



## Company Overview

From its founding in 1923, Ecolab's story has been one of innovation, customer service, industry leadership and growth. Over the years, we have built upon our humble beginnings – one man transforming a simple idea into a simple product to cost-effectively clean hotel carpets – to become a global company with 40,000 employees serving more than one million customers across a range of industries in more than 160 countries. The company headquarters is located in St. Paul, Minnesota.

### What We Do at Ecolab

At Ecolab, we develop, manufacture and market commercial cleaning, sanitizing, food safety and infection prevention products and services. Our products and services touch the lives of millions of people each day. We are a partner in success with our customers – in helping to ensure the satisfaction of their customers, reducing risks to their business and protecting and enhancing their reputation. **Together, we make the world cleaner, safer and healthier – protecting people and vital resources.**

Many types of customers – among them restaurants, hospitals, food manufacturing plants and cruise lines – look to us to help ensure their environments are clean, safe and healthy, food is safe to serve and eat and the threat of disease is reduced.

### The Ecolab Team

At Ecolab, our aim is to be there when and wherever our customers need us – providing personalized support any time of day, any day of the year around the globe. Below is a summary of the team that provides support to our customers in the United States and globally.

	Institutional U.S.	Ecolab Global
Sales & Service Team	2,600 associates – all full-time	22,000 associates
Customer Service	24 / 7 / 365 live support – in U.S.	50 regional call centers
Technical Services	24 U.S. product & equipment experts	30 regional teams
Manufacturing	8 Ecolab-operated plants	100+ plants worldwide
R&D and Engineering	1,300 Researchers (including 500+ PhDs) 5,800+ patents 15 Regional R&D Centers	



# Laundry Service Procedures

## Personally Delivered Service

### Service Commitment

- ▲ On call 24 Hours a Day, 7 Days a Week (1-800-352-5326)

### Laundry Visit Procedures for Ecolab Representative

- ▲ Check in with the General Manager for any problems between calls and employees that need training on Ecolab areas of responsibility.
- ▲ Ecolab Representative proceeds with preventative maintenance call.

### Results Inspected

- ▲ The Ecolab Representative will inspect laundry results which may include: appearance, feel, odor, staining, wrinkling, chlorine, and wettability.

### Readings Taken

- ▲ Ecolab Representative will inspect general laundry area which may include: equipment, procedures, and dryer.

### Laundry Machine Products Checked May Include:

- |                   |                |            |                             |
|-------------------|----------------|------------|-----------------------------|
| ■ Load Counts     | ■ Load Counter | ■ Formulas | ■ Drain                     |
| ■ Laundry Machine | ■ Reversing    | ■ Doors    | ■ Steam Tunnel              |
| ■ Extract         | ■ Valves       | ■ Signals  | ■ Formula Reading Equipment |
| ■ Timer           |                | ■ Water    |                             |

### Dispensing Equipment Inspected

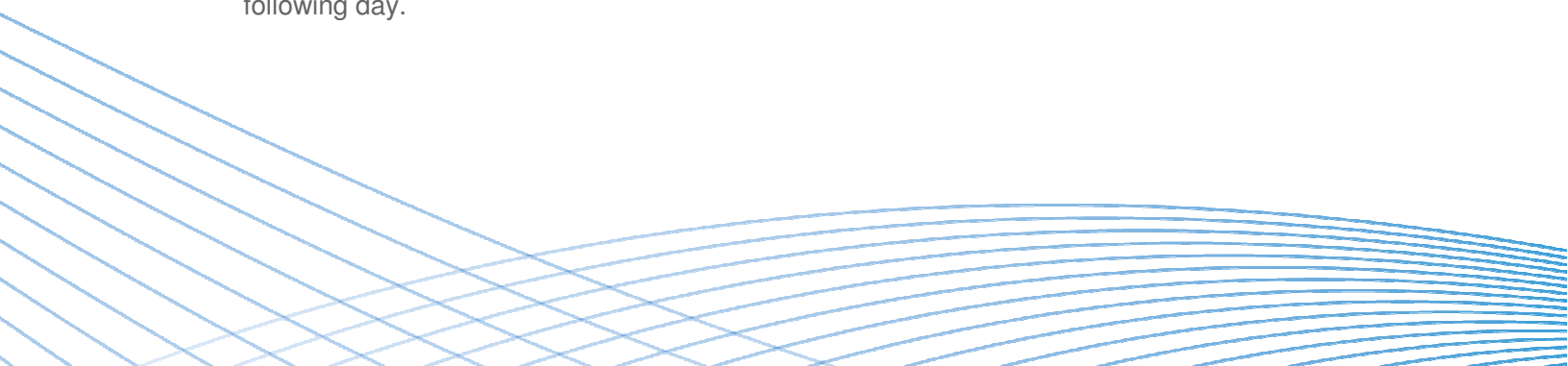
- ▲ Ecolab Representative will inspect all dispensing equipment to ensure proper function and concentrations.

### 360° of Protection

- ▲ Ecolab Representative will inspect operational areas and potential safety areas which may include:

- |                    |                 |                |                     |
|--------------------|-----------------|----------------|---------------------|
| ■ Eye Wash Station | ■ First Aid Kit | ■ MSDS Station | ■ Inventory/Storage |
| ■ Spray Bottles    | ■ Labels        | ■ Test Strips  | ■ Wall Charts       |
| ■ Biohazard Kit    | ■ Floors        |                |                     |

- ▲ All issues identified and services provided will be detailed on a **Service Detail Report**. The Ecolab Representative prior to leaving will make required adjustments, corrections or repairs or make arrangements for them. Service reports will be reviewed electronically and signed by the manager with all action needed agreed upon. A copy of the report will be faxed or e-mailed the following day.





## Unparalleled Service You Can Trust

Knowledgeable, dependable and experienced Ecolab service specialists are dedicated to ensuring your success. During regularly scheduled visits, your Ecolab Representative will carefully inspect your cleaning and sanitation systems, equipment and operation to make sure everything is running as smoothly and efficiently as possible.

### Personal Service

- ▲ Dedicated service specialists and regular on-site support
- ▲ Customized solutions: the right products, tools, and equipment
- ▲ Demonstrated impact supported by data
- ▲ Onsite employee training at no additional charge
- ▲ Troubleshooting and proactive issue resolution



### Emergency Service Coverage

- ▲ Around-the-clock emergency service coverage - 24/7/365
- ▲ Live customer service agents at **1 800 35 CLEAN**
- ▲ Telephone follow-up on emergency service requests
- ▲ Escalation process to help insure timely issue resolution
- ▲ Technical support provided by world-class chemists, microbiologists and engineers





## Sustainability

Sustainability helps drive everything we do and develop. We recognize that what we do not only has an effect within your property, but also serves as a model for the community as a whole. We take our responsibility seriously.



### Ecolab Sustainability Pledge

We are committed to delivering:

- ▲ **Superior Performance:** The best results the first time.
- ▲ **Improved Environmental Impact:** Programs that help protect employee health and safety and minimize impact on land, air and water.
- ▲ **Operational Savings:** Minimize wasteful consumption of water, energy, product, labor and packaging materials.



CLEAN  
SAFELY



SAVE  
ENERGY



CONSERVE  
WATER



REDUCE  
WASTE

### Helping Conserve Resources and Reduce Waste

- ▲ Our Solutions are proven to **clean safely** and reduce consumption of water, energy and packaging materials while protecting human health and ensuring safety.
- ▲ Up to **48% energy savings** gained using innovative laundry programs which reduces wash cycle steps thus saving water and energy.
- ▲ Up to **46% water savings** gained through advanced warewashing systems that monitor dishmachine use to lower rack counts and conserve utilities.
- ▲ Up to **98% less waste** when concentrated housekeeping solutions are used which generate less plastic waste than ready-to-use products.