stated in this proposal.

14.4 Optional Recycling Rate

Signature Waste currently provides optional resident-direct recycling service to participating Tega Cay residents. If recycling remains a resident-direct opt-in service, Signature Waste proposes the following rate structure as defined in Appendix C. These collections are a part of the services Signature Waste offers but these services are billed direct to the contracting resident and not the City of Tega Cay.

Service Category	Estimated Participants	Proposed Monthly Rate Per Participant	Notes
Biweekly Resident opt-in recycling	2,500	$10.00	Billed directly to participating residents if maintained outside City billing
Biweekly City opt-in recycling	2,500	$8.00	Billed directly to the City based on active participating residents

If the City elects to incorporate recycling into the City-contracted service structure, recycling pricing, reporting, participation tracking, billing, and processing requirements should be confirmed with the City and reflected in the final contract. An alternate fee schedule for such a structure is outlined in Appendix C under Alternate Bid III. Rate Schedule in addition to what is provided above. These considerations presented are mutually exclusive and cannot exist in conjunction.

14.5 Additional MSW Carts

Additional MSW carts may be requested by residents may be billed directly to the contracting customer. These collections are a part of the services Signature Waste offers but these services are billed direct to the contracting resident and not the City of Tega Cay..

14.6 Alternative-Service Locations

The RFP identifies alternative-service locations for alleyways, narrow access, private roads, backdoor service, hand-cart service, or other non-standard service methods. Signature Waste understands that these locations may require

additional labor, route time, smaller or more maneuverable equipment, manual handling, or specialized service planning. Services to these locations are included in the standard rate and are not in excess of it unless otherwise stated.

14.7 Municipal Facilities Provided at No Charge

Signature Waste understands that the RFP identifies certain City facilities to receive service at no charge. Signature Waste will provide service to the City facilities identified in the final contract at no additional charge, subject to the number of carts and locations approved in the contract documents.

City facility service is included in the proposed cost structure unless otherwise stated in the final rate schedule.

14.8 Bulky Waste, Yard Debris, and Other Additional Services

Signature Waste currently provides certain additional resident-direct services to individual Tega Cay residents, including bulky waste disposal and small yard debris collection where applicable. Bulky waste collection includes anything which cannot fit inside of the provided bin and can be collected alongside MSW. These collections are a part of the services Signature Waste offers but these services are billed direct to the contracting resident and not the City of Tega Cay..

14.9 Disposal, Processing, and Regulatory Costs

The proposed rates include current assumptions regarding disposal, processing, regulatory fees, taxes, and facility charges. If disposal, landfill, transfer station, recycling processing, taxes, regulatory fees, or other third-party charges materially change during the contract term, Signature Waste may request an adjustment as allowed by the final contract.

Any request for adjustment based on disposal or processing cost changes will be supported by reasonable documentation, such as facility invoices, fee schedules, disposal tickets, written notices, or other proof requested by the City.

14.10 Fuel Cost Assumptions

Fuel is a major operating cost in residential solid waste collection. Signature Waste's pricing assumes the fuel-adjustment terms requested in Section 15.13: good-faith surcharge discussions after the applicable Diesel Index exceeds $4.75 per gallon for four consecutive weeks, separate monthly line-item billing based on that month's average index, and removal when the monthly average falls below $4.75. Any approved surcharge will be supported by reasonable documentation and must be mutually agreed in writing.

14.11 Taxes

All applicable taxes will be included in the final lump-sum bid costs as directed by the RFP. Monthly invoices will identify any required State or local sales or use tax information. The City's stated 7% South Carolina sales-tax treatment and federal excise-tax exemption will be applied in the final pricing and invoice format.

14.12 Rate Adjustment / CPI

Signature Waste accepts the RFP's CPI framework for the third and subsequent contract years. The first CPI adjustment will not take effect before the second anniversary of the contract, and each applicable annual adjustment will be limited to the lesser of the published CPI change or 3%. Disposal, fuel, tax, and other documented third-party cost changes will be administered only through the separate adjustment provisions stated in the RFP, accepted addenda, and Section 15.

14.13 Performance Security Cost Impact

The base bid and alternate pricing should be read together with Appendix C. Because a 100% annual performance bond creates a material annual cost, Appendix C, Alternate Bid I identifies the additional cost associated with furnishing the required bond. If the City confirms after award that the bond must be furnished as a condition of final contract execution, Alternate Bid I identifies the corresponding cost treatment for final contract pricing.

14.14 Rate Schedule Summary

Rate Schedule

Line Item	Description	Unit Count / Basis	Proposed Rate
1	Standard MSW collection	4,300 units	$16.81 per unit/month
2	Rear-load MSW collection	850 units	$16.81 per unit/month
3	Optional biweekly recycling	2,500 participants	$10.00 per participant/month
4	Alternative service / special access	200 units	$0.00 per unit/month
5	Additional MSW cart	Per resident request	$10.00
6	Biweekly Resident opt-in recycling	Per resident request	$10.00 per participant/month
7	Biweekly City opt-in recycling	Per resident request	$8.00 per participant/month
8	Backdoor / medically approved service	City-approved list	$0.00
9	Bulky item service (minimum fee)	Per resident request	$25.00
10	Small yard debris service (minimum fee)	Per resident request	$25.00
11	Performance bond	5,150 units	$0.65 per unit/month

14.15 Cost Structure Summary

Signature Waste's proposed cost structure is intended to provide the City with a transparent and practical pricing framework for weekly MSW collection, optional recycling, additional carts, alternative-service locations, backdoor service, and other additional services.

The cost structure should be read together with the service approach, route plan, disposal assumptions, recycling scope, reporting obligations, insurance requirements, performance-security requirements, and clarifications identified in this proposal.

14.16 Alternate Bid Rate Schedule

Alternate bids are included for multiple considerations. These proposals, along with the base bid rate schedule, are provided in Appendix C. All details of these proposals are included along with their rate schedules. Should the City necessitate further information or clarity about any number of these alternates, information will be provided upon request.

15. Contract Compliance, Clarifications, and Exceptions

15.1 Section Overview

Signature Waste Systems, Inc. intends to provide a complete, responsive, and practical response to the City of Tega Cay's requirements for curbside collection and disposal of residential solid waste.

This section identifies clarifications, assumptions, requested terms, and potential exceptions that may affect final contract administration, pricing, performance security, reporting, recycling, special-service locations, rate adjustments, and other contract terms. Signature Waste has included this section to be transparent and to avoid ambiguity regarding the assumptions on which the proposal is based.

Unless specifically stated in this section, Signature Waste intends to comply with the service requirements described in the RFP and applicable addenda.

15.2 Proposal Incorporation into Contract

Signature Waste understands that the submitted proposal may be incorporated into the final contract. The commitments, assumptions, and expressly identified exceptions in this proposal are intended to be read together; a general narrative description should not override a specific clarification or exception stated in this section. Once executed, the mutually agreed final contract and incorporated addenda will govern the parties' obligations.

15.3 Service Scope Assumptions

Signature Waste's pricing and service approach are based on the service categories, unit counts, and assumptions identified in the RFP, addenda, and the cost statement included in this proposal.

The proposal assumes weekly residential MSW collection using 96-gallon carts. For rate-schedule purposes, it retains the City's estimated line items of 4,300 standard MSW units, 850 rear-load MSW units, 2,500 opt-in recycling participants, and 200 alternative-service locations. Signature Waste will quote the same unit rate for the standard and rear-load MSW line items, while assigning actual collection equipment according to route conditions and operational needs. The alternative-service locations are distributed throughout the City and may include medically approved backdoor service, hand-cart service, or other nonstandard collection methods. The proposal also assumes City-facility service as stated in the RFP, MSW disposal at an approved facility, recycling processing through an approved facility or applicable arrangement, and confirmation of final unit counts and approved service lists with the City.

The quoted unit rates will apply to increases or decreases in the amount of work within the stated service categories. A materially different service frequency, service method, recycling structure, disposal requirement, reporting obligation, or performance-security structure would require a mutually agreed written amendment addressing the resulting operational and cost effects.

15.4 Cart Ownership and Cart Transition

Signature Waste currently owns the trash carts deployed in Tega Cay. This proposal assumes that Signature Waste may continue using and maintaining its existing cart infrastructure unless the City directs otherwise. If the City requires a materially different cart structure, replacement program, cart ownership arrangement, cart labeling requirement, or transition procedure, any related cost, timing, and operational effect should be addressed before final contract execution.

15.5 Recycling Service

Signature Waste currently provides an optional resident-direct recycling service to participating Tega Cay residents. This recycling service is separate from the City-contracted MSW service and is billed directly to participating residents.

If recycling remains a resident-direct optional service, Signature Waste can continue supporting that structure and can provide nonconfidential participation statistics upon request. However, recycling weights, volumes, detailed participation reporting, and address-level reporting may be limited unless recycling is incorporated into the City-contracted service structure and an agreed reporting framework is established.

If the City elects to include recycling as part of the City contract, Signature Waste requests that the final agreement clearly define whether recycling will be City-billed or resident-direct and whether participation will be opt-in or universal. The agreement should also establish the reporting requirements, participation-tracking method, confidentiality expectations, processing location, contamination-education responsibilities, resident-communication responsibilities, billing structure, and treatment of recycling-processing costs in future rate adjustments.

15.6 Performance Bond and Alternative Security Request

The RFP, as clarified by Addendum 4, requires a performance bond equal to 100% of the annual contract amount. Signature Waste can furnish the required performance bond following award and before contract execution or service commencement, as directed by the City, provided the associated premium, collateral, administrative cost, and related financial requirements are reflected in the accepted pricing.

This clarification is limited to cost treatment and the City's consideration of alternatives. Because the required bond creates a material annual expense that would be passed through in the proposed service cost, Appendix C, Alternate Bid I identifies the additional cost associated with furnishing the full annual-value bond if the City confirms after award that it requires that security structure as part of final contract execution.

Signature Waste does not request that the City waive its interest in performance protection. The purpose of performance security is to protect the City if contracted service fails and replacement service must be secured. Signature Waste's 19 years of continuous incumbent performance, existing Citywide routes, carts, equipment, personnel, customer-service workflows, local knowledge, and current full-service operation materially reduce the transition and service-failure risk that performance security is intended to address.

For that reason, if the City determines that the cost of a full annual-value performance bond is not the most practical or cost-effective structure, Signature Waste respectfully requests that the City consider an equivalent or alternative form of performance security. Potential alternatives may include a reduced bond, staged bond, annual renewable bond, irrevocable letter of credit, performance retainage, transition or security reserve, enhanced default-cure provisions, or another mutually acceptable structure that provides meaningful protection to the City while avoiding unnecessary cost to residents.

Signature Waste remains willing to discuss and finalize an acceptable performance-security arrangement as part of contract negotiation or award.

15.7 Licenses, Permits, and Disposal Documentation

To the extent any disposal or processing agreement contains confidential terms, pricing, account information, or third-party contract restrictions, Signature Waste requests the ability to provide sufficient proof of facility access while protecting confidential commercial information where legally permitted.

15.7.1 Noncommingling Clarification

Signature Waste understands the City's need for accurate City-specific reporting and can provide unit counts, route records, service records, disposal documentation, and tonnage or volume information through a mutually agreed reporting methodology. Signature Waste does not propose to segregate every collection-vehicle load exclusively by municipal boundary while Signature Waste bears all disposal costs.

Exclusive load segregation would restrict operational discretion in route sequencing and disposal, may create partially utilized loads and additional trips, and can increase labor, fuel, equipment, and disposal costs without being necessary to produce reliable City-specific reporting. If the City requires exclusive physical segregation for a purpose beyond reporting, Signature Waste requests that the purpose and operating standard be identified and that the resulting cost and routing effects be incorporated into the final contract and pricing.

15.8 Backdoor, Hand-Cart, and Alternative-Service Locations

Signature Waste understands that the RFP includes backdoor, hand-cart, and alternative-service considerations. Signature Waste requests that the final contract clearly identify the approved service locations, service method, eligibility criteria, billing treatment, maximum allowable percentage of service locations eligible, and update process for these locations.

For medically approved backdoor service, Signature Waste will rely on the City's official approved list. Signature Waste does not intend to rely on unofficial estimates for final contract administration.

If alternative-service locations require materially different labor, equipment, access methods, or service time than standard collection, those requirements should be reflected in the final rate schedule or confirmed in the final service scope.

15.9 Routing Authority, Collection-Day Changes, and Resident Notice

Signature Waste will manage day-to-day route sequencing and equipment assignment while coordinating with the City on collection-day changes, safety concerns, service-level changes, or verified performance issues. Signature Waste may revise those details without City approval and will not submit routine routing changes for approval, provided the service remains within the contract scope, required collection frequency and hours, applicable safety and infrastructure requirements, and the agreed performance standards. The City may identify a safety, infrastructure, access, or performance concern and require correction of a verified contract deficiency, but the selection of the routing solution and operating method will remain the responsibility of Signature Waste.

Signature Waste will cooperate with the City concerning a temporary change to the publicly scheduled collection day when inclement weather, an Act of God, an emergency, a road closure, or another unusual circumstance reasonably requires a change. Any permanent change to the regular collection day will be mutually agreed by the City and Signature Waste. Temporary emergency adjustments will be coordinated with the City as circumstances permit.

When a collection-day change or broad service disruption affects residents, Signature Waste will provide prompt written or published notice through available communication channels. The RFP does not establish a single required distribution method or provide a resident-contact list for this purpose. Notice may therefore be issued through Signature Waste's website, social-media accounts, customer portal, email, automated telephone notification, text messaging, or another available method, together with any City-controlled communication platform the City authorizes or elects to use.

15.9.1 Holiday Service Clarification

Signature Waste recognizes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Collection will ordinarily continue on the regular schedule for New Year's Day, Memorial Day, Independence Day, and Labor Day. Thanksgiving Day and Christmas Day collections will be delayed by one day,

with subsequent service adjusted as necessary and the regular schedule restored the following week. Signature Waste requests that this established operating schedule be accepted in place of an automatic one-day delay for all six listed holidays.

15.10 Missed Pickups and Blocked Access

Signature Waste requests that the final contract distinguish confirmed missed collections from blocked carts, inaccessible locations, unsafe access, construction obstructions, parked vehicles, carts not out for service, or other conditions outside the contractor's reasonable control.

Where service cannot be completed due to blocked access or unsafe conditions, Signature Waste will document the condition, notify dispatch or customer service, and coordinate return service or resident communication as appropriate.

15.11 Leaks, Spills, and Environmental Response

Signature Waste requests that final contract administration recognize the distinction between a reported potential leak, minor residue, confirmed spill, equipment failure, and other service conditions, and that any liquidated damages or penalties be applied only in accordance with the final contract terms and verified facts.

15.12 Property Damage Claims

Signature Waste requests that the final contract allow reasonable investigation before responsibility is assigned.

If Signature Waste determines that it is responsible for damage, the company will coordinate a reasonable resolution with the resident or property owner. Repairs may be handled by Signature Waste staff, approved third-party providers, or resident-preferred repair providers where appropriate and approved.

15.13 Fuel Cost Clarification

Fuel is a significant cost component of residential solid waste collection. Signature Waste requests that the fuel-adjustment discussion threshold remain four consecutive weeks above $4.75 per gallon, consistent with the prior contract, rather than six consecutive weeks. Any approved surcharge will be supported by reasonable documentation and billed as a separate monthly line item based on the applicable monthly average Diesel Index.

Once activated, the surcharge should remain in effect until the monthly average Diesel Index falls below $4.75 per gallon. Alternatively, if the City elects to measure removal using weekly index values, the same consecutive-week measurement period should govern both activation and removal so the adjustment is administered consistently.

15.14 Force Majeure, Weather, and Emergency Conditions

Signature Waste accepts the RFP storm-and-disaster framework. Increased volume resulting from a flood, hurricane, other Act of God, or event outside Signature Waste's control is excluded from the base service price. Necessary route or schedule variances will be coordinated with and approved by the City, and compensation for separately authorized additional disaster-response service will be negotiated with the City.

Signature Waste will coordinate service delays, recovery plans, resident notices, return-service procedures, and any separately authorized disaster-response work with the City.

15.15 Termination and Cure Periods

Signature Waste understands the City's need for termination rights, including the ability to terminate for uncured default. For service issues capable of correction, Signature Waste requests written notice and a good faith cure period except where immediate termination is required by law or an urgent public-safety condition.

Termination without cause at any time creates substantial one-sided risk for a bidder pricing a five-year contract that may require dedicated carts, fleet capacity, staffing, insurance, performance security, and third-party commitments. If the City terminates without cause, Signature Waste requests not less than 120 days' advance written notice and reimbursement of documented, unrecovered contract-specific capital investments, noncancelable third-party commitments, and reasonable demobilization expenses. This protection is intended to prevent a faultless termination from transferring all unrecovered dedicated-cost risk to Signature Waste; it does not request payment for unearned future services or anticipated profits.

15.16 Confidentiality and Public Records

Signature Waste understands that proposal materials may be subject to public records requirements. Signature Waste will not designate the entire proposal, total prices, or line-item prices as confidential.

To the extent the proposal includes confidential commercial information, third-party facility agreements, insurance details, account information, proprietary operational procedures, or other sensitive documents, Signature Waste requests treatment consistent with applicable law and the City's procurement requirements.

15.17 Final Contract Negotiation

Signature Waste submits this proposal in good faith and is willing to work with the City to finalize reasonable contract terms consistent with the RFP, addenda, accepted clarifications, final pricing, performance-security structure, reporting format, and service scope.

Signature Waste's intent is to provide the City with reliable residential solid waste service, local accountability, meet set community expectations, and a practical contract structure that protects the City while allowing continued service by a proven local provider.

15.18 Section Summary

Signature Waste accepts the RFP requirements except for the expressly stated requests concerning performance security, exclusive municipal-boundary load segregation, detailed routing authority, holiday scheduling, fuel-adjustment administration, and termination without cause. The remaining provisions in this section explain implementation details rather than create additional exceptions.

The performance bond remains the most significant unresolved compliance item. Signature Waste is actively pursuing the required security and respectfully requests consideration of equitable alternatives only if a full annual-value bond cannot be obtained on practical terms.

16. Appendices and Required Attachments Index

Appendix A — Addenda 1–4

Appendix B — Bidder Information and Authorized Signature

Appendix C — Detailed Rate Schedule and Cost Statement

Appendix D — City Business License

Appendix E — Hauler License or Applicable Waste Collection Authorization

Appendix F — Registration Documentation

Appendix G — IFTA Documentation

Appendix H — MSW Disposal Contract

Appendix I — Mixed Recycling Contract

Appendix J — Insurance Summary or Evidence of Coverage

Appendix K — Performance Security Documentation

Appendix L — Reference Letter 1

Appendix M — Reference Letter 2

Appendix N — Reference Letter 3

Appendix O — Supplemental References

Appendix P — Personnel Qualification Support

Appendix Q — Fleet and Equipment Summary

Appendix R — Safety, Spill Response, and Maintenance Summary

Appendix S — Required City Forms and Certifications

Appendix T — Signature Waste Tega Cay Rate History and Service Relationship Exhibit

City of
Tega Cay, South Carolina
www.tegacaysc.org
7725 Tega Cay Drive
Tega Cay, SC 29708
Phone: 803.548.3512
Fax: 803.548.1400

ADDENDUM 1

DATE: April 21, 2026

1. Current Disposal and Recyclable Processing Facilities

   The current waste disposal is sent to the Fort Mill Transfer station and the Recyclables are currently sent to the York County MRF through an agreement between the current provider and York County.

2. Copy of the most recent current Invoice from Signature Waste

   A copy of the most recent invoice from Signature Waste can be obtained by submitting a FOIA request. A request can be submitted via https://www.cognitoforms.com/CityOfTegaCay/FreedomOfInformationFOIARequest.

3. List of the current Recycling Customers that are registered for service with the current provider

   An estimated percentage of recycle participants was given by the current provider leading to an estimated 2500 registered for the program.

4. Current rate structure for recyclable services

   That fee is set independently through the current contractor.

5. List of streets requiring rear-load trucks (850) count

   The rear-load trucks are disbursed throughout various areas of the City where roads are to narrow to operate a sideload collection truck.

6. List of addresses that receive services for alleyways, narrow access points, or privately maintained roadways requiring back-door or hand-cart service

   The estimated 200 homes requesting alternative services are located in the Cameron Creek Neighborhood.

City of
Tega Cay, South Carolina
www.tegacaysc.org
7725 Tega Cay Drive
Tega Cay, SC 29708
Phone: 803.548.3512
Fax: 803.548.1400

ADDENDUM 2

DATE: May 1, 2026

The original request Under the General Terms and Conditions Section, 2) Preparation of Bids, bullet d. “One (1) bound copy and one (1) electronic copy of each bid must be submitted in a sealed envelope.” This contradicts Vender Agreements Section, 3) Specific Terms, bullet k. “Submit three (3) bound copies and one (1) digital copy of your response.”

This will be updated to General Terms and Conditions Section 2) Preparation of Bids, bullet d. “Three (3) bound copies and one (1) electronic copy of each bid must be submitted in a sealed envelope.”

City of
Tega Cay, South Carolina
www.tegacaysc.org
7725 Tega Cay Drive
Tega Cay, SC 29708
Phone: 803.548.3512
Fax: 803.548.1400

ADDENDUM 3

DATE: May 7, 2026

1. Section 23 states that Tega Cay may cancel the contract based on unresolved service issues but under the Vendor Agreement, section J states that Tega Cay may cancel the contract at any time with or without cause. Which section is correct?

   Section 23 is a reiteration of Section J and does not supersede the City's ability to terminate this agreement with or without cause at any time.

2. Annual CPI adjustments are capped at 3% and not effective until the second anniversary. We feel restrictive rate restrictions based on actual increased costs does not make for an equal partnership and therefore request the use of the actual CPI based on the Water, Sewer and Trash index which is based on costs related to our industry. We also request that the first CPI adjustment is based on the anniversary of the first year.

   As the offeror you have the right to include that as part of your bid submission, but the City also has the right to accept or deny the request.

3. Are there maps available for which areas require the use of the rear load trucks?

   The rear load trucks are deployed in various areas of the City. While a map of the specific locations does not exist, those areas are primarily located in traditional Tega Cay (deeper peninsula) where road rights-of-way are narrower.

City of
Tega Cay, South Carolina
www.tegacaysc.org
7725 Tega Cay Drive
Tega Cay, SC 29708
Phone: 803.548.3512
Fax: 803.548.1400

ADDENDUM 4

DATE: May 22, 2026

1. The rate schedule Form: To confirm the total number of curbside solid waste noted in **Section 3. a.i.,** (5,100) is the combination of 4,300 + 850 outlined on the Rate Schedule?

   That is the combined approximation for the 5100 total. The current vendor estimated 800-850 utilizing the service so 850 would capture the maximum number.

2. **Section 13.g.iii.** References Sections 4.9.3 and 4.9.4. – Where are these sections in the RFB?

   This is an error and is covered in this section:

   iv. If the Contractor fails to initiate proactive measures necessary to reduce the frequency and severity of vehicle leaks or spills, including those listed in Sections 6.4.a to 6.4.c, the Contractor shall, in addition to the Damages described above, be subject to the following Damages:

   1. One thousand dollars ($1,000) for each leak or spill during any one- (1) month period in which there were two (2) to five (5) leaks or spills;

   2. One thousand five hundred dollars ($1,500) for each leak or spill during any one (1) month period in which there were six (6) or more leaks or spills.

3. **Section 13.g.iv.**: References Sections 6.4.a to 6.4.c. – Where are these sections in the RFB?

   This is an error and is covered in this section:

   iv. If the Contractor fails to initiate proactive measures necessary to reduce the frequency and severity of vehicle leaks or spills, including those listed in Sections 6.4.a to 6.4.c, the Contractor shall, in addition to the Damages described above, be subject to the following Damages:

   1. One thousand dollars ($1,000) for each leak or spill during any one- (1) month period in which there were two (2) to five (5) leaks or spills;

2. One thousand five hundred dollars ($1,500) for each leak or spill during any one (1) month period in which there were six (6) or more leaks or spills.

4. **Section 21. Insurance**: Is the COI required to be submitted with the bid submission?

   This would only be required by the successful Offeror.

5. **Section 22. Bond & Section Bid Submission Specification and Requirements** Performance bond "may" be required. Please clarify if this will be required by the Contractor. Also, the 100% of Contract Amount, please confirm that this will be 100% of the "Annual" Contract Amount not the total five-year contract amount.

   The performance bond is required and would need to include 100% of the annual contract amount.

6. **Section 24.ii. Basis and Method of Payment – Landfill Charges, Fee, Taxes:** Any request for rate adjustment shall include detailed supporting documentation, including but not limited to fuel cost data tied to the defined Diesel Index, landfill fee changes supported by official rate schedules or invoices, and any other applicable cost drivers. Respectfully request removal of this section from Section 24.ii. This highlighted Section is not applicable to landfill disposal increases/decreases as charged by the third-party landfill and is directly outside the Contractor's control.

   The contractor would still need to provide proof of the fee increases.

7. **Bid Submission Specification and Requirements** 1.a. The return of the addenda, if any, signed and filled out as required. Is there a form for this acknowledgment?

   Currently, no addendum required additional information completed by an Offeror. A statement of acknowledgement and including the Addendums would fulfill the requirement.

8. **General Terms and Conditions**: 1.a. Sealed bids will be received and opened. Will the opening be held in public, with any of the Contractor present?

   There will not be a public bid opening, a bid tabulation form will be posted online within 2 business days of the bid opening.

Appendix B

Bidder Information and Authorized Signature

Official Bidder Name
Signature Waste Systems, Inc.

Physical Business Address
10203 S. Tryon Street
Charlotte, NC 28273

Mailing Address
P.O. Box 7349
Charlotte, NC 28241

Telephone
704.714.9400

Proposal Correspondence
sswinford@signaturewaste.com

Authorized Representatives
Joseph W Swinford, Owner & President, and Stuart N Swinford, Manager, are each independently authorized to legally bind Signature Waste Systems, Inc. Both authorized representatives are signing this proposal.

Proposal Certification and Signature
By signing below, the undersigned authorized representatives certify that this proposal is submitted by Signature Waste Systems, Inc. in response to the City of Tega Cay Request for Bids for Curbside Collection and Disposal of Residential Solid Waste; that the proposal has been reviewed and authorized for submission; and that the proposal, including its stated assumptions, clarifications, exceptions, appendices, and pricing once completed, is intended as Signature Waste Systems, Inc.'s official bid response.

SIGNATURE WASTE SYSTEMS, INC.

Joseph W Swinford Owner & President	Date
Stuart N Swinford Manager	Date

Addenda Acknowledgment Signature

Signature Waste Systems, Inc. acknowledges receipt, review, and incorporation of Addenda 1, 2, 3, and 4 issued by the City of Tega Cay in connection with the Request for Bids for Curbside Collection and Disposal of Residential Solid Waste.

Acknowledged by:

SIGNATURE WASTE SYSTEMS, INC.

_____ _____

Joseph W Swinford
Owner & President

Date

_____ _____

Stuart N Swinford
Manager

Date

APPENDIX C

Detailed Rate Schedule and Cost Statement

Pricing Summary

Signature Waste Systems, Inc. proposes a single monthly unit rate of $16.81 per residential MSW unit for both standard once-weekly MSW collection and rear-load once-weekly MSW collection. The same unit rate is used for both line items because actual equipment deployment will be determined by route conditions, access limitations, safety, and infrastructure considerations rather than by a separate customer charge class.

The alternate service method proposed is defined in section 6.5 and again in section 10.5. Signature Waste imposes no added expense on this existing solution.

BASE RATE SCHEDULE FOR FIVE-YEAR TERM

NO.	DESCRIPTION OF SERVICE	EST. UNITS	MONTHLY RATE/UNIT	TOTAL
1	Once weekly collection of Municipal Solid Waste as per specification	4300	$16.81	$72,283.00
2	Once weekly collection of Municipal Solid Waste as per specification for rear load service	850	$16.81	$14,288.50
3	Once bi-weekly collection of Recyclable Materials as per specification to be charged directly to the residents participating in the program	2500	$10.00	$25.000.00
4	Alternative service methods for alleyways, narrow access points, or privately maintained roadways requiring back door or hand cart service	200	$0.00	$0.00
TOTAL BASE BID (Items 1 - 4)	One hundred eleven thousand five hundred seventy-one dollars and fifty cents _____ Dollars In Writing		111,571.50 $_____	
TOTAL BASE BID (Items 1,2, 4)	Eighty-six thousand five hundred seventy-one dollars and fifty cents _____ Dollars In Writing		86,571.50 $_____	

SUMMARY TOTALS

City-invoiced MSW base bid includes only Items 1, 2, and 3. RFP schedule arithmetic totals for items 1 through 4, including resident-direct recycling estimate, are provided before the City invoiced services in compliance with the provided format for rate schedule presentation.

ALTERNATE BID I. RATE SCHEDULE

Pricing Summary

The base MSW rate proposed in this Appendix C is $16.81 per residential MSW unit per month for both standard once-weekly MSW collection and rear-load once-weekly MSW collection.

If the City requires Signature Waste Systems, Inc. to furnish and maintain a performance bond equal to 100% of the annual contract amount, or another City-approved performance-security structure that creates a comparable annual cost to Signature Waste, a sixty-five-cent-per-household monthly performance-security adder shall apply. The optional performance-security addition is intended to separately identify the annual cost of the required performance security rather than embed that cost into the underlying service rate.

ALTERNATE RATE SCHEDULE INCLUDING EFFECTUATED PERFORMANCE SECURITY BOND

NO.	DESCRIPTION OF SERVICE	EST. UNITS	MONTHLY RATE/UNIT	TOTAL
1	Once weekly collection of Municipal Solid Waste as per specification	4300	$17.46	$75,078.00
2	Once weekly collection of Municipal Solid Waste as per specification for rear load service	850	$17.46	$14,841.00
TOTAL BASE BID (Items 1 - 2)	Eighty-nine thousand nine hundred nineteen dollars and zero cents Dollars In Writing		89,919.00 $	

SUMMARY TOTALS

This optional adder shall apply only for the period during which Signature Waste is required to furnish and maintain the full annual performance bond or equivalent City-approved performance security at Signature Waste's cost. If the City waives the full performance bond requirement, accepts a lower-cost alternative security structure, or the actual annual cost of the required security is reduced, this adder shall be removed or reduced prospectively by written agreement so that the City shall not incur expense for a performance-security cost that is no longer required or incurred.

For clarity, this addition does not change the proposed base MSW service rate of $16.81 per unit per month. It is presented as a separate alternate pricing component tied only to the City's final performance-security requirement.

ALTERNATE BID II. RATE SCHEDULE

Pricing Summary

If the City, in conjunction with the Cameron Creek community, requires materially different service methods, materially expanded special-access service, smaller dedicated equipment, additional labor, or a service method materially different from the existing approved service conditions, the additional cost shall be priced by written amendment before implementation.

Presented is the projection of costs for the revised equipment and labor assignment anticipated to service the community by means outside the scope of what is within the current capacity of the equipment and personnel assigned to the community.

CAMERON CREEK ALTERNATE SERVICE SOLUTION CONSIDERATION

NO.	DESCRIPTION OF SERVICE	EST. UNITS	MONTHLY RATE/UNIT	TOTAL
1	Once weekly collection of Municipal Solid Waste as per specification	4300	$16.81	$72,283.00
2	Once weekly collection of Municipal Solid Waste as per specification for rear load service	850	$16.81	$14,288.50
3	Alternative service methods for alleyways, narrow access points, or privately maintained roadways requiring back door or hand cart service	200	$10.42	$2,084.00
TOTAL BASE BID (Items 1 - 3)	Eighty-eight thousand six hundred fifty-five dollars and zero cents _____ Dollars In Writing		$ 88,655.00 _____	

SUMMARY TOTALS

The City may elect to convey this expense directly to the community members benefiting from such alternate equipment and personnel solutions as are presented. Signature Waste recognizes the City of Tega Cay as its direct and only client in such an instance, and therefore, will bill the City directly for such service.

This solution involves the purchase and acquisition of new equipment. Because new equipment purchases can be time-consuming processes, it is unclear in what timeframe Signature Waste will receive and put into service the new equipment. Therefore, Signature Waste asks that, under the condition that the City of Tega Cay and the community of Cameron Creek agree to move forward with the alternate bid defined, a conditional grace period be given to allow such time for Signature Waste to acquire, prepare, and implement such equipment and personnel into service.

ALTERNATE BID III. RATE SCHEDULE

Pricing Summary

Signature Waste Systems, Inc.'s base proposal assumes that opt-in recycling remains a resident-direct optional service billed directly to participating residents. Under this alternative proposal, the City may elect to include opt-in recycling in the City-billed contract structure while preserving the current voluntary participation model.

This alternate does not convert recycling into a mandatory universal Citywide service. It applies only to residents who voluntarily elect to participate in the opt-in recycling program, unless otherwise agreed in writing by the City and Signature Waste.

CITY-BILLED OPT-IN RECYCLING ALTERNATE SERVICE CONSIDERATION

NO.	DESCRIPTION OF SERVICE	EST. UNITS	MONTHLY RATE/UNIT	TOTAL
1	Once weekly collection of Municipal Solid Waste as per specification	4300	$16.81	$72,283.00
2	Once weekly collection of Municipal Solid Waste as per specification for rear load service	850	$16.81	$14,288.50
3	Once biweekly collection of recyclable materials as per specification for residents participating in the opt-in program, City-billed alternate	2,500	$8.00	$20,000.00
TOTAL BASE BID (Items 1 - 3)	One hundred six thousand five hundred seventy-one dollars and zero cents _____ Dollars In Writing		106,571.00 $_____	

SUMMARY TOTALS

Under this alternate, Signature Waste recognizes the City of Tega Cay as its direct client for opt-in recycling service and will bill the City directly at $8.00 per participating household per month for recycling units included in the approved monthly participation count. This alternate preserves the voluntary, opt-in, biweekly recycling structure; if participation increases or decreases during the contract term, billing will adjust based on the approved participation count and will be prorated to the week of service in which the addition or reduction occurred.

Signature Waste will provide and maintain recycling carts for participating households under the approved opt-in program. Before implementation, the City and Signature Waste will mutually confirm the participation list, reporting method, billing count, and resident communication process. Any conversion from opt-in recycling to universal Citywide recycling, or any materially different recycling service structure, shall require written agreement addressing participation, billing, cart deployment, processing, reporting, education, contamination control, and pricing effects.

COST STATEMENT AND PRICING ASSUMPTIONS

The proposed City-invoiced MSW base bid is calculated from the RFP rate schedule quantities of 4,300 standard MSW units and 850 rear-load MSW units, totaling 5,150 estimated MSW units. Actual billing quantities shall be adjusted through the unit-count survey and approved monthly unit updates described in the RFP and final contract.

The $16.81 monthly unit rate includes once-weekly residential MSW collection, route service, dispatch support, customer-service support, cart maintenance for ordinary contract service, fleet operation, MSW disposal coordination, and administrative support, subject to the proposal and final contract documents.

Signature Waste will assign automated side-load, rear-load, or other appropriate equipment based on route conditions, access, safety, and infrastructure considerations.

Municipal service locations identified in the RFP and final contract are included at no additional charge, subject to the approved locations, cart quantities, and service methods stated in the final contract documents.

Optional recycling is presented as a resident-direct opt-in service. If the City elects to convert recycling to a City-billed, universal, or materially different service structure than one defined in the base rate schedule or any alternate rate schedule, the recycling rate, billing method, reporting scope, participation tracking, processing requirements, and rate-adjustment treatment should be confirmed in writing.

Disposal, fuel, CPI, regulatory, tax, and third-party cost changes will be handled only as allowed by the RFP, accepted addenda, the proposal clarifications, and the final written contract.

Performance security, insurance, licenses, disposal documentation, and contract clarifications are addressed in the corresponding proposal sections and appendices and should be read together with this Appendix C.

City of Tega Cay
BUSINESS LICENSE

Tega Cay
south carolina

BUSINESS LICENSE

Expires 4/30/2027

License No	20260756
Date Issued	4/10/2026
Business	SIGNATURE WASTE
Business Desc	Trash Services
NIACS	562111
Industry Class	56 - Administrative and support and waste management and remediation services

SIGNATURE WASTE
PO BOX 7349
CHARLOTTE, NC
28241

City of Tega Cay

This license must be displayed at all times in a conspicuous location, on or in the business establishment and/or location for which it has been issued. Any change of information from the orginal application must be reported immediately. This license is non-transferable.

Shara Saxthers

Authorized Signature

SIGNATURE WASTE
PO BOX 7349
CHARLOTTE, NC
28241

Appendix E

Hauler License Applicability Statement

Signature Waste Systems, Inc. has not identified a separate North Carolina or South Carolina state-issued municipal solid waste hauler license applicable to the City of Tega Cay residential collection scope, beyond the business, vehicle, insurance, disposal, and operating documentation provided elsewhere in this proposal package.

This appendix is included to avoid implying that a separate hauler license exists when none has been identified by Signature Waste at this stage. If the City identifies a specific hauler-license, waste-collector authorization, or similar document that applies to this contract, Signature Waste will provide the applicable documentation or work with the City to satisfy that requirement.

Appendix F

Registration Cover Statement

Signature Waste Systems, Inc. provides this appendix to document current motor-carrier registration support for proposal review.

Included Documents

1. USDOT lookup snapshot showing USDOT number 1317404, legal name Signature Waste Systems Inc, status Active, entity type Motor Carrier, operation Private Property, principal address 10203 S Tryon St, Charlotte, NC 28273, phone 704.714.9400, power units 9, drivers 7, last MCS-150 03/25/2026, biennial due 04/30/2028, and 2025 mileage 111,785.
2. 2026 UCR Registration for USDOT 1317404 showing valid 2026 registration, Motor Carrier classification, Base State North Carolina, Bracket 3 for 6 to 20 vehicles with 9 vehicles, and expiration 12/31/2026.
3. State of North Carolina Department of The Secretary of State Certificate of Authority
4. State of South Carolina Department of The Secretary of State Articles of Incorporation pages one and two, stamped confirmed with the original on file in the office of the Secretary of State of South Carolina 11/16/2004
5. State of South Carolina Department of The Secretary of State Certificate of Existence 11/16/2004

This appendix is intended to support the proposal's license and registration documentation. Additional nonconfidential registration documents may be provided upon request if required by the City.

DOT LOOKUP

DOT #	1317404
LEGAL NAME	SIGNATURE WASTE SYSTEMS INC
STATUS	Active
ENTITY TYPE	Motor Carrier (US/Canada)
OPERATION	Private (Property)
ADDRESS	10203 S TRYON ST, CHARLOTTE, NC 28273
PHONE	(704) 714-9400
EMAIL	jswinford@signaturewastesystems.com
POWER UNITS	9
DRIVERS	7
LAST MCS-150	03/25/2026
BIENNIAL DUE	04/30/2028
MILEAGE	111785 (2025)

NORTH CAROLINA
Department of The Secretary of State

CERTIFICATE OF AUTHORITY

I, ELAINE F. MARSHALL, Secretary of State of the State of North Carolina, do hereby certify that

SIGNATURE WASTE SYSTEMS, INC.

having filed on this date an application conforming to the requirements of the General Statutes of North Carolina, a copy of which is hereto attached, is hereby granted authority to transact business in the State of North Carolina.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Raleigh, this 6th day of December, 2004

Elaine F. Marshall

Secretary of State

Document Id: C200434100369

CERTIFIED TO BE A TRUE AND CORRECT COPY
AS TAKEN FROM AND COMPARED WITH THE
ORIGINAL ON FILE IN THIS OFFICE

NOV 16 2004

Mark Hammond
SECRETARY OF STATE OF SOUTH CAROLINA

STATE OF SOUTH CAROLINA
SECRETARY OF STATE

ARTICLES OF INCORPORATION

1. The name of the proposed corporation is Signature Waste Systems, Inc.

2. The initial registered office of the corporation is 300 East McBee Avenue, Suite 300, Greenville Greenville County S.C. 29601, and the initial registered agent at such address is Jamile J. Francis III.

I hereby consent to the appointment as registered agent of the corporation:

Jamile J. Francis III
Registered Agent

3. The corporation is authorized to issue shares of stock as follows. Complete "a" or "b", whichever is applicable:

a. [X] The corporation is authorized to issue a single class of shares. The total number of shares authorized is 100,000.

b. [ ] The corporation is authorized to issue more that one class of shares:

Class of Shares	Authorized No. of Each Class

The relative right, preference, and limitations of the shares of each class, and of each series within a class, are as follows: N/A

4. The existence of the corporation shall begin as of the filing date with the Secretary of State unless a delayed date is indicated (See Section 33-1-230(b) of the 1976 South Carolina Code of Laws, as amended) N/A.

5. The optional provisions, which the corporation elects to include in the articles of incorporation, are as follows (See the applicable provisions of Sections 33-2-102, 35-2-105, and 35-2-221 of the 1976 South Carolina Code of Laws, as amended). NONE.

041117-0055 FILED: 11/16/2004
SIGNATURE WASTE SYSTEMS, INC.
Filing Fee: $135.00 ORIG

Mark Hammond South Carolina Secretary of State

Signature Waste Systems, Inc.

Name of Corporation

6. The name, address, and signature of each incorporator is as follows (only one is required):

Jamile J. Francis, III

300 E. McBee Avenue, Suite 500
Greenville, SC 29601

Incorporator

7. I, Jessica L. Anderson, an attorney licensed to practice in the state of South Carolina, certify that the corporation, to whose articles of incorporation this certificate is attached, has complied with the requirements of Chapter 2, Title 33 of the 1976 South Carolina Code of Laws, as amended, relating to the articles of incorporation.

Date 11/16/2004

Jessica L. Anderson
Leatherwood Walker Todd & Mann, P.C.
PO Box 87
300 East McBee Avenue, Suite 500
Greenville, South Carolina 29601
(864) 242-6440

The State of South Carolina

Office of Secretary of State Mark Hammond

Certificate of Existence

I, Mark Hammond, Secretary of State of South Carolina Hereby certify that:

SIGNATURE WASTE SYSTEMS, INC.,

a corporation duly organized under the laws of the State of South Carolina on November 16th, 2004, and having a perpetual duration unless otherwise indicated below, has as of the date hereof filed all reports due this office, paid all fees, taxes and penalties owed to the Secretary of State, that the Secretary of State has not mailed notice to the Corporation that it is subject to being dissolved by administrative action pursuant to section 33-14-210 of the South Carolina Code, and that the corporation has not filed articles of dissolution as of the date hereof.

Given under my Hand and the Great Seal of the State of South Carolina this 17th day of November, 2004.

Mark Hammond

Mark Hammond, Secretary of State

www.ncdor.gov

Josh Stein
Governor

McKinley Wooten, Jr.
Secretary

North Carolina Department of Revenue
P. O. Box 25000, Raleigh, NC 27640-0950

9245000139 3
SIGNATURE WASTE SYSTEMS, INC.
SIGNATURE WASTE SYSTEMS INC
PO BOX 7349
CHARLOTTE, NC 28241-7349

Taxpayer ID:	XXXXX8757
NCDOR ID:	123495827
Tax Type:	IFTA Carrier
Period:	01/01/2026 - 12/31/2026
Date:	September 22, 2025

Attached is your International Fuel Tax Agreement (IFTA) license for the period shown above. If you are a newly registered motor carrier, the Department has assigned an NCDOR ID to you for filing and paying these taxes. In addition, if you are a newly registered motor carrier, you will soon receive instructions for establishing an online account for the purposes of filing and paying IFTA tax as well as ordering decals electronically.

You must file a tax return, Form Gas-1276, for each filing period in which you are engaged in business, even if you have no operations to report for that period. If you have no operations to report for a period, fill in the circle indicating "No Activity" on the return.

Enclosed are the IFTA decals you requested for the period shown above. We have issued a set of decals (two decals) for each of your qualified motor vehicles. One decal must be placed on the exterior portion of each side of the vehicle's power unit. Failure to display the decals in the required location may subject the vehicle operator to the purchase of a trip permit and a citation. In addition, you must carry a copy of this license in each of your qualified motor vehicles.

General information regarding IFTA taxes can be found on our website at www.ncdor.gov. If you have any questions, please direct your correspondence to the address shown above or call (877) 308-9092 (toll free).

Decal Number(s): 4326748 - 4326756

NORTH CAROLINA DEPARTMENT OF REVENUE
P. O. BOX 25000, RALEIGH, NC 27640
(877) 308-9092 (toll free) TELEPHONE

INTERNATIONAL FUEL TAX AGREEMENT (IFTA) LICENSE
EXPIRES: 12/31/2026

NCDOR ID: 123495827
Taxpayer ID: NC201888757

Name of Licensee: SIGNATURE WASTE SYSTEMS, INC.
SIGNATURE WASTE SYSTEMS INC
PO BOX 7349
CHARLOTTE, NC 28241-7349

THIS LICENSE IS ISSUED UNDER THE TERMS OF THE INTERNATIONAL FUEL TAX AGREEMENT AND IS VALID FOR VEHICLES OPERATED BY THE LICENSEE IN ALL IFTA MEMBER JURISDICTIONS.

A COPY OF THIS LICENSE MUST BE CARRIED IN EACH QUALIFIED MOTOR VEHICLE

Appendix H Cover Statement

MSW Disposal Contract or Proof of Facility Access

Signature Waste Systems, Inc. currently disposes of residential municipal solid waste collected in York County through lawful and accepted disposal channels, including Fort Mill Transfer Station and/or York County-authorized disposal facilities as applicable.

The attached Fort Mill Transfer Station Disposal Agreement identifies Signature Waste as the customer, Fort Mill Transfer Station as the disposal facility, residential MSW as the covered waste type, and February 28, 2022, as the contract effective date. Although Section 3 of the attached terms states that the agreement remains in full force and effect for a period of one year, Signature Waste's understanding and course of performance is that the provided contract was extended in full force through the present date and remains applicable in accordance with Section 4.d. Otherwise, Section 3 and Section 4.d would impose a contradictory nature concerning the continuing annual adjustment and continued contractual relationship.

This understanding and correction is formally validated by the parties' continued contractual transaction, continued acceptance of residential MSW, continued issuance and receipt of disposal tickets, continued invoicing, and continued receipt of payment after conclusion of the assigned initial term. To the extent any term conflict were asserted, Signature Waste further understands the agreement to remain enforceable in accordance with the severability clause in Section 9.d, under which any invalid, illegal, or unenforceable provision would not affect the remaining provisions, and all other provisions would remain in full force and effect.

In addition, the MSW York County Landfill does not require nor provide permits for disposal access. This facility is open to all haulers disposing of waste collected in the County of York without permit or special access. Signature Waste will continue to dispose of City of Tega Cay MSW only at properly authorized disposal facilities and in accordance with applicable York County, State of South Carolina, facility, and contract requirements.

Signature Waste will supplement this Appendix H documentation with recent disposal tickets, invoices, payment records, and any available facility correspondence from Republic / Fort Mill Transfer Station and York County Solid Waste Facility to further evidence continued disposal access and course of performance.

FORT MILL TRANSFER STATION 704-377-0161
3358 HIGHWAY 51 FORT MILL, SC

01 **1459604**

Marquita H.

333355
SIGNATURE RESIDENTIAL ACCOUNT
PO BOX 7349
CHARLOTTE, NC 28241

7/6/26 3:25 pm 7/6/26 3:25 pm
SW611

Contract:MSW

SCALE IN GROSS WEIGHT 56,940 NET TONS 9.61
TARE OUT TARE WEIGHT 37,720 NET WEIGHT 19,220

INBOUND
INVOICE

0.00	YD	Tracking QTY					
9.61	tn	MSW	Origin:YORK 100%	$65.72	$631.57	$0.00	$631.57

Signature_____

Payment(s)

$631.57

$0.00

FORT MILL TRANSFER STATION 704-377-0161
3358 HIGHWAY 51 -FORT MILL, SC

01 **1459604**

Marquita H.

333355
SIGNATURE RESIDENTIAL ACCOUNT
PO BOX 7349
CHARLOTTE, NC 28241

7/6/26 3:25 pm 7/6/26 3:25 pm
SW611

Contract:MSW

SCALE IN GROSS WEIGHT 56,940 NET TONS 9.61
TARE OUT TARE WEIGHT 37,720 NET WEIGHT 19,220

INBOUND
INVOICE

0.00	YD	Tracking QTY					
9.61	tn	MSW	Origin:YORK 100%	$65.72	$631.57	$0.00	$631.57

Signature_____

Payment(s)

$631.57

$0.00

Republic Services Disposal Agreement

(Not for Special Waste)

Customer Name : Signature Waste
Address : PO Box 7349

Contact Name : Joe Swinford Phone Number : 704-588-6121
FED ID # : _____ PO Number : _____

Republic Landfill Name: Fort Mill Transfer Station
Address : 3358 Highway 51N, Fort Mill SC 29715

Contact Name : Glenn Kavanagh Phone Number : 803.818.3909

Contract Effective Date : 2 / 28 / 2022

Waste Types : Residential MSW

Unit of Measure for Billing : Tons

Disposal Fee : $ 60.00 / Unit of Measure Above
Taxes/Host Fees/Charges : $ N/A / Unit of Measure Above
Administrative Fee : $ 5.25 / Month

Invoice Period : _____ (Weekly, Semi-Monthly, 3 Per Month)

All Payments Are Due Within 30 Days After Receipt of Invoice

Minimum Volume : 10,000 tons a year

Special Instructions : Contract is for residential volume only; 10,000 tons per year

THE PARTIES AGREE TO THE TERMS CONTAINED IN THE ATTACHED "REPUBLIC SERVICES DISPOSAL AGREEMENT TERMS AND CONDITIONS"

Republic:
[Allied Waste Services, LLC]

_____ _____
Signature Date

Name:_____

Title:_____

Customer:
[Signature Waste]

Stuart N. Swinford 02/28/2022
Signature Date

Name: Stuart N Swinford

Title: Dispatch

REPUBLIC SERVICES DISPOSAL AGREEMENT

TERMS AND CONDITIONS

1. Delivery of Acceptable Waste. Customer shall deliver Acceptable Waste (as defined below) to the landfill indicated on the cover of this Agreement (the "Landfill"). Customer shall not deliver in excess of the maximum volume of Acceptable Waste indicated on the cover of this Agreement to the Landfill.

2. Delivery Procedures; Operation of the Landfill.

(a) Acceptance of Acceptable Waste. Republic shall have the right in its sole discretion to reject delivery of any waste offered for acceptance by Customer that does not constitute Acceptable Waste. "Acceptable Waste" means all waste that is authorized to be disposed of at the Landfill under then applicable federal, state and local laws, regulations, ordinances, rules, permits, licenses, and governmental orders or directives (collectively "Applicable Laws") and that is not Unacceptable Waste (as defined below).

(b) Operation of the Landfill/Procedures. Notwithstanding anything in this Agreement to the contrary, Republic shall have the right, in its sole discretion, to close the Landfill, in whole or in part, either temporarily or permanently, at any time for any reason. Upon any such permanent closure, Republic shall have the right to terminate this Agreement. Customer's delivery of Acceptable Waste to the Landfill, which shall occur only during the Landfill's posted hours, shall be governed by the procedures applicable generally to customers utilizing the Landfill as Republic may modify such procedures from time to time.

(c) Customer's Compliance with Applicable Laws. Customer shall collect, transport and deliver waste to the Landfill in compliance with all Applicable Laws and the procedures referenced in Section 2(b).

(d) Title to Waste. Customer represents and warrants to Republic that either Customer or its customer shall hold clear title, free of all liens, claims and encumbrances, to the waste delivered by Customer to the Landfill. Title to, and risk of loss and responsibility for, Acceptable Waste delivered to the Landfill by Customer shall pass at the time such Acceptable Waste is removed from the delivery vehicle at the Landfill. Title to Unacceptable Waste shall remain with Customer or its customer and shall never be deemed to pass to Republic.

3. Term. Unless sooner terminated pursuant to Section 6, this Agreement shall commence as of the contract effective date indicated on the cover of this Agreement and shall remain in full force and effect for a period of one year. Upon expiration or termination of this Agreement, the obligations of Customer to deliver and of Republic to accept Acceptable Waste shall terminate; provided, however, that all other rights and obligations of the parties under this Agreement (including those with respect to payment and indemnification) shall survive termination.

4. Disposal Fees.

(a) Fees. Customer shall pay Republic a disposal fee (the "Disposal Fee") for all Acceptable Waste Customer delivers to the Landfill as set forth on the cover of this Agreement. In addition to the Disposal Fee, Customer shall pay Republic an administrative fee in the amount shown on each of Republic's invoices

(b) Payment; Deposit. Republic shall transmit an itemized invoice to Customer of all Disposal Fees and other charges under this Agreement on a periodic basis as indicated on the cover page of this Agreement. Customer shall pay all invoices within 30 days after receipt of invoice. If Customer does not make payment by such date, Customer shall pay a late payment fee in an amount equal to the lesser of (i) the greater of $5 per month or 1.5% per month on the amount past due or (ii) the maximum amount allowed by Applicable Law. Customer also shall pay a fee of $50 (which Republic may increase from time to time by notice to Customer) for each check submitted by Customer that is an insufficient funds check or is returned or dishonored. At any time after Republic becomes concerned about Customer's creditworthiness or after Customer has made any late payment, Republic may request, and if requested Customer shall pay, a deposit in an amount equal to one month's charges under this Agreement.

(c) Taxes and Other Charges; Cost Increases. In addition to the Disposal Fee, Customer shall pay all federal, state, local or other taxes, fees (including host fees), surcharges or similar charges related to the acceptance or disposal of Acceptable Waste or the operations or activities of the Landfill that are imposed by law, ordinance, regulation, agreement with a governmental authority, governmental audit or otherwise (collectively, "Taxes/Host Fees/Charges"). The initial amount of Taxes/Host Fees/Charges is set forth on the cover of this Agreement, but is subject to change from time to time pursuant to the preceding sentence.

(d) Rate Adjustment. The Disposal Fee shall be increased annually on the anniversary of this Agreement in an amount equal to three percent (3%).

5. Unacceptable Waste.

(a) Delivery of Unacceptable Waste. Customer agrees that it shall not deliver any Unacceptable Waste to the Landfill. If Customer delivers waste that contains both Acceptable Waste and Unacceptable Waste, the entire delivery shall constitute Unacceptable Waste if the Unacceptable Waste cannot be separated from the Acceptable Waste through the reasonable efforts of Republic, as Customer's agent to cause such separation, with the cost of such separation to be paid by Customer.

(b) Weighing and Inspection of Waste by Republic. Republic shall weigh all Acceptable Waste at the Landfill and the weight so determined shall be final and conclusive on both Customer and Republic. Republic shall have the right, but not the obligation, to inspect any of Customer's trucks to determine whether the waste delivered is Acceptable Waste or Unacceptable Waste. Customer acknowledges and agrees that any failure by Republic to perform any such inspection or to detect Unacceptable Waste despite such inspection shall in no way relieve Customer from its obligation to deliver only Acceptable Waste or from its other obligations under this Section 5.

(c) Rejection of Unacceptable Waste. If Customer delivers Unacceptable Waste to the Landfill, Republic may, in its sole discretion: (i) reject such Unacceptable Waste at Customer's expense; or (ii) if Republic does not discover such Unacceptable Waste in time to reject and reload such Unacceptable Waste, after giving Customer telephonic notice thereof and a reasonable opportunity to dispose of such Unacceptable Waste, Republic may, as Customer's agent, dispose of such Unacceptable Waste at a location authorized to accept such Unacceptable Waste in accordance with all Applicable Laws and charge Customer all direct and indirect costs incurred due to handling, delivery and disposal of such Unacceptable Waste, unless Customer otherwise elects to arrange for disposal of the Unacceptable Waste. If Customer elects to dispose of such Unacceptable Waste, it shall do so within such time period as Republic reasonably deems necessary or appropriate in connection with the operation of the Landfill, including the preservation of the health and safety of its employees. If after electing to do so Customer does not dispose of the Unacceptable Waste within such time period, Republic may dispose of such Unacceptable Waste as Customer's agent, without further notice to Customer, and Customer shall pay the direct and indirect costs set forth above. Notwithstanding the foregoing, no notice shall be required by Republic to Customer for Republic to dispose of Unacceptable Waste as Customer's agent in emergency situations where in Republic's reasonable judgment a delay in such disposal could constitute a hazard to the Landfill or any person on, about or near the premises.

(d) Definition of Unacceptable Waste. For the purposes of this Agreement, "Unacceptable Waste" means:: (i) any material that is not Acceptable Waste; (ii) any material that by reason of its composition, characteristics or quantity is defined as a "hazardous material," "hazardous waste," "hazardous substance," "extremely hazardous waste," "restricted hazardous waste," "toxic substance," "toxic waste," "toxic pollutant," "contaminant," "pollutant," "infectious waste," "medical waste," "radioactive waste," or "sewage sludge" under any Applicable Law; (iii) any material that requires other than normal handling, storage, management, transfer or disposal; or (iv) any other material that may present a substantial endangerment to public health or safety, may cause applicable air quality or water effluent standards to be violated by the normal operation of the Landfill, or because of its size, durability or composition cannot be disposed of at the Landfill or has a reasonable possibility of otherwise adversely affecting the operation or useful life of the Landfill.

6. Default.

(a) Events of Default. Each of the following shall be an event of default by Customer under this Agreement: (i) Customer fails to pay any amount due as and when the same becomes due under this Agreement; or (ii) Customer fails to perform any other material term, covenant or agreement contained in this Agreement on its part to be performed and such failure continues for a period of 30 days after written notice to Customer specifying the nature of such failure and requesting that it be remedied.

(b) Remedies on Default. Whenever any event of default by Customer shall have occurred and be continuing, Republic shall have the following rights and remedies, which shall be in addition to any other remedies provided by Applicable Law or this Agreement: (i) upon the end of any applicable grace period in this Section 6, Republic shall have the option to immediately terminate this Agreement unless during such period Customer has taken remedial steps the effect of which would be to enable Customer to cure such event of default within an additional 15 day period following the expiration of such grace period; and (ii) if Customer is then in default, Republic shall have the option, without terminating this Agreement, to stop accepting Acceptable Waste delivered by Customer until such default is cured or this Agreement is terminated. If Republic stops accepting Acceptable Waste, Customer shall pay Republic a service interruption fee in an amount determined by Republic in its discretion up to the maximum amount allowed by Applicable Law.

7. Indemnification. Customer shall indemnify, defend (upon request by Republic) and hold harmless Republic and its shareholders, partners, officers, directors, divisions, subdivisions, affiliates, agents, employees, successors and assigns (the "Republic Indemnified Parties") from and against any and all liabilities, losses, assessments, fines, penalties, forfeitures, damages, costs, expenses and disbursements, including reasonable legal fees, expert witness fees, litigation related expenses, and court costs in any litigation, investigation or proceeding (collectively, "Losses"), whether arising out of a claim or loss of or damage to property or injury to or death of any person, including any Indemnified Party, or otherwise, caused by or arising out of (a) Customer's breach of this Agreement, (b) Customer's negligence or willful misconduct, or (c) Customer's delivery of Unacceptable Waste to the Landfill.

8. Insurance. During the term of this Agreement, Customer shall maintain the following insurance coverages:

Workers' Compensation:	
Coverage A	Statutory
Coverage B – Employer's Liability	$1,000,000 each Bodily Injury by Accident $1,000,000 policy limit Bodily Injury by Disease $1,000,000 each occurrence Bodily Injury by Disease
Automobile Liability:	
Bodily Injury/Property Damage	$2,000,000
Combined – Single Limit	Coverage applies to all owned, non-owned, hired and leased vehicles (including trailers)
Commercial General Liability:	
Bodily Injury/Property Damage	$2,000,000 each occurrence $3,000,000 general aggregate
Pollution Legal Liability:	$1,000,000

The insurance carriers providing the coverage required by this Section 8 shall be rated at least A-VIII by A.M. Best. Customer shall deliver the Certificates of Insurance evidencing the foregoing policies to Republic before Customer delivers any waste to the Landfill pursuant to this Agreement. In addition, the (i) Commercial General Liability (including the Umbrella/Excess policy) policy must include Contractual Liability coverage specifically covering Customer's indemnification of Company, and (ii) The Commercial General Liability, Automobile Liability and the Umbrella/Excess Liability policies must be written on an "occurrence form". The Certificates (ACORD form) and the insurance policies required by this Section 8 shall contain a provision that provides that the insurance coverage afforded under the policies will not be canceled or allowed to expire until at least 30 days prior written notice has been given to Republic. With the exception of the workers' compensation policy, Republic and the Republic Indemnified Parties shall be shown as additional insureds under all of the insurance policies required by this Section 8. The policies required by this Section 8 shall be primary and non-contributory with respect to Republic and the Republic Indemnified Parties, and the insurance providers shall agree to waive their rights of subrogation against Republic and the Republic Indemnified Parties.

9. General.

(a) Independent Contractor. Customer and Republic shall perform their obligations under this Agreement as independent contractors. Neither party nor any of its employees, agents or subcontractors shall be, purport to be, or be deemed, the agent of the other party.

(b) Assignment; Binding Effect. Customer may not assign this Agreement without Republic's prior written consent, which Republic may grant or withhold in its sole discretion. Republic may assign this Agreement without the consent of Customer, and Customer acknowledges and agrees that any such assignment by Republic shall release Republic from any liability under this Agreement from and after the date of the assignment. This Agreement shall be binding upon and shall inure to the benefit of the parties and their respective successors and permitted assignees.

(c) Entire Agreement. This Agreement supersedes all prior agreements, written or oral, with respect to the subject matter of this Agreement. Only a written instrument signed by both parties hereto may modify this Agreement.

(d) Severability. If any one or more of the provisions contained in this Agreement is, for any reason, held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provisions of this Agreement, and all other provisions shall remain in full force and effect.

(e) Waiver. No delay or omission by a party in exercising any right under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by a party on any occasion is effective only on that occasion and not any other.

(f) Waiver of Jury Trial; Attorneys' Fees. By execution and delivery of this Agreement, each of the parties knowingly, voluntarily and irrevocably: (i) waives any right to trial by jury; and (ii) agrees that any dispute arising out of this Agreement shall be decided by court trial without a jury. If any legal action or any other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default, or misrepresentation in connection with this Agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees and other costs incurred in that action or proceeding, in addition to any other relief to which it may be entitled.

York County Material Recovery Facility – Material Acceptance Agreement
Customer Contact Form

Please return with signed agreement form to:
York County Solid Waste Collection & Recycling
Attention: Annette Wallace
PO Box 120
York, SC 29745

Customer Name:

Primary Contact

Name: Joe Swinford
Title: owner / President
Address:
City/State/Zip:
Phone: 803-371-7150 Fax:
Email: jswinford@signaturewaste.com

Finance Contact

Name: Angela Huskey
Title: Office Manager
Address: 10203 S Tryon St
City/State/Zip: Charlotte, NC 28273
Phone: 704-714-9410 Fax: 844-273-2365
Email: ahuskey@signaturewaste.com

Operations Contact

Name:
Title:
Address:
City/State/Zip:
Phone: Fax:
Email:

MATERIAL ACCEPTANCE AGREEMENT - YORK COUNTY MATERIAL RECOVERY FACILITY

THIS AGREEMENT is entered into this July 9, 2019 ("Date") between York County, South Carolina (hereinafter the "County") and Signature Waste Systems, Inc. (hereinafter "Customer"), ("Party" as to each, collectively the "Parties") under the following terms and conditions.

Recitals

1. On June 17, 2019, York County Council approved Ordinance No. 2319 that set new tipping fees and requirements for recyclable material delivered to the York County Material Recovery Facility.

2. York County Code of Ordinances § 50.33(B)(9)(b) requires all providers to enter into an agreement with York County in which providers agree to comply with the recyclable materials requirements set in Ordinance No. 2319 and the policies set by the York County Material Recovery Facility.

Now therefore, in consideration of the mutual promises and covenants contained herein, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows.

Delivery of Material

The Customer agrees to deliver acceptable material the County Material Recovery Facility ("MRF") in a three dimensional state for processing only during the scheduled receiving hours of the MRF. The County agrees to have the MRF open and available to receive material from 7:00 a.m. to 2:30 p.m. Monday through Friday of each week; provided, however, the MRF may be closed on York County holidays.

Acceptable Material

The Customer agrees to collect and deliver only those materials generated in York County and currently accepted by the County MRF for processing.

A. Materials accepted include:

i. Mixed Paper, Chipboard, Cardboard, Magazines and Office paper. The County does not accept materials containing food residue or wax coated paper.

ii. Steel Cans, Aluminum Cans, Pans and Foil. The County does not accept propane tanks or materials containing food residue.

iii. Plastic Bottles, Jugs and Jars. The County does not accept non-bottle plastic or Styrofoam.

B. Unacceptable Materials include, but are not limited to:

i. Plastic -- bags, bagged materials, clam shell containers, drinking cups, buckets, toys, margarine/butter tubs, yogurt containers.

ii. Glass; including food and beverage bottles jugs and jars, mirrors, windows, lightbulbs, porcelain, and cookware.

iii. Shredded paper

iv. Electronics

v. Hoses, cords or wires

vi. Oil bottles

vii. Plastic film or flexible packaging

viii. Yard waste

ix. Construction waste

x. Medical supplies

xi. Food waste and liquids

C. The disposal of recyclables containing or contaminated with hazardous or biohazardous waste is strictly prohibited. The Customer shall take all necessary precautions to prevent delivery of any recyclables containing Hazardous or Biohazardous Waste. In the event any Hazardous/Biohazardous Waste is detected in Recyclable Materials delivered to the County MRF, the County will properly isolate the waste and notify the Customer. The Customer shall be responsible for immediately removing, packing, and disposing of the waste and shall pay all costs thereof related thereto, and shall indemnify the County for any and all liability that may arise as a result thereof.

D. The County reserves the right upon notice to discontinue acceptance of any category of materials set forth above as a result of market conditions related to such materials and makes no representations as to the recyclability of the materials. Should the County discontinue acceptance of any category of materials set forth above, it shall provide sufficient, advance notice to the Customer of such discontinuation and make all reasonable efforts to assist the Customer in educating the public of such changes.

Load Rejection/Material Tracking

The County shall have the right to perform random audits of inbound loads of recyclables delivered by the Customer. The County will use the Material Tracking Form attached as "Exhibit A" to track and grade each inbound load of material and will provide the Customer with reports in an effort to reduce contamination. Material earning a "C" grade is subject to rejection. The Customer shall make every effort possible to reduce contamination of collected material.

The County shall have the right to reject loads of Recyclables containing more than twenty percent (20%) by volume of contamination. The Customer may be subject to the special handling fee of fifty ($50.00) dollars per ton as defined in Section 50.33(B)(6) of the York County Code of Ordinances for any rejected loads. The County will notify and provide to the Customer documentation of the occurrence of each load rejection by photograph, digital photograph or video. The County reserves the right to discontinue acceptance of material from the customer after 3 or more rejected loads within a 6 month period.

Education & Outreach

The Customer agrees to establish an education and outreach program in an effort to reduce contamination of collected recyclables. The Customer shall use the terms and definitions used by the County for education to ensure consistency with the County's program. The County shall provide a list of accepted items the Customer must use for education and may update this list from time to time based on recycling industry fluctuations.

Charges & Fees

Customer shall pay the current fee per ton for material delivered to the County MRF as set forth in Section 50.33(B)(9) of the York County Code of Ordinances. Customer may be subject to the special handling fee of fifty ($50.00) dollars per ton as defined in Section 50.33(B)(6) of the York County Code of Ordinances for any rejected loads.

Duration and Termination of Agreement

The initial term of this Agreement shall be for 6 months, commencing on the Date set forth above. Thereafter the term shall be automatically extended on a month-to-month basis, on the terms and conditions set forth in this Agreement.

This Agreement may be terminated (i) at any time by mutual agreement of the parties; (ii) during the initial term provided above on sixty (60) days' notice from the party desiring to terminate this Agreement to the other party; or (iii) upon expiration of the initial term of this Agreement by either party on thirty days' (30) days written notice to the other party.

Amendments

The Agreement may be amended only by the mutual consent of the parties and in the same manner as its original adoption.

Authority to Bind

The undersigned, on behalf of the Customer and the County, by their signatures below, purport to bind, covenant, represent, and warrant that they have the authority of their respective principals to bind the Customer and the County to the terms, covenants, and conditions of this agreement.

[Remainder of page blank]

IN WITNESS WHEREOF, the parties have executed this agreement, which becomes effective as of the Date.

SIGNED, SEALED, AND DELIVERED
IN THE PRESENCE OF

YORK COUNTY

Signature: _____

Eric Rekitt, Director

York County Public Works

Signature: _____

Print Name: Joe Swinford

Title: Owner/President

CUSTOMER

SIGNWAS-01 JCARR

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 7/2/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Jessica Carr
Highstreet Insurance & Financial Services 1501 Highwoods Blvd Suite 402 Greensboro, NC 27410	PHONE (A/C, No, Ext): (336) 232-0216 FAX (A/C, No): E-MAIL ADDRESS: Jessica.Carr@highstreetins.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Great Divide Insurance Company	25224
INSURER B : Key Risk Insurance Company	10885
INSURER C : Underwriters at Lloyd's, London (KY)	32727
INSURER D : Bridgefield Casualty Insurance Company	10335
INSURER E :	
INSURER F :	

INSURED

Signature Waste Systems , Inc.
10203 S Tryon St
Charlotte, NC 28273

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:			GLP2045396-11	12/1/2025	12/1/2026	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 500,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS HIRED AUTOS ONLY NON-OWNED AUTOS ONLY X CA9948			BAP2045395-11	12/1/2025	12/1/2026	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) **Auto Poll**	$ 1,000,000 $ 1,000,000
C	UMBRELLA LIAB X OCCUR X EXCESS LIAB CLAIMS-MADE DED RETENTION $			SCT1599025	12/1/2025	12/1/2026	EACH OCCURRENCE AGGREGATE **^ Excess**	$ 1,000,000 $ 1,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		196-33591	12/1/2025	12/1/2026	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
The Certificate Holder is included as an Additional Insured to the General Liability and Auto Liability Policies, per written contract.

CERTIFICATE HOLDER

City of Tega Cay
7725 Tega Cay Dr.
Tega Cay, SC 29708

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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FCCI INSURANCE GROUP
More than a policy. A promise.

7.9.2026

Re: Signature Waste Systems, Inc.

To Whom It May Concern:

FCCI Insurance Company, through its agent, Highstreet Insurance and Financial Services, has provided surety credit to Signature Waste Systems, Inc. for single projects in the $1,500,000 range. FCCI Insurance Company is rated "A" (Excellent) with a financial size category of XI by A.M. Best and has a US Treasury Limit in excess of $85 million.

If Signature Waste Systems, Inc. is awarded a job and requests that we provide the necessary performance and payment bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding, and any other underwriting considerations at the time of the request. We will require a 2.5% rate of the surety bond.

Our consideration and issuance of bonds is a matter solely between Signature Waste Systems, Inc. and ourselves, and we assume no liability to third parties or to you by the issuance of this letter. We trust that this information meets with your satisfaction. If you have any questions, please feel free to contact me.

Sincerely,

Maegan Bryant

Maegan Bryant
Territory Manager, Surety
FCCI Insurance Group
10900 Nuckols Road, Suite 220
Glen Allen, VA 23060
(252) 548-9149 Cell

GEORGE C. FOWLER, INC.
Insurance and Financial Brokerage Services
P.O. Box 661
Pineville, N.C. 28134

704/889-5500 Fax 704/889-5505
e-mail gfowler@pinevilledsl.net

June 6, 2026

I was the Mayor of the Town of Pineville from 1995 to 2013. During that time we contracted with waste collection companies to handle the collection of trash, waste, and bulk items of our residents. In the 1980's and before Pineville had provided this service with its own staff and equipment. It was deemed that a company in the business could do it more efficiently and at less cost than Pineville was able to do with its' own employees. This proved to be true with a national firm and even though it was sometimes cumbersome getting prompt service on problems, etc. and there was the problem with leaky trucks and their personnel was constantly changing. A savings and even better service was realized.

In 2009 Signature Waste Systems earned the bid for Pineville's waste collections contract. One of the bright spots with Signature Waste was better service and prompt attention to any situation that arose. Local ownership and consistent staff and drivers proved to be an additional benefit.

I strongly recommend Signature Waste Systems for any municipality considering improving their waste collection services and desire to save money as well.

Sincerely,

George C. Fowler
President

Securities offered through Southeast Investments N.C., Inc.
MEMBER FINRA/SIPC
OSJ. 820 Tyvola Road Suite 104
Charlotte, N.C. 28217
1-800-828-1295

York County Government
Excellence through Professionalism

To Whom It May Concern:

York County has worked with Signature Waste Systems since July 9, 2019, through the County's Collection and Recycling Division. During that time, Signature Waste Systems has participated in York County's curbside recycling program and has also utilized the County's solid waste transfer station for disposal services.

Based on our experience, Signature Waste Systems has been responsive to operational questions, contamination concerns, and other service-related matters associated with the County's recycling program. The company has communicated professionally with County staff and has worked collaboratively to address issues as they arise, including assisting with customer education regarding acceptable recyclable materials.

In addition to its participation in the recycling program, Signature Waste Systems has consistently coordinated with York County staff when information sharing or operational collaboration has been requested. As a user of the County's transfer station, the company has also maintained a cooperative working relationship with County personnel.

This letter reflects York County's experience working with Signature Waste Systems since 2019 and is provided in support of their proposal submission.

Sincerely,

Steven Williams

Solid Waste Collection & Recycling Manager

York County Government

From: Scott Shirley
Sent: Thursday, July 9, 2026 3:22 PM
To: Signature Waste
Subject: Signature Waste

Greetings:

I just wanted to reach out to let you know how much I appreciate the level of service you and your team have provided to the City of Tega Cay. What you do is typically a thankless job. However, I have seen many instinses where your team has provided great service.

We had an aging trash bin with a broken lid. Rain water was getting into the bin. We had done all we could to salvage it and I thought I should call Signature and see if I could get a replacement lid or a repair kit. They promptly brought a new bin in new condition. This exceeded my expectations.

I've also observed residents complaining about their bins on social media. Without hesitation, Signature staff showed up to address the issue and communicated with the resident on social media.

As a former council member, I've seen the partnership that has been formed with Signature and their team to accommodate the needs of residents. This has been done during negotiations with the city for the contract renewal and it has also been done outside of the scope of the contract.

Based on Signiture's ability to provide all needed bins and services, it my strong recommendation that the city renew their agreement with Signature and continue with a seamless experience for our residents.

George C. Sheppard
1095 Palmyra Drive
Tega Cay, SC 29708
803-493-6982
georgesheppard@comporium.net

August 15, 2022

Dear Mayor and Council:

As a former Member of Council and Mayor of Tega Cay, I have had the privilege of working with Joe Swinford and Signature Waste as the trash and recycle haulers for the City in an official capacity during my term in public service. Before the City contracted Signature there was a strong belief that our City could not be effectively serviced by a waste hauler. Assorted bins and bags were placed curbside and created an unsightly image of our city. There were many people skeptical that the City would be able to clean up our streets with a single provider. I clearly remember it as if it was yesterday, the day Signature delivered all of the trash bins down at the beach and swim center to sort to the residents. One of our goals was to clean up the look of the city on trash and recycling days. Signature did that by providing us with standardized carts, consistently reliable service, and a resolution to the City's waste and recycling delima that had several authorities retracting their previous statements that it couldn't be done.

The Signature Waste service also provided a service outside of the box for many of our older population. They would go to a senior residents home and haul the trash bin up the driveway to the street for the resident at no additional charge. I also personally heard and saw a driver get out of their truck if a person on their route didn't have the bin out on the day. The driver knew the family and they had five boys. She drove by the house and noticed the trash can wasn't out on the street. She stopped her truck and got out and pulled the trash pail to the street so she could pick it up with the arm on the truck. I also heard that if a driver didn't see a pail out for several times in a row they would get out of the truck, knock on the door and ask the home owner if everything was okay. That is the company, the city representative, watching out for the citizens.

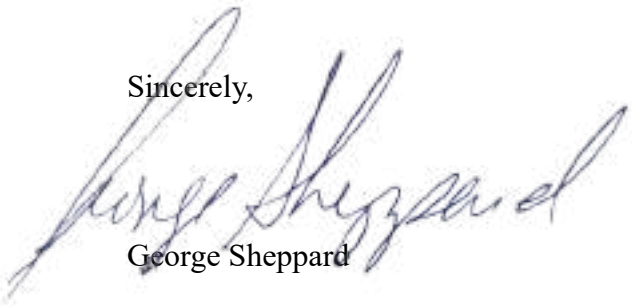
The Signature Waste service and support teams have consistently put forth above and beyond to ensure that our City and her residents have been dependably and efficiently serviced as a priority. When there are misses or mistakes, the Signature team has proven to be capable and dedicated to resolving them with urgency. If there have been outside factors affecting service or their business, they have done well to mitigate their effects on our City and

provide excellent service at fair rates. Finally, if nothing else can be said about them, Signature has a first class service level that has always impressed us. They have always provided service the Tega Cay Mayor and council were proud of. Remember, the owner is a resident of Tega Cay. He has a vested interest in providing the best service. He is a known commodity.

I do not know what Signature Waste plans to charge for service, and they may not be the lowest bid, but the value of working with a company who genuinely cares as they have, is testament to the best value in any hauler. Getting the lowest price is not always the best service model. Signature has shown us they have the best service model for the residents of Tega Cay.

Based on my statements above, I overwhelmingly recommend that we continue our relationship with Signature Waste Systems as our waste and recycling service provider in the City of Tega Cay.

Sincerely,



George Sheppard

Appendix P

Personnel Qualification Support

This appendix provides a concise personnel qualification summary for key Signature Waste Systems, Inc. personnel supporting the City of Tega Cay residential solid waste proposal.

Joseph W Swinford — Owner & President
Joseph W Swinford is the Owner and President of Signature Waste Systems, Inc. and has approximately 36 years of experience in the residential waste industry. His experience includes collection operations, fleet and personnel oversight, and long-term service planning. For the Tega Cay contract, Joe provides executive oversight and major operational decision support.

Stuart N Swinford — Manager
Stuart N Swinford serves as Manager and will serve as the primary City contact and day-to-day operations lead for the Tega Cay contract. Stuart has nearly 10 years of experience with Signature Waste and is involved in operations, service planning, customer-service response, dispatch coordination, route performance, emergency response, and communication with municipal and community contacts.

Angela Huskey — Office Manager
Angela Huskey has been with Signature Waste since 2005 and serves as Office Manager. Her responsibilities include financial administration, human resources, accounts payable, accounts receivable, office coordination, and administrative support.

Jasmine Adams — Customer Service Lead
Jasmine Adams serves as Customer Service Lead and has been with Signature Waste for just over 10 years. Jasmine supports resident communication, service questions, account assistance, missed-pickup intake, issue documentation, and customer-service follow-up.

Donnovan Huskey — Dispatcher
Donnovan Huskey serves as Dispatcher and has been with Signature Waste for well over 15 years. Donnovan has CDL and route experience and moved into dispatch after learning and completing Tega Cay routes personally as a driver.

Jackie Rogers — Mechanic
Jackie Rogers supports fleet maintenance for Signature Waste. Jackie has three years of certified mechanic experience and holds ASE, EPA 609, welding, and industry-specific safety and mechanic training certifications. His role supports preventive maintenance, vehicle readiness, hydraulic and mechanical issue response, leak prevention, road-call support, and coordination with the broader maintenance team.

Personnel Incumbency

Because Signature Waste is the incumbent Tega Cay provider, the personnel supporting the proposed contract are part of the existing Signature Waste team already serving Tega Cay, already familiar with the City’s routes and service environment, and already integrated into the company’s customer-service, dispatch, fleet-maintenance, and field-response workflows.

Appendix Q

Fleet and Equipment Summary

Purpose
This appendix summarizes the fleet and support equipment available to Signature Waste Systems, Inc. for residential collection services, including City of Tega Cay service. This appendix supports Sections 6, 7, and 10 of the proposal.

Fleet Approach
Signature Waste uses a mixed-fleet approach for Tega Cay service. Automated side-load trucks are used where street conditions support efficient cart collection. Rear-load trucks are used where more challenging maneuverability constraints make rear-load service the more appropriate method.

All automated side-load and rear-load collection trucks listed below have the capacity to collect both municipal solid waste (MSW) and mixed recycling/material recovery facility (MRF) material as operationally assigned. Actual truck assignment is based on route conditions, service needs, equipment availability, safety, and dispatch planning.

Collection Fleet
Unit 603 — Mack automated side-load truck, Heil body, 28 cubic yards. Active collection unit.
Unit 604 — Mack automated side-load truck, Heil body, 32 cubic yards. Active collection unit.
Unit 605 — Kenworth rear-load truck, New Way body, 19 cubic yards. Active rear-load / constrained-access unit.
Unit 606 — Mack automated side-load truck, Heil body, 32 cubic yards. Active collection unit.
Unit 607 — Mack automated side-load truck, Heil body, 32 cubic yards. Active collection unit.
Unit 608 — Kenworth rear-load truck, Heil body, 19 cubic yards. Active rear-load / constrained-access unit.
Unit 609 — Mack automated side-load truck, Heil body, 32 cubic yards. Active collection unit.
Unit 610 — Mack automated side-load truck, Heil body, 32 cubic yards. Active collection unit.
Unit 611 — Mack automated side-load truck, Heil body, 28 cubic yards. Active collection unit.
Unit 612 — Mack automated side-load truck, Heil body, 32 cubic yards. New unit, July 2026. Active / added-capacity collection unit.
Unit 614 — Mack automated side-load truck, Heil body, 32 cubic yards. New unit expected December 2026. Added-capacity / redundancy collection unit upon delivery.

Support Equipment
Unit 205 — Open box truck. Used for support, cart handling, cart repair, bulky item support, material movement, and operational needs as assigned.
Unit 206 — Service pickup. Used for field support, maintenance support, route support, and operational response as assigned.

Cart Ownership and Planning Estimate
Signature Waste owns the existing Tega Cay trash and recycling carts deployed for current service. Signature Waste identifies 5,150 MSW service units and 2,500 opt-in recycling participants, for a projected base of 7,650 carts, assuming one cart for each service category. Adding a 15% planning allowance for additional deployed trash bins, unaccounted-for bins, damaged/replacement inventory, surplus bins, and operational contingency results in an estimated count of approximately 8,800 carts.

Fleet Reliability and Redundancy
Signature Waste currently operates multiple collection vehicles suitable for residential solid waste collection and has added or ordered additional automated side-load capacity to support continued service, future growth, backup availability, and operational redundancy. Because Signature Waste is already serving Tega Cay, the fleet plan is based on actual route experience rather than a startup assumption.

Sensitive Information
Production years, VINs, plate numbers, financing information, and other sensitive internal fleet details are not included in this appendix because they are not necessary for the evaluation of service capacity. Additional nonconfidential fleet documentation may be provided upon request or during contract finalization if requested by the City.

Appendix R

Safety, Spill Response, and Maintenance Summary

Purpose
This appendix provides a concise summary of Signature Waste Systems, Inc.'s safety, spill-response, vehicle-fire-prevention, vehicle-cleanliness, and preventive-maintenance practices relevant to the City of Tega Cay residential solid waste proposal. It supplements Sections 10 and 12 of the proposal.

Safety Program Overview
Signature Waste supports safe operations through experienced drivers, daily inspections, communication, reporting, maintenance, PPE, planning, and management. Drivers and field personnel are expected to report what they encounter in the field to dispatch, management, or maintenance personnel.

Personal Protective Equipment
Signature Waste maintains a Personal Protective Equipment policy. Required PPE includes hard hats, high-visibility vests, protective gloves, and appropriate work boots for applicable high-risk locations and activities. Signature Waste provides hard hats, high-visibility vests, and gloves in every truck, provides a work-boot allowance, and equips each driver or service vehicle with a first-aid kit. Supervisors monitor compliance, and enforcement actions are documented.

Daily Vehicle Inspections and Debris Removal
Drivers perform daily pre-trip and post-trip inspections using digital routing software and hard-copy reports. DVIRs are reviewed by maintenance personnel, and issues requiring repair, service, or removal from service are communicated to dispatch and maintenance. Signature Waste also maintains vehicle-debris inspection and removal procedures requiring daily review for debris buildup, faulty wiring, damaged hoses, and other fire hazards. Operators remove waste and debris before the conclusion of each operational day and manually remove waste from behind packing blades.

Preventive Maintenance
Signature Waste follows preventive maintenance schedules based on vehicle operating hours, with primary preventive maintenance recurring on a near-quarterly basis. Additional specialized preventive maintenance is scheduled annually, semiannually, or more frequently depending on the component and operating needs. For example, Python arm greasing is performed at least once every two weeks. Preventive maintenance includes inspection and service of hydraulic systems, transmission systems, greasing points, engine components, air-conditioning systems, hoses, fittings, seals, clamps, chafe guards, and other components affecting safety and service reliability.

Spill-Response Readiness
All Signature Waste trucks carry spill kits. The standard kits include PPE, containment barriers, oil absorbent mats, oil-dry or absorbent granules, cones or reflective triangles, and other field-response materials. Maintenance support also carries additional oil-dry or absorbent material for response to larger or more involved cleanup needs.

Hydraulic and Hazardous Material Spill Response
Signature Waste's hydraulic and hazardous material spill-response policy requires any observed spill or leak to be treated as an emergency until confirmed otherwise by management or maintenance. The driver is expected to stop work, secure the area, shut off the vehicle, deactivate hydraulic systems or lines feeding the leak, notify dispatch or a supervisor immediately, deploy the onboard spill kit, remain on scene until released, and prevent others from entering the affected area when practical and safe.

Signature Waste uses Chevron Clarity AW 46 biodegradable hydraulic oil in its trucks to reduce environmental risk. Spill incident reports are completed for spill events and maintained in safety and environmental compliance records.

Vehicle Fire Prevention and Response
Signature Waste maintains vehicle fire prevention policies focused on inspection, debris removal, wiring and hose condition, exhaust-area housekeeping, fire awareness, and immediate incident response. Operators and mechanics inspect for debris buildup, damaged wiring, damaged hoses, and other potential fire hazards. If a hot load is identified, operators are instructed to identify a safe offload location, separate the vehicle from hot or burning contents, contact emergency fire response personnel, and notify dispatch for safe collection and disposal coordination.

Truck Washing and Cleanliness
Signature Waste washes collection trucks weekly and as needed. Operators clean behind packer blades and inside of the cab after unloading loads and maintain vehicle cleanliness to support sanitation, odor control, inspection visibility, and fire-prevention efforts.

Property-Damage and Service-Issue Response
Signature Waste maintains processes for receiving, investigating, documenting, and resolving property-damage claims and service-related issues. Claims and service concerns may be received by dispatch, management, drivers, residents, or City communication channels. Confirmed issues are investigated and resolved through management, dispatch, maintenance, third-party providers, or insurance reporting as appropriate.

Supporting Policies and Materials Included in Appendix R
The following supporting materials are included or referenced in Appendix R:
- S004 - PPE
- S006 - Vehicle Debris Inspection and Removal Policy
- S012 - Vehicle Fire Policy
- S013 - Hydraulic & Hazardous Material Spill Response Policy
- Trucking Safety Talks Packet

Additional Documentation
This appendix is intended to provide submission-facing summaries and selected policy support. Additional nonconfidential safety, maintenance, training, DVIR, spill-response, or vehicle-inspection documentation may be provided upon request or during contract finalization if requested by the City.

10203 S. Tryon Street
Charlotte, NC 28273
704.714.9400

Personal Protective Equipment (PPE) Policy

Policy No.: S004
Effective Date: 04/21/2025
Approved By: Stuart N. Swinford | Manager

Purpose:
This policy establishes mandatory procedures for the use of Personal Protective Equipment (PPE) to ensure the safety of all Signature Waste Systems, Inc. (SWS) employees and vendors working in high-risk environments. The goal is to minimize workplace injuries and maintain a culture of safety in all operations.

Scope:
This policy applies to all service-related personnel, including but not limited to CDL refuse drivers, helpers, loaders, temporary laborers, mechanics, and any vendors or third-party contractors present at SWS work sites or facilities.

Policy Statement:
Signature Waste Systems, Inc. is committed to the safety and health of its employees, contractors, and vendors. The use of appropriate PPE is mandatory at all times in high-risk areas and while performing duties that expose personnel to potential hazards. PPE requirements will be strictly enforced in accordance with this policy.

PPE Requirements:

- **Mandatory PPE:**
  - Hard Hats
  - High Visibility Vests
  - Protective Gloves
  - Work Boots (high ankle, leather, black or dark, steel-toed recommended, thick soles required)
- **Required Locations and Activities:**
  - Waste and recycling transfer stations and facilities
  - Construction zones
  - When handling waste, operating heavy equipment, or performing any work that requires proper PPE due to risk of impact, crush, puncture, or chemical exposure
- **Provision of PPE:**
  - Signature Waste Systems will provide hard hats, high visibility vests, and gloves in every truck for employee use as required by location or task.
  - SWS will provide a work boot allowance of $100 per year for the purchase of appropriate boots. Drivers are encouraged to select steel-toed boots meeting the above recommendations.
  - Each driver will be issued a first aid kit in their name, to be carried in the truck daily and restocked at the office as needed.

Specialized PPE for Mechanics and Shop Personnel:

- When performing welding, cutting, or grinding, employees must use proper eye and hand protection.
- When working with chemicals, both eyewear, gloves, and respiratory protection must be worn.
- SWS will supply all specialized PPE required for these tasks.

Vendors and Contractors:

All vendors and contractors on SWS premises are required to follow this policy and wear appropriate PPE as specified for their work or location.

Enforcement:

- Supervisors will monitor compliance with this policy at all times.
  Failure to use required PPE will result in a formal write-up.
- Upon a second write-up for PPE non-compliance, the employee will lose eligibility for any annual bonus.
- Further violations may result in termination, per SWS's established disciplinary policy.

First Aid Kits:

Each driver and service vehicle will be equipped with a personal first aid kit. Employees are responsible for bringing their assigned kit daily and restocking supplies at the SWS office as necessary.

Recordkeeping:

All enforcement actions, including write-ups for PPE violations and restocking of first aid kits, will be documented and retained by SWS management in accordance with company policy.

Questions or Concerns:

Employees or vendors with questions about appropriate PPE or this policy should contact their supervisor or SWS management for guidance.

10203 S. Tryon Street
Charlotte, NC 28273
704.714.9400

Vehicle Debris Inspection and Removal Policy

Policy No.: S006
Effective Date: 06/03/2025
Approved By: Stuart N. Swinford | Manager

Purpose:
This policy aims to reduce vehicle fire losses by identifying and controlling hazards associated with vehicle debris, wiring, hoses, and other sources of potential fire through regular inspections, proper housekeeping, and targeted training programs.

Scope:
This policy applies to all vehicle operators, mechanics, and maintenance staff responsible for inspections, maintenance, and housekeeping of vehicles at Signature Waste Systems, Inc.

Policy Statement:
Signature Waste Systems, Inc. is committed to implementing rigorous controls to eliminate the risk of vehicle fires. The company does not accept vehicle fires, accidents, or any damage as unavoidable hazards of operations.

Inspection Requirements:
- Operators and mechanics must conduct daily visual inspections to identify potential fire hazards, including debris buildup, faulty wiring, damaged hoses, and other materials in proximity to hot surfaces, especially near exhaust systems.
- Operators must continually monitor the material being emptied into the vehicles for potential fire hazards and flammable or combustible materials.
- Mechanics must perform detailed weekly inspections focusing specifically on high-risk areas such as wiring harnesses, hoses, and exhaust system components.

Debris Removal Procedures:
- Operators must remove all waste or debris from the vehicle before the conclusion of each operational day. Vehicles must be returned to the yard empty of all waste.
- Operators must manually remove any waste from behind the packing blades each day.
- Any identified potential hazards, such as damaged wiring or hoses, must be reported immediately to the maintenance team for corrective action.
- Should a ‘hot load’ be identified, Operators are responsible for immediately identifying a safe location to offload the hot material from the vehicle, separate the vehicle from the hot or burning contents, contact the nearest emergency fire response team, and contact dispatch in order to arrange the collection and safe disposal of said material.

Training Programs:
- Vehicle operators must receive annual training focused on recognizing fire hazards, preventive measures, and immediate response to identified risks.
- Maintenance staff training must specifically address recognition and mitigation of hazards associated with rubbed or abraded hoses and wiring.

- Documented training sessions must include fire awareness, proper use of fire extinguishers, and suppression equipment protocols.

Documentation and Reporting:

- All inspections performed by vehicle operators and mechanics must be documented in writing, clearly detailing findings and corrective actions.
- Training sessions must also be documented, including attendance records, training content, and certification of completion.

Incident Response:

- In the event of a vehicle fire or related incident Operators shall make immediate notification to emergency response personnel, dispatch, & management and initiation of emergency response procedures is required.
- A thorough investigation must follow, focusing on compliance with inspection and hazard removal protocols.

Enforcement and Compliance:

- Compliance with inspection and debris removal procedures is mandatory.
- Non-compliance will be documented and will follow the company's standard enforcement rubric:
    - Two initial write-ups,
    - Loss of annual bonus upon the third violation,
    - Potential termination following additional violations.

Recordkeeping:

- Inspection reports, maintenance records, and training documentation must be retained by the Maintenance Supervisor for a minimum of two (2) years.

Policy Review and Updates:

- This policy will be reviewed annually or as required by operational changes or insurance provider recommendations.
- Updates and revisions will be communicated promptly to all relevant personnel.

10203 S. Tryon Street
Charlotte, NC 28273
704.714.9400

Vehicle Fire Policy

Policy No.: S012
Effective Date: 06/06/2025
Approved By: Stuart N. Swinford | Manager

Purpose:
This policy specifically addresses the prevention and management of vehicle fires through focused maintenance and specialized operational procedures.

Scope:
This policy applies to maintenance personnel and operational management responsible for vehicle maintenance and oversight at Signature Waste Systems, Inc.

Policy Statement:
Signature Waste Systems, Inc. maintains zero tolerance toward vehicle fires, recognizing them as preventable incidents through diligent maintenance and proper handling procedures.

Preventive Measures:
- Vehicle Maintenance:
  - Immediate attention to and replacement of abraded or damaged wiring and hoses identified during inspections.
- Specialized Debris Management:
  - Mandatory daily debris removal focusing specifically on front load, compactor, and roll-off trucks to prevent accumulation near exhaust systems.

Compliance and Accountability:
- Violation of vehicle fire prevention maintenance protocols will result in:
  1. First offense: Verbal warning and retraining provided.
  2. Second offense: Written warning and additional retraining.
  3. Third offense: Final warning and loss of annual bonus eligibility.
  4. Fourth offense: Review for possible termination based on severity and circumstances.

Documentation:
Vehicle inspection reports and records of maintenance actions will be documented and retained for a minimum of three (3) years.

Policy Revision:
Policy will be reviewed annually or immediately following significant incidents or regulatory changes.

10203 S. Tryon Street
Charlotte, NC 28273
704.714.9400

Hydraulic & Hazardous Material Spill Response

Policy No.: S013
Effective Date: 06/08/2025
Approved By: Stuart N. Swinford | Manager

Purpose:
This policy establishes standardized procedures for the prevention, reporting, and response to hydraulic fluid or other hazardous material spills involving company vehicles or equipment. Its purpose is to protect employees, the environment, and the community while ensuring compliance with all EPA and state environmental regulations.

Scope:
This policy applies to all drivers, mechanics, and operations personnel at Signature Waste Systems, Inc. It covers any hydraulic, oil, fuel, or chemical release occurring on public or private property during company operations.

Policy Statement:
Signature Waste Systems, Inc. (SWS) is committed to maintaining environmental stewardship through responsible handling and containment of all hydraulic and hazardous materials. All SWS trucks utilize biodegradable Chevron Clarity AW 46 hydraulic oil to minimize environmental risk and maintain EPA compliance.
Any observed spill or leak—no matter the size—must be treated as an emergency until confirmed otherwise by management or maintenance.

Procedures:
Immediate Response by Driver

1. Stop Work and Secure the Area
    - Shut off the vehicle immediately.
    - Deactivate any hydraulic systems, PTOs, or lines feeding the leak.
    - If safe, prevent additional leakage by isolating the source.

2. Notify Dispatch Immediately
    - Contact Dispatch or your Supervisor without delay.
    - Provide location, estimated size of spill, and whether it is contained.

3. Deploy On-Board Spill Kit
    - Every SWS truck is equipped with a spill response kit containing:
        - Oil-Dry / Absorbent Granules
        - Oil Soak Pads or Booms
        - Oil Barriers / Absorbent Socks

- Use materials to contain and absorb the spill as safely as possible until maintenance or cleanup personnel arrive.
- Do not wash or hose down spills.

4. Remain on Scene
    - Stay with the vehicle until released by a Supervisor or maintenance responder.
    - Prevent others from entering the affected area if practical and safe.

Supervisor and Management Response:

1. Dispatch shall immediately notify the appropriate Division Manager and Maintenance Department.

2. Management will:
    - Dispatch a trained cleanup team with replacement absorbent materials.
    - Evaluate the need to notify local environmental authorities or the EPA, per spill type and volume.
    - Ensure waste absorbent materials are properly collected, labeled, and disposed of in accordance with regulations.

Post-Incident Reporting:

1. A Spill Incident Report must be completed by the driver and supervisor within 24 hours of occurrence.

2. Reports shall include:
    - Date, time, and location of spill
    - Estimated quantity and material type
    - Containment and cleanup measures taken
    - Personnel involved and agency notifications made

3. All reports will be maintained in the Safety & Environmental Compliance records for a minimum of three (3) years.

Training and Accountability:

All drivers and field employees will receive annual training on spill prevention, response, and proper use of spill kits. Failure to report or respond to a spill in accordance with this policy may result in disciplinary action, up to and including termination.

Environmental Commitment:

By using Chevron Clarity AW 46 biodegradable hydraulic oil and maintaining consistent spill response readiness, SWS actively supports environmental protection and minimizes ecological risk in all operating divisions.

Policy Revision:

Policy will be reviewed annually or immediately following significant incidents or regulatory changes.

Appendix S

Required City Forms and Certifications

No separate City-provided forms have been identified at this stage.

Appendix T

Signature Waste Tega Cay Rate History and Service Relationship Exhibit

Purpose of Exhibit

Signature Waste includes this rate-history and service-relationship exhibit to provide context for the City's evaluation of long-term service value, rate discipline, continuity, and incumbent operating knowledge. The exhibit is not intended to replace the current RFP rate schedule or final bid pricing. Current RFP pricing will be provided in Section 14 of the proposal and will take precedence over this historical exhibit.

Signature Waste Systems, Inc. has served the City of Tega Cay continuously since 2007. That relationship predates the current RFP, the current contract cycle, and many current City leadership roles. Signature Waste believes that long-term service history is relevant to the City's evaluation because it shows not only the company's ability to perform the required work but also its ability to adapt with the City over time.

When Signature Waste began serving Tega Cay, automated residential cart service in the City presented operational doubts to many residents and officials because of the City's unique geography, peninsula roads, narrow rights-of-way, steep grades, tight cul-de-sacs, street parking, and minimal frontage on stacked lots. Signature Waste worked through those conditions with the City and developed a service model tailored to the City's unique service needs. That history is directly relevant to this RFP because the City's current solicitation again asks bidders to address narrow access, rear-load service areas, alternative-service methods, resident communication, and operational reliability.

Signature Waste understands and respects the City's decision to issue a competitive RFP. The company does not ask the City to rely on history alone. Rather, Signature Waste submits that its history gives the City an unusually clear record from which to evaluate capability, risk, and value. The City does not have to speculate about whether Signature Waste can learn the routes, manage the carts, respond to resident issues, serve difficult streets, support recycling participation, or coordinate with City staff. Signature Waste has regularly performed that work in this community for approximately nineteen years to date.

That service history has also been paired with restrained pricing over time. Signature Waste's historical rate information shows that the City's rate did not simply rise automatically each year. From 2007 through 2026, the monthly rate increased from $14.70 to $18.31. In 2023, the City's bill was reduced due to unanticipated and unprecedented escalations in recycling and recycling contamination rates, with the City's service transitioning to trash-only service while recycling became an optional resident-direct service. This proposed transition successfully and simultaneously alleviated the financial burden of these increasing rates on the City and exponentially reduced contamination rates coming from the City of Tega Cay's recycling as a result.

For context, the 2026 rate shown in Signature Waste's rate-history comparison remains materially below both a hypothetical 3% annual-increase path and the CPI-adjusted comparison shown below. This history is included to show rate discipline, total-value context, and continuity, not to suggest that historical rates should substitute for the current RFP rate schedule.

The purpose of including this history is not to avoid competitive review. It is the opposite: Signature Waste wants the City to evaluate this proposal with a full record of the company's actual performance, actual rate history, actual local service knowledge, and actual operating presence in Tega Cay. A low transition-risk incumbent provider should still be evaluated on price, experience, approach, communication, and capacity. Signature Waste welcomes

that review and has organized this proposal to provide the City with the information needed to compare its proposal against the RFP criteria.

Rate History Exhibit

The following table recreates Signature Waste's rate-history comparison in a cleaner format for proposal review. The Services column from the working version has been removed for readability; the scope change is explained in the notes below the table.

Year	SWS Rate	3% Annual Increase	CPI	CPI-Adjusted
2007	$14.70	$14.70	4.08%	$15.30
2008	$15.45	$15.14	0.09%	$15.31
2009	$15.45	$15.60	2.72%	$15.73
2010	$15.45	$16.06	1.50%	$15.97
2011	$15.41	$16.54	2.96%	$16.44
2012	$14.91	$17.04	1.74%	$16.72
2013	$15.27	$17.55	1.50%	$16.98
2014	$15.27	$18.08	0.76%	$17.10
2015	$15.41	$18.62	0.73%	$17.23
2016	$14.41	$19.18	2.07%	$17.59
2017	$14.75	$19.76	2.11%	$17.96
2018	$14.80	$20.35	1.91%	$18.30
2019	$14.80	$20.96	2.29%	$18.72
2020	$17.30	$21.59	1.36%	$18.97
2021	$17.30	$22.24	7.04%	$20.31
2022	$17.30	$22.90	6.45%	$21.62
2023	$17.00	$23.59	3.35%	$22.34
2024	$18.04	$24.30	2.89%	$22.99
2025	$18.04	$25.03	2.68%	$23.61
2026	$18.31	$25.78	0.84%	$23.80

Notes on Rate-History Exhibit

1. From 2007 through 2022, the historical City rate reflected trash and recycling service in the rate-history record.
2. Beginning in 2023, the City rate transitioned to trash-only service. This reduced the City's bill due to unprecedented escalation in recycling rates, while recycling continued as an optional resident-direct service.
3. The 3% Annual Increase column shows the hypothetical rate path if the original 2007 rate had increased by 3% annually. It is included for comparison only.
4. The CPI-Adjusted column shows the working CPI-adjusted comparison from Signature Waste's rate-history exhibit. It is included for context only and does not replace the current RFP pricing schedule.
5. No proposed 2027 RFP rate is stated in this exhibit. Final bid pricing will be provided in Section 14 and the official rate schedule in Appendix C.

Reference Context and Customer Priority

Signature Waste includes this exhibit to provide additional context for the City's evaluation of experience, references, and overall value. Signature Waste has intentionally remained a locally focused residential collection company. The company has not pursued exponential municipal expansion or structured its business around multiple large municipal contracts. Instead, Tega Cay has remained Signature Waste's primary municipal focus.

As a result, Signature Waste's most relevant large-scale municipal reference is the City of Tega Cay itself. Signature Waste has already demonstrated the capacity to serve more than 5,100 Tega Cay homes continuously since 2007. This long-term performance record shows actual service capability in the same community, with the same roads, carts, neighborhoods, residents, infrastructure constraints, and service expectations covered by the current RFP.

Signature Waste respectfully submits that this direct performance history should be considered alongside the required reference letters. The company's local scale is not a weakness in serving Tega Cay; it is part of why Tega Cay receives direct and immediate management attention, high operational priority, and a level of familiarity that would be difficult for a less locally focused provider to duplicate.

Valued Consideration of Local Sentiment

Should the council, acting on behalf of the City's residents, wish to consider the opinions of their constituents, we ask first that each council member consider the critical complaints and reviews made by the City's residents, but more importantly, how Signature Waste handled and resolved those complaints. Furthermore, we respectfully ask each council member to consider the accolades, appreciation, and overall absence of excessive complaints that compose the sentiment earned by years of consistent and personal service. We encourage you to take these opinions at random for the most honest source of truth in your consideration. We take pride in the level of care we dedicate to the City of Tega Cay, and we hope it shows through in the feedback you hear when making a decision on behalf of the citizens you serve.