



**Enhancing your  
world today,  
preserving the  
planet for  
tomorrow.**

**ECOLAB<sup>®</sup>**



# The Ecolab difference touches the lives of millions of people across the world every day.

Ecolab has a profound influence on how we live our lives, and the impact we have on our planet. From clean water to safe food and healthy environments, we are at the very forefront of environmental innovation and business technology, keeping people safe and preserving our resources.

Ecolab. Driving progress and protecting our vital assets. Anticipating the future and enhancing your world.

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We believe that  
being part of the  
Ecolab team means  
you're part of  
something bigger.

# Our Purpose

Our purpose as a business lies at the very heart of what it is to be human – to help people.

Protecting people, businesses and vital resources is what we do, but our greater purpose is to help people lead safer, healthier and cleaner lives whilst protecting our planet.

At Ecolab, we believe there can be no greater commitment than to the growth, protection and sustainability of the world we live in and the people we share our planet with. And as a progressive and trusted business, this is a commitment that we carry through to our partners and clients.

You won't hear us making a big noise. Working hard behind the scenes is what we're good at, helping our partners achieve success through our reliability and expertise.

Aligning our purpose with our business goals means we always stay true to our objectives, realising the best outcomes for all.



# Making a difference everywhere it matters

Working behind the scenes across the globe, this is how Ecolab makes the world a better place every year.



**800 million**

Restful nights

We help clean 113 million loads of hotel linen



**31 billion**

Pairs of safe hands

Our hand hygiene solutions help keep hands clean



**45 billion**

Satisfied tummies

Safer kitchens serving restaurant meals



**44%**

Of the world's milk mustaches

Helping produce hygienic and delicious milk



**3.8 billion**

Thirsts quenched

Managing 4.2 trillion litres of clean drinking water

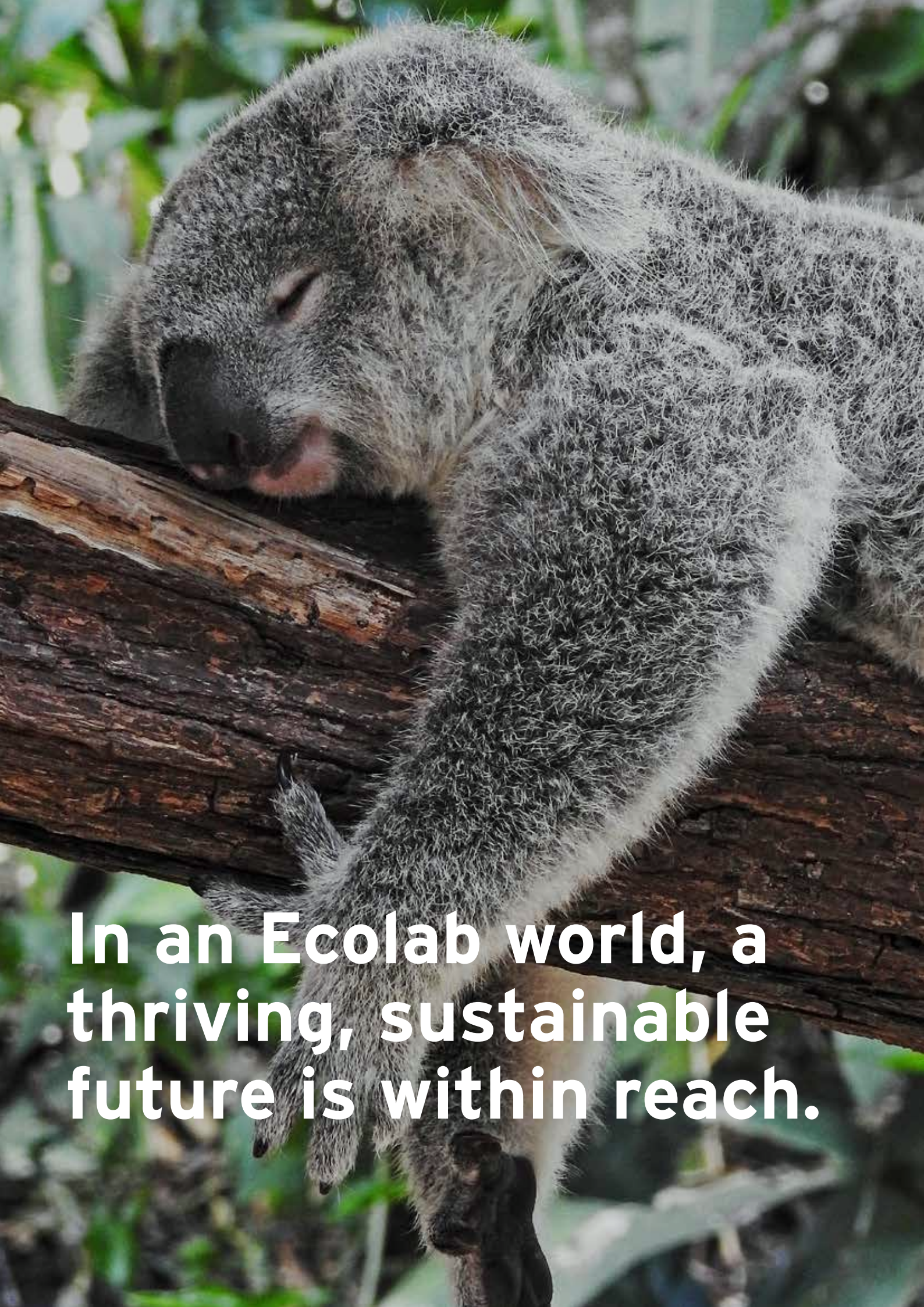
## Global outlook, personal impact.

We're happy working hard behind the scenes helping our partners succeed across industries that make our lives more liveable. We're making the food and drink we consume safer, the energy we use cleaner and the environment we live in more sustainable.

Through our work with these valued customers, every day Ecolab touches the lives of 30 million Australians, Kiwis and Fijians.







**In an Ecolab world, a thriving, sustainable future is within reach.**

## Last year Ecolab helped our customers

### CONSERVE

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**711 billion**

litres of water

### SAVE

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**5.5 billion**

kWh of energy

### ELIMINATE

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**25 million kilograms**

of waste

Our world is inspiring, extraordinary and unique. We're committed to helping our customers prosper in their business and protect and preserve our planet, as we work together towards having an impact on what matters most.

At Ecolab, we are committed to minimising the negative impacts industry has on our planet. We actively seek out new and innovative ways to help both ourselves, and our customers, create more sustainable ways of doing business.

## Awards and Recognition

### Fortune World's Most Admired Companies in Chemical Industry

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Ranked #2 in 2019

### World's Most Ethical Companies on [www.ethisphere.com](http://www.ethisphere.com)

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2019 was our 13th Consecutive Year

### Global 100 Most Sustainable Corporations in the World

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Ranked #32 in 2019

# From challenge to opportunity

Securing a sustainable way of life for an increasing global population is the biggest challenge mankind has ever faced.

As the population of the world grows, so too does the pressure to solve the problems that brings. The challenges of more people, climate change impacts, a shifting population, growing global affluence, changing diets and evolving health issues, all compete to grab a share of finite resources.

At the same time, pressure grows to come up with new ways to manage these demands that are compatible with continued life on this planet and a sustainable and thriving business economy.

Ecolab addresses this building pressure differently. We search for ways to minimise negative planetary impacts in our work and actively seek to generate positive impact, addressing head-on the global demands of clean water, safe food and healthy environments for all.

We recognise the challenge for business and humanity and understand that our role has never been more important than it is today, and for our future.

## By 2030 it's estimated that the world will need



**40%**  
more water



**35%**  
more food



**30%**  
more energy



Progress that is sustainable and does not damage our planet is possible and it's our goal. In 2015 we introduced new sustainability goals for 2020 that align with our long-term business strategy to reduce our environmental impact, even as we expand our capacity to meet our customer needs.

### We aim to:

- Reduce water withdrawal by **25%**
- Reduce greenhouse gas emissions by **10%**
- And by 2030, aim to conserve **1.1 trillion** litres of water, equal to the drinking water needs of **1 billion people**



As part of our continuing journey with our customers, we remain committed to achieving and exceeding our sustainability goals, and redefining new ones into the future.



## Clean water

More than simply what we drink, water is integral to many of our customers' key processes of cleaning, sanitising, food processing, water treatments and energy processing. Helping our customers optimise water use will increase water availability throughout the world.



## Safe food

Food safety is vital to the health and wellbeing of everyone and critical to the reputations of the businesses that provide food and beverages. The leading causes of foodborne illnesses can be eliminated through effective sanitising and we help our customers deliver this through our products, programs and services that protect people from the risks of unsafe food and drink.



## Healthy environments

From hygienically laundered sheets and towels in hotel rooms across the world, to sterile surgical instruments in thousands of hospital operating rooms, clean, safe and healthy environments are essential to the health of everyone.

Clean environments are critical and our solutions play an important role in helping to reduce healthcare-associated infections (HAIs) and improve health outcomes for all.



## Global Commitments and Partnerships

Through partnerships with leading global NGOs, we work to strengthen our understanding and our ability to impact global challenges facing our business, customers and communities.

### Ecolab is a proud signatory and partner with six of the most respected CSR organisations

- |  |                                     |                                     |
|--|-------------------------------------|-------------------------------------|
| <b>1.</b>  | <b>2.</b>                           | <b>3.</b>                           |
| Signatory of the United Nations Global Compact           | Signatory of the CEO Water Mandate  | Member of the Corporate Eco Forum   |
| <b>4.</b>  | <b>5.</b>                           | <b>6.</b>                           |
| Co-creator of the Clean and Conserve Education Programme | Partner with Project WET Foundation | Partner with The Nature Conservancy |

# Trusted the world over

Ecolab and its specialised businesses work across the world with customers in more than 40 industries. Our impact is felt by millions of people every day, keeping them safe in their everyday lives, protecting them in their workplaces and giving them a healthier life.





## HOSPITAL

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**Our role:** Cleaning and sanitising solutions, food safety solutions, hand hygiene, laundry solutions, patient and equipment drapes, surgical room turnover, water treatment, pest elimination and kitchen equipment repair.

## SUPERMARKET

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**Our role:** Cleaning and sanitation programs, food safety solutions, compliance audits, pest elimination and kitchen equipment repair.

## RESTAURANT

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**Our role:** Cleaning and sanitising solutions, food safety solutions and audits, hand hygiene, kitchen equipment repair, pest elimination, warewashing and water filtration and treatment.

## HOTEL

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**Our role:** Cleaning and sanitising solutions, cooling and boiler water treatment, food safety solutions, laundry solutions, pest elimination, pool and spa solutions, warewashing and kitchen equipment repair.

## OFFICE BUILDING

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**Our role:** Cleaning and sanitising solutions, water treatment and pest elimination.

## DAIRY FARM

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**Our role:** Cleaning and sanitising solutions and animal hygiene products.

## FOOD PROCESSING PLANT

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**Our role:** Antimicrobial treatments, cleaning and sanitising solutions, product quality solutions, pest elimination, energy reduction solutions and water management solutions.

## OIL REFINERY

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**Our role:** Corrosion and fouling control, desalting and emulsion breaking, fuel additives and stabilisers, and water treatment solutions.

## MINING SITE

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**Our role:** Process programs to improve efficiency, productivity and quality. Solutions for improved water treatment, recovery and recycle. Application systems for program optimisation.

## MANUFACTURING PLANT

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**Our role:** Water and wastewater treatment, air filtration, analytical services, energy reduction solutions and pest elimination.

## PAPER PLANT

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**Our role:** Process solutions, product quality solutions, water and effluent treatment.

A vertical photograph of a lush green forest. A large waterfall cascades down a dark, rocky cliff on the right side of the frame. The water is white and frothy as it falls. The surrounding vegetation is dense and vibrant green, with some plants having long, narrow leaves and small, light-colored flowers. The overall scene is a natural, scenic view of a tropical or subtropical environment.

**Our world is inspiring, extremely  
unique. We're committed to help  
customers prosper in their  
protect and preserve our p**

raordinary and  
o helping our  
r business and  
planet.



Day and night, Ecolab helps to keep the people we love safe and healthy.

## Institutional

Whether it's a good night's sleep or a spotless floor, Ecolab Institutional provides both products and programs to customers with a diverse range of needs. From restaurants, hotels and aged care homes to

schools, commercial buildings and military facilities, we ensure guest and user satisfaction and safety, protecting and enhancing our customers' brands.



# 800 million

### happy guests

Ecolab Institutional helps clean more than 800 million hotel rooms annually

### Who Ecolab helps

- Food service - restaurants and kitchens
- Government - military and public buildings
- Education - schools and educational centres
- Hospitality - hotels and motels
- Long-term care facilities - aged care homes

### What Ecolab provides

Customised cleaning and sanitation programs including:

- Floor care
- Hand hygiene
- Kitchen sanitation
- Housekeeping
- On-premises laundry
- Warewashing
- Water management

Reducing labour, water and energy costs at the same time as meeting the demand for fast and effective warewashing, is the holy grail for every restaurant. Ecolab developed its SMARTPOWER™ Program to do just that.

SMARTPOWER™ is used in over 6,000 restaurants globally. It's been deployed all over the world and is now available in Australia and New Zealand.

SMARTPOWER™ saves **304** employee hours and **\$557** annually in water and energy costs at each location

“Sustainability is embedded into our business strategy, which is why we partner with Ecolab to actively reduce the environmental impact of our restaurants and catering.”

- Bernhard Langer, General Manager at Four Points  
by Sheraton Sydney, Central Park



# Quick Service Restaurants

When it's all about turnaround time, Ecolab has the solutions and expertise. Improving customer experience, lowering operating costs, driving revenue

and safeguarding customer trust, we ensure brand consistency and food safety for chains of quick and limited service restaurants across the globe.



# 225,000

## reliable experiences


Ecolab QSR serves 225,000 quick service restaurants around the world

## Who Ecolab helps

- Quick service and limited service restaurants
- Fast casual restaurants
- Convenience stores

## What Ecolab provides

- QSR focused products and programs
- Field service and support
- Food safety and training



Maintaining impeccable hygiene standards in the Australian or New Zealand arm of an international quick service restaurant is critical for both customer and staff safety, and international brand reputation.


Designed to simplify operations and enhance cleaning, the Ecolab KAY® SolidSense™ program was implemented throughout a large international quick service restaurant chain. This next generation of cleaning systems are solid blocks of concentrated cleaning products that are automatically mixed with water for manual warewashing, sanitising and floor cleaning.

Requiring less storage and less packaging with no compromise on sanitation standards, the KAY® SolidSense™ product range saved:

**364 pallets** of equivalent liquid form cleaning solutions

A weight reduction of **231 metric tonnes** reducing transport related carbon emissions

A reduction of **42 metric tonnes** of packaging waste



We're making sure the food on our plates is as healthy as the day it was picked.

## Food Retail Services

Staff training is always important but where food and food safety are concerned, there's a lot more at stake than a poorly wrapped loaf. In a single day, employees may need to multi-task across a range of roles including preparing food, serving customers and cleaning

production areas, all playing an important part of food safety and brand reputation.

Ecolab experts serve as an extension of our customers' food safety teams ensuring consistent and unparalleled standards.

 **25 million**

### sharp-sighted checks

Ecolab food retail services provides 23.2 million food safety and compliance observations annually

### Who Ecolab helps

- Supermarkets
- Convenience stores

### What Ecolab provides

- Cleaning and sanitising programs
- Food safety audits
- Food safety training





For every supermarket, what goes on behind the scenes is just as important as what the customers see on the shelves.

Woolworths New Zealand (Countdown Supermarkets) has relied on Ecolab Food Retail Services to maintain and monitor their in-store cleaning and sanitising operations for six years.

Providing monthly onsite monitoring to support the cleaning and sanitising regime within stores, and ensuring cost effective services that are supported with a program of sustainable innovations, Ecolab continues to protect both customers and the Woolworths New Zealand brand.

**Ecolab partner with Countdown (Woolworths New Zealand)**  
in over **180** stores

**Support, monitor and report on effective instore food safety requirements**

**Protects reputational quality and customer and staff health**

**“Our partnership with Ecolab helps protect our customers and ultimately our brand.”**

- Mark Bell, National Food Safety and Compliance Manager

# Food and beverage

With food and drink often travelling thousands of kilometres between production and consumption, the risk of contamination and foodborne illness is very real. Ecolab Food & Beverage offers a unique combination

of innovation, technical and industry expertise and world-class service, helping dairy processors, farms and food and beverage manufacturers strengthen operational efficiencies, food safety and product quality.



Keeping

**44%**

**of the world's milk safe, clean and pure**

Ecolab helps ensure 44% of the global supply of milk is produced hygienically



Keeping

**25%**

**of the world's prepackaged foods hygienic**

Ecolab helps make 25% of the world's processed food safe



Keeping

**600+**

**plants flowing smoothly**

Ecolab supplies 600+ beverage plants flowing smoothly

## Who Ecolab helps

- Food and produce processors
- Meat and poultry processors
- Dairy farms and processors
- Beverage producers
- Brewery and winery producers

## What Ecolab provides

- Cleaning and sanitising programs
- Animal health products
- Antimicrobial food tissue treatment
- Bottle-washing solutions
- Commercial sterilants for antiseptic packaging
- Conveyor lubrication
- Engineering and equipment services
- Food surface and process water antimicrobial programs
- Microbiology and analytical lab services
- Technical support
- Training programs



From a Manly microbrewery in 2008, to now selling 20 million pints of beer a year, 4 Pines Brewing Company is an inspirational success story. Now owned by Carlton & United, it remains a standard bearer for craft beer and its sustainable ethos.


A wide range of environmental factors come into play when brewing a good drop, including water consumption, energy use and emissions, hygiene and by-products. 4 Pines has an ongoing commitment to reducing their water and energy consumption without compromising safety, hygiene or operations.

In the first nine months of working with Ecolab, 4 Pines has:

**Reduced water in beer production from 3.8L to 3.4L of beer produced, saving up to **60,000 litres** a week**

**Increased health and safety by introducing a Clean in Place (CIP) solution for cleaning and sanitising its fermenters and beer tanks**

**Improved cleaning and reliability control using automated systems**



When the difference between sterile and clean means everything, we keep patients and carers safe and healthy.

## Healthcare

Whether you're a patient or a healthcare provider, living and working in a clean and safe medical environment is critical. Ecolab Healthcare delivers infection prevention solutions ensuring all those at the frontline of healthcare are kept clean, safe and healthy every day.

Targeting reductions in acquired infections, improved operational efficiencies and environmental sustainability, our cutting-edge innovation programs are supported by personal service and best-practice training.

### Who Ecolab helps

- Hospitals
- Surgery centres and procedural-based clinics
- Dental, veterinary and laboratories
- Original Equipment Manufacturers (OEM)

### What Ecolab provides

- Hand and skin hygiene chemistry and dispensers
- Instrument reprocessing decontamination and engineering solutions
- Patient room environmental hygiene
- Operating room pre-surgical antisepsis: scrubs and rubs
- Endoscopy programs including machines, equipment and chemistry

When any compromise on quality would put lives at risk but with a keen desire to improve sustainability goals, Western Health in Victoria came to Ecolab to overhaul their Central Sterilising Department (CSD).

Keeping thousands of patients and hundreds of staff healthy and safe around critical chemicals was the main aim, but minimising landfill from plastic containers, reducing transportation and lowering the CO2 footprint and environmental impact, were all key goals that Ecolab helped Western Health achieve.

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The fully automated Ecolab CSD system has no packaging, saving an average **1,200 5 litre** containers (or 24 m<sup>2</sup>) from landfill every year

The CO2 footprint was reduced by half through manufacturing, packaging and transport reductions

The **complete elimination** of staff handling was achieved by totally removing chemical products from the CSD and Endoscopy departments

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“The environmental benefits of not using the old 5L bottles in our washing system have been significant and along with a 30 per cent reduction in our chemical use, we’ve saved both money and much needed storage space. With the Ecolab system it’s simply set-and-forget as Ecolab looks after everything.”

- Karen Tricker, Nursing Unit Manager, Western Health





**Ecolab. Driving progress  
and protecting our vital  
assets. Anticipating the  
future and enhancing  
your world.**

# Pest Elimination

Controlling and eliminating pests is vital for our food safety and Ecolab Pest Elimination helps managers of a wide range of commercial facilities including hospitality, foodservice and food manufacturing businesses protect their customers, employees and brand reputations.

With our focus on commercial markets, our highly trained service team use industry leading techniques and solutions to prevent and eliminate all types of pests, keeping environments safe, clean and hygienic.

Our pest elimination team make over



# 4 million

customer visits annually safeguarding our clients, and their customers, day after day.

## Who Ecolab helps

- Food processors
- Food retail
- Foodservice
- Commercial buildings
- Healthcare
- Hospitality

## What Ecolab provides

- Solutions to prevent and eliminate all types of pests
- Integrated pest management review and audit services
- Insights into pest risks for our customers
- Recommendations and corrective action management

Ecolab goes beyond simple pest control by putting our expertise and science to work to solve the industry's most complex pest challenges. By continually driving innovation, our people collaborate proactively with you to provide superior solutions that protect your brand and bottom line, today and in the future.



Globally, we help 40,000 customers protect their brands from pest risk.





# Textile Care

Hospitality, food and beverage and industrial workwear and linen need exceptional cleaning to stand up to the daily demands and cleanliness standards required today. Ecolab Textile Care programs are designed to meet customers' needs and prolong the life of their

linens, while reducing their carbon footprint and total operating costs. From our custom-designed programs and premium products, through to our water and energy management solutions, the entire wash process is catered for.



## 20 billion

### kilos of tough stains removed a year


Ecolab Textile Care helps clean 20 billion kilograms of textiles annually

## Who Ecolab helps

- Large hospital and commercial healthcare laundries
- Large hotels and commercial hospitality laundries
- Industrial workwear laundries
- Food and beverage processing laundries

## What Ecolab provides

- Innovative wash programs
- Sustainable cleaning
- Reliable and accurate dispensing
- Water and energy conservation solutions
- Process analytics, diagnostics and management
- Personal service and consulting
- Industry expertise
- Water and energy recovery equipment



We're continually developing new ways to reduce water and energy consumption without compromising quality.

Commercial laundry and textile cleaning is a high cost, high impact industry. Billions of litres of water are used and millions of dollars are spent on energy to meet high customer expectations and costly compliance regulations.

While working with five leading textile services companies wanting to reduce their water and energy consumption and improve their wash quality, Ecolab was able to supply new innovative solutions to minimise their environmental footprint. Ecolab installed across several commercial laundries, our latest generation water filtration systems BlueOcean™, AquaBatch™ and AquaDrain™. This has helped our customers filter, recycle and reuse water for the laundry wash process, which has helped them save up to 50 per cent in freshwater usage.

These state-of-the-art systems, combined with our ultra-low temperature washing process, OxyGuard™ 40, helped reduce water and energy consumption even further.

**Total water savings: 1.7 billion litres annually**

**Total cost savings: \$1.5 million annually**

If just 50 per cent of the region's commercial laundries implemented these systems, the drinking needs of 58 million people, more than the population of Australia and South Korea combined, could be met.



# Water

Across industries and across the world, water plays a fundamental part in many of the key processes that Ecolab are involved in. With our deep technical expertise, advanced technologies, automated monitoring systems and data analysis we provide water solutions through our total plant approach from pre-treatment right through to post-treatment.

We help customers reduce, reuse and recycle their water during cleaning and sanitising, food processing, manufacturing and heating and cooling. Our on-site experts work with customers to increase their operational efficiencies by smart water use.

## Globally we serve four major industries



**Light  
Industry**



**Heavy  
Industry**



**Paper**



**Mining**

Ecolab is helping to devise ways to meet the water needs for generations to come.

With chronic water shortages caused by drought now a reality in Australia, Ecolab is working hard to find ongoing solutions for supplying essential drinking water to our urban populations.

Partnering with the Victorian Desalination Project (VDP) since 2012, we help supply drinking water to the 5 million people of Melbourne.

Using 55,000 reverse osmosis membranes that allow seawater to be made into clean and safe drinking water, as well as providing vital antiscalant, Ecolab delivers the capabilities VDP demands as it moves to full operational capacity.

 **50,000**

**Olympic sized pools of drinking water in 2020**

Ecolab and VDP will provide 125 gigalitres of water to Melbourne in 2020

Desalination can supply up to one-third of Melbourne's annual water needs. VDP is the fourth largest desalination plant in the world.

## Light Industry

Working with institutional, food and beverage, transport and manufacturing customers, we use a holistic approach to help every customer effectively manage water use and improve operational processes.

Our experts understand the complex and dynamic connections of customer-specific interrelated water systems, helping customers achieve their corporate goals through bespoke solutions.

### Who Ecolab helps

- Buildings and facilities
- Hospitality
- Hospitals and aged care facilities
- Food and beverage processing
- Pharmaceutical
- Transportation
- Data centres
- Manufacturing

### What Ecolab provides

- Boiler and cooling water management
- Influent pre-treatment
- Effluent post-treatment
- Water reuse and recycle solutions
- Process services and technologies
- Analytical services
- Water safety solutions

## Heavy Industry

Our Heavy Industry division services chemical, power and primary metals industries, helping them effectively manage water use, improve operational processes and reliability and reduce costs.

Using our industry-leading expertise and innovative solutions we work 24/7 helping customers successfully meet operational and sustainability goals.

### Who Ecolab helps

- Chemical processing
- Power generation
- Primary metals

### What Ecolab provides

- Boiler and cooling water treatment
- Influent pre-treatment
- Effluent post-treatment
- Water re-use and recycle solutions
- Process services and technologies
- Analytical services
- Water safety solutions

**We're helping industry  
preserve every drop  
of nature's most  
precious resource**





## Paper

From tissues to moving boxes, the variety of paper we use in everyday life is huge. Our Paper division helps pulp and paper producers enhance the competitiveness, sustainability and safety of their operations.

Helping customers meet their key business drivers of efficiency, quality and savings through our innovative solutions we improve profitability while reducing environmental impact.

### Who Ecolab helps

- Board and packaging
- Tissue and towel
- Pulp
- Graphic papers

### What Ecolab provides

- Process efficiency solutions
- Foam, scale, contaminant and microbiological control
- Retention and drainage programs
- Cleaning/conditioning programs
- Sheet property and fibre saving solutions
- Water, pulp, fabric, deposit and microbiological analysis
- Wastewater treatment solutions
- Water and energy management solutions

Across every industry, the pulp and paper industry is one of the highest consumers of water per tonne of product produced. Ecolab works with paper businesses all over the world helping reduce water and chemical use across all grades of paper.



## Mining

Australia's mining industry delivers billions of dollars to the economy every year and Ecolab helps customers meet the many operational challenges of this key industry. Our Mining division helps our mining and mineral processing customers improve productivity, efficiency, profitability and product quality whilst increasing environmental performance.

Water quality and availability are vitally important to our customers and through our global leadership, years of industry experience and innovative technologies, we ensure reliability and cost-effectiveness, whatever the type of mining business.

 Ecolab manage **4.2 trillion** litres of water a year  
Eight and a half Sydney Harbours worth of water managed

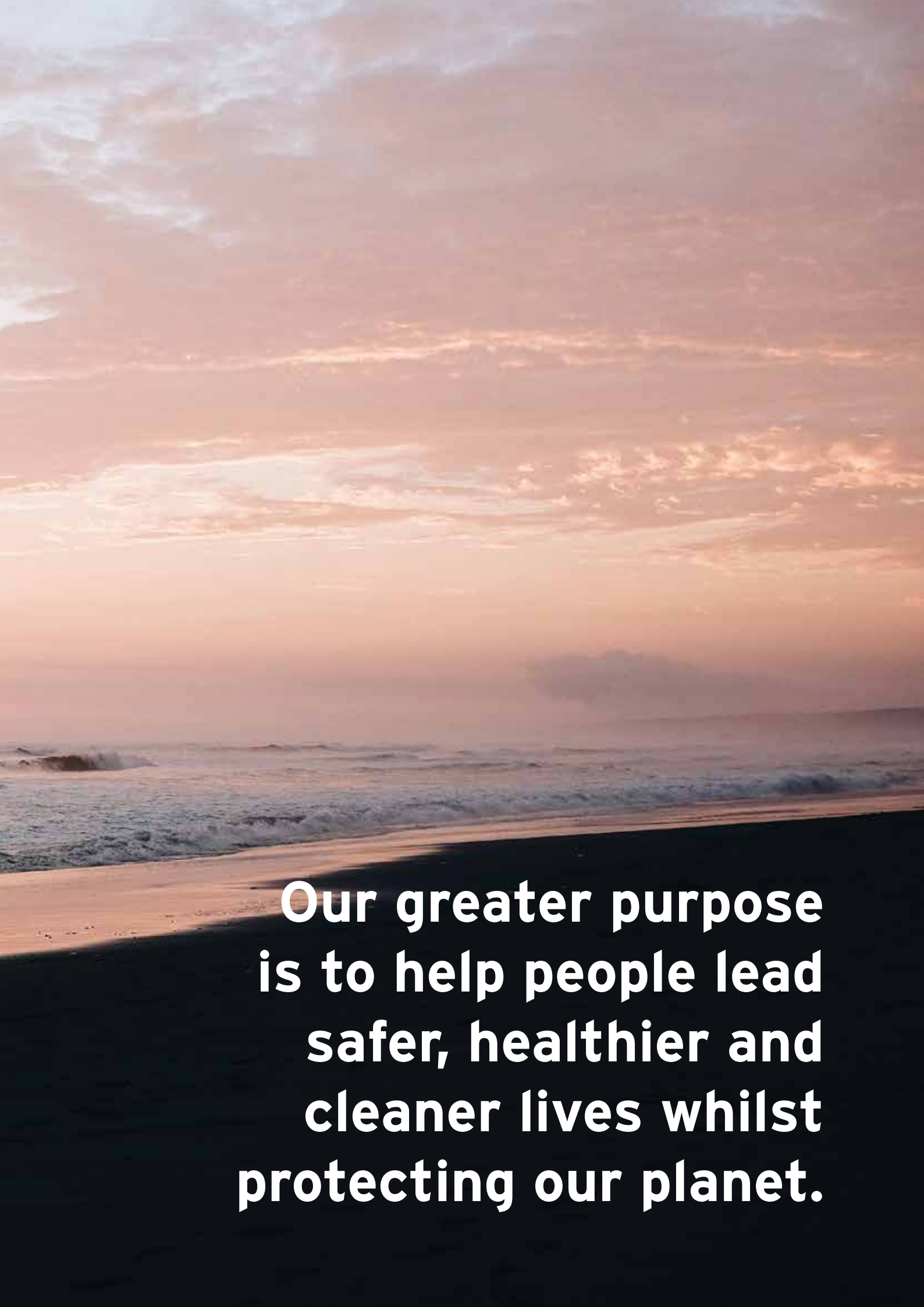
### Who Ecolab helps

- Bauxite and alumina
- Coal
- Base metals
- Phosphate
- Potash
- Precious metals
- Iron ore
- Industrial mines
- Sand and gravel

### What Ecolab provides

- Solid-liquid separation
- Flotation reagents
- Process water scale control
- Filtration aids
- Tailings management
- Mine water treatment
- Dust control
- Freeze conditioning additives
- Impurity control management
- Crystal growth modifiers



A photograph of a beach at sunset. The sky is filled with soft, orange and pink clouds, with the sun low on the horizon. The ocean waves are breaking on the sandy shore, creating white foam. The foreground is a dark, shadowed area of the beach.

**Our greater purpose  
is to help people lead  
safer, healthier and  
cleaner lives whilst  
protecting our planet.**



# Working with a shared purpose

Together we partner with our customers to make the world cleaner, safer and healthier - protecting people, business and vital resources.

## Our commitment



### TO OUR CUSTOMERS

Helping our customers grow their businesses by improving their processes, saving them money while preserving the world's resources.



### TO OUR ENVIRONMENT

Improving our own environmental impact and innovating new ways to preserve our resources and find positive environmental alternatives for our customers.

Our role is to work behind the scenes, supporting our customers and helping them succeed. Through innovation and technology we help our customers thrive today and provide pathways for them to prosper in the future.

# Always there for you

## OUR MODEL

An Ecolab world never sleeps. Our personal approach to partnership and service - aided by our powerful system of connected intelligence - means our expertise is always there and our customers know their people, reputations and most critical resources are always safe.

It's why the most trusted brands rely on us around the world to protect their products, their operations and the places where people eat, sleep, work, play and heal.

# A passion for progress

## REASON TO BELIEVE

We're always in the field, gaining greater expertise and first-hand knowledge of the challenges our customers face. Leveraging our innovative science and digital technology, predictive insights and deep know-how across critical operations, we help businesses today, anticipate what they need tomorrow.

Driving progress, our customers rely on us so they can get on with the business of growth, all the while doing more with less.

## Personal Service

On-site service embedded in your business

## Innovative science & digital technology

1,600 scientists, engineers and technical specialists

## Predictive Insights

Data generated insights from advanced real-time technologies

## eROI

Our proprietary eROI approach credibly documents operational, economic and resource savings related to water, energy, air waste and asset protection and safety

# Our People

Our partners and clients trust in Ecolab. Our expertise and reliability are without question but it's the personal relationships and care we offer that makes Ecolab stand out.

It's not just that we have 49,000 employees across the world who understand our customers' needs, but that we work as a team to make sure those needs are met and exceeded.

We attract the brightest, most resourceful people from a diverse range of backgrounds, who bring with them world-class skills and expertise.

From highly skilled scientists and technical specialists to friendly customer-facing support staff, Ecolab people bring creativity and innovation and an unparalleled level of dedication to their roles, making our business the success it is today.

**27,000**

Sales and service representatives

That's the industry's largest and best-trained

**9,400**

Patents

With more pending every year

**119**

Manufacturing facilities

Producing critical materials across 40 diverse industries

**1,600**

Scientists, Engineers and Technical Specialists

World-class disciplinary expertise in core technologies

**19**

Global Technology Centres

Developing innovative solutions to global and customer challenges

**24/7**

Customer service

We're always on, because our customers are

# Innovation + Service = Ecolab

## Innovation



Our culture of continuous innovation creates a naturally dynamic environment. Our emphasis on unmatched quality means that Ecolab employees always produce excellent work, propelling the company forward through learning and innovation. Solving challenges and providing effective solutions that add value to our customers, is the engine room of the Ecolab service.

## Service

Through millions of onsite customer visits, combined with cutting-edge data generation and real-time technologies, we're able to service customers' needs now and critically, anticipate their emerging needs in the future. Our frontline on-site service team know their customers personally, providing deep experience and a genuine concern for their businesses.



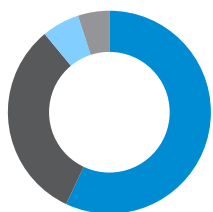
# Our Community

Staying true to our core purpose of helping people, we extend this ethos outwards to the most disadvantaged members of our communities and those most in need in times of crisis.

We understand that giving back is good for society, good for staff morale and good for business and we're involved in a variety of giving initiatives.

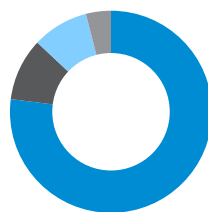
Through financial contributions to organisations and programs, as well as employee involvement, Ecolab helps socially, environmentally and economically.

## COMMUNITY GIVING PROGRAM



**2018 Ecolab Foundation Giving**  
**\$13,000,000**

- 57% Youth & Education
- 32% Civic & Community Development (basic needs)
- 6% Arts & Culture
- 5% Environment & Conservation



**2018 Corporate and Foundation Giving**  
**\$17,000,000**

- 77% Ecolab Foundation
- 10% Value of Volunteerism
- 9% In-Kind/Disaster Relief
- 4% Corporate Giving





## ➤ Feeding the Hungry

Partnering with food banks in Australia, New Zealand and Fiji, every year Ecolab staff donate tonnes of food and volunteer their time to deliver it to those in need. Ecolab are also proud to match staff donations and fundraising for this cause.



## ➤ Ronald McDonald House

Ronald McDonald House provides accommodation and learning programs for seriously ill children and their families. Ecolab donates over \$50,000 worth of cleaning products every year, ensuring a clean and healthy environment for this charity.



## ➤ Homeless Helpers

Running a collection drive to help the homeless in their local area, our staff in Queensland help those living rough every winter. Partnering with two local charities, they volunteer their time to put together survival packs delivering vital supplies as well as providing food to families in need.

## Global Giving Program

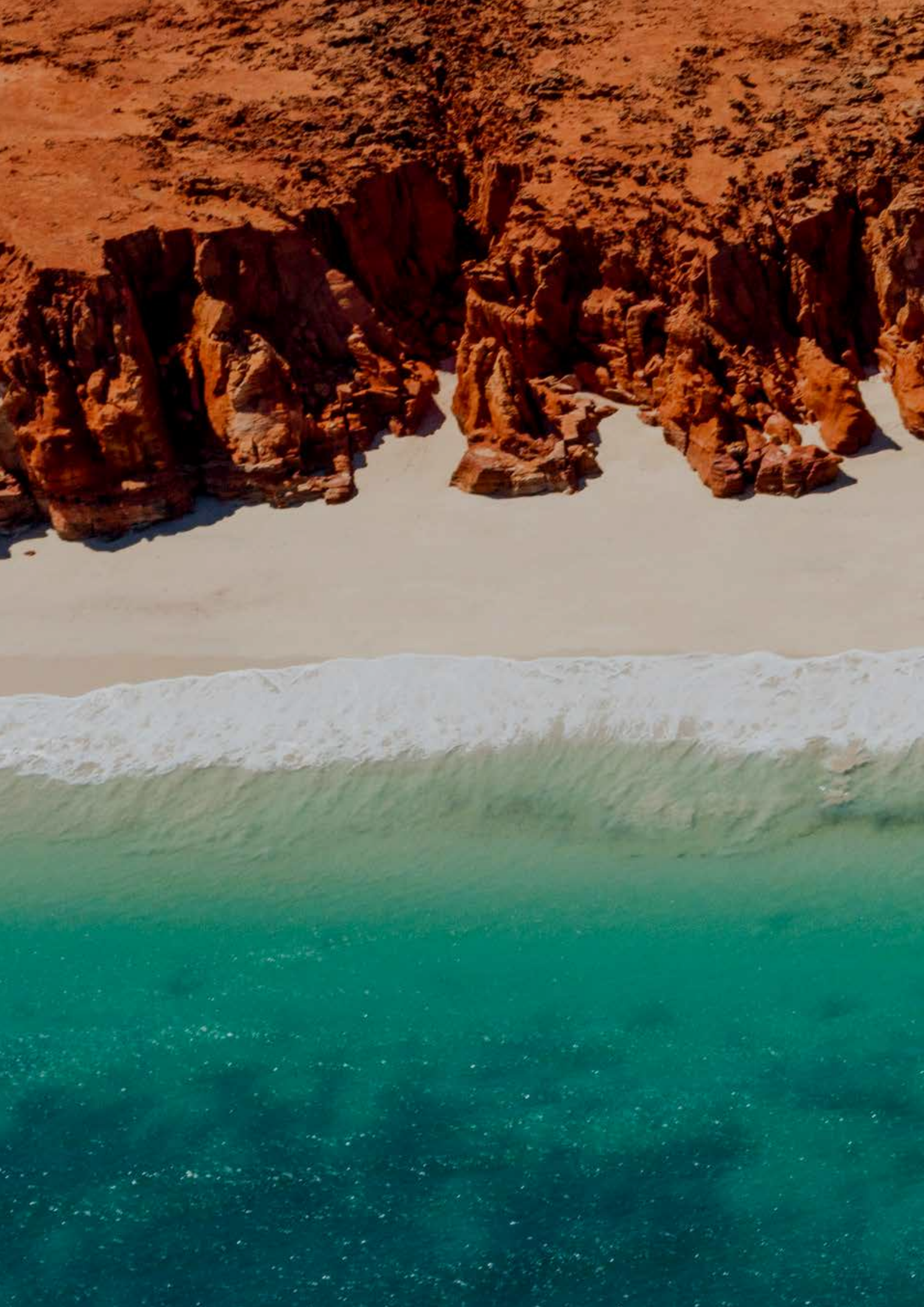
Ecolab's global giving program, Solutions for Life, aligns with our mission to conserve water and improve hygiene around the world through philanthropy, employee volunteerism and collaborations with non-governmental organisations.

### THE NATURE CONSERVANCY

Our support for The Nature Conservancy (TNC) is helping protect lands and waters in Minnesota, promote strategies to protect water resources in Shanghai and enhance conservation efforts in Monterrey, Mexico. We also are the lead sponsor of TNC's Urban Water Blueprint, an effort to map the water resources for 530 cities worldwide, and provide science-based recommendations for natural solutions to improve water quality.

### PROJECT WET FOUNDATION

In partnership with the Project WET Foundation, we co-created the Clean and Conserve Education Program, a suite of hands-on water and hygiene education materials. Each year we reach millions of students, teachers and individuals around the world, to highlight the importance of hygiene and water conservation.



# Ecolab is a business committed to making a difference

Innovating to help our customers achieve their goals, working around the world (and around the clock) to keep people safe and advancing technology to preserve our planet, we make a difference every day.

We're proud of what we do and how we help. From industry to individual, cleaner hands to greener environments, billions of litres to a single drop, we help in millions of ways big and small.

We're a business that works hard behind the scenes. For our valued business customers we deliver growth and profitability, for consumers we deliver safe and healthy environments, and for our planet we deliver sustainable solutions for our vital resources.

Ecolab is dedicated to continuing the work that we believe is amongst the most challenging, and at the same time most rewarding, in the world. We stand side by side with our valued customers and dedicated employees to make the world a cleaner, safer and more sustainable environment today and for all of our tomorrows.



**ECOLAB**

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**Inserts - Curious translucent curious 92gsm**

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**Vegetable based inks** are used throughout the publication

**ECOLAB®**