



2020 SUSTAINABILITY OVERVIEW

Partners for Greater Purpose

Leading in a Changing World

Learn more about our sustainability efforts at [Ecolab.com/CSR](https://www.ecolab.com/CSR)

ECOLAB[®]
Everywhere It Matters.™

Through purposeful partnership with our customers, Ecolab is helping businesses adopt practices that reduce resource use while helping maximize total value delivered.

By focusing our expertise on protecting our world's water, food, health and climate, we're empowering sustainable and responsible business growth while supporting healthy communities.

Our global team of innovative and determined problem solvers partners with businesses around the world to help ensure that today's decisions will help protect our environment and support safe and healthy lives.



In 2020 we helped our customers



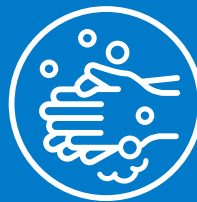
WATER

Save
206 BILLION
gallons of
water



FOOD

Provide
safe food to
1.3 BILLION
people



HEALTH

Clean
66 BILLION
hands



CLIMATE

Avoid
3.5 MILLION
metric tonnes
of greenhouse
gas emissions

Leveraging our expertise to help combat the COVID-19 virus

In 2020, we recognized the important role that Ecolab could play in helping our customers and teams respond to the unprecedented and urgent challenges presented by the COVID-19 virus. We have and will continue to support our customers, teams and communities through shared resources, solutions and services.

SUPPORTING OUR CUSTOMERS

- Helped safely serve customers and meet increased demand for our critical cleaning, disinfectant and hygiene solutions, which rose five to 15 times above normal volumes.
- Established the [Ecolab Science Certified™ program](#), a comprehensive, science-based program that helps deliver a higher level of cleanliness and give customers and employees confidence to return to the places they eat, stay and shop.

PROTECTING OUR TEAMS

- Enhanced the cleaning and sanitizing protocols in our facilities, provided personal protective equipment and implemented social distancing.
- Supported our team through pay protection and expanded healthcare coverage.

SERVING OUR COMMUNITIES

- [Donated more than \\$11 million](#) in critical cleaning, sanitizing and public health products to support worldwide relief efforts.
- Contributed to the [National Restaurant Association's Restaurant Employee Relief Fund](#) and the Change is On the Menu fundraising campaign.

Partnerships to improve our communities

Ecolab supports programs and initiatives that help protect people and nature in the communities in which we live and work.

2020 HIGHLIGHTS INCLUDE:

\$23 MILLION donated to local communities; **\$5 MILLION** of this total was granted to organizations that provided COVID-19 relief, supported basic needs and job training.

Donated more than **\$11 MILLION** in products, equaling **4.5 MILLION** pounds to worldwide relief efforts in partnership with World Emergency relief.

Announced our partnership with [Water.org](#) to enable access to sustainable drinking water and improved sanitation for **100,000 PEOPLE** living in poverty in India, while contributing more than **26 MILLION** gallons of water per year to watershed health in extremely high-stress river basins.

Supported The Nature Conservancy's [Our Water campaign](#), which ended in December 2020 and raised more than **\$21 MILLION** in private funds and **\$103 MILLION** in public funds.

Awards and recognition



Empowering improved performance, operational efficiency and sustainable impact



Value creation is the primary aim of any business because value drives growth. Ecolab is dedicated to delivering value to drive meaningful impacts for our customers, partners and communities.

The case studies throughout this report show first-hand how Ecolab helps deliver outcomes that matter through our partnership, insights, technology and training.

Delivering value, empowering customers

Whether advancing health and safety for front-line workers, minimizing greenhouse gas emissions for a power generation plant or protecting food safety for a chain of restaurants, Ecolab helps deliver value everywhere it matters.

We know that real and lasting change is accelerated when economic and environmental benefits align, delivering improved performance, operational efficiency and sustainable impact.

eROI stands for exponential return on investment

eROI is our process of measuring the benefits and total value delivered through Ecolab solutions and services – from increasing productivity and performance potential to helping reduce operational costs and drive efficiency while achieving corporate responsibility goals and making a positive impact in the world.

Our approach sets us apart. eROI is how we demonstrate it, by showing our customers' return on investment with outcomes that matter.

In 2020, eROI projects documented and completed with customers delivered more than \$877 billion globally in annualized savings.

▼
By helping define and deliver value, Ecolab supports our customers, enhancing the value they create in the world. Our practices align with our customers' ambitions and drive to exponential business results that enable healthy environments and communities.

We are partners for greater purpose.



Look for icons like the ones listed here to learn more about the types of outcomes we create.



WATER



ENERGY



WASTE



GREENHOUSE GASES



COSTS



FOOD SAFETY



PRODUCTIVITY



PROFITABILITY



HUMAN HEALTH AND SAFETY



TOTAL VALUE DELIVERED



ENVIRONMENTAL RESPONSIBILITY



BRAND PROTECTION



PRODUCT QUALITY



ASSET PROTECTION



Elevating safety at Wyndham with simple, sustainable solutions

INSIGHT

Wyndham Hotels & Resorts is a global hotel company comprised of well-known brands including Days Inn®, Ramada®, Super 8®, La Quinta® and Wyndham®. With over 8,900 locations around the world, they're always looking for solutions that make cleaning easy and efficient for their franchisees while conserving water and energy to reduce their global environmental footprint.



In the immediate aftermath of the global outbreak of COVID-19, Wyndham worked with Ecolab to reexamine their cleaning protocols as they began to welcome back guests. Ecolab played a key role in supporting Wyndham's Count on Us® initiative as they began requiring the use of Ecolab disinfectants in all U.S. and Canada hotel guestrooms and public spaces.

INNOVATION

Looking to reduce the number of products needed to clean each property while still maintaining their high standards for cleanliness, Wyndham partnered with the Ecolab team. Ecolab solutions like our Aquanomic laundry program - helps reduce wash steps, water usage and water temperature - makes it easier for Wyndham franchises in the U.S. and Canada to deliver clean laundry to their guests while also reducing their overall water and energy use.

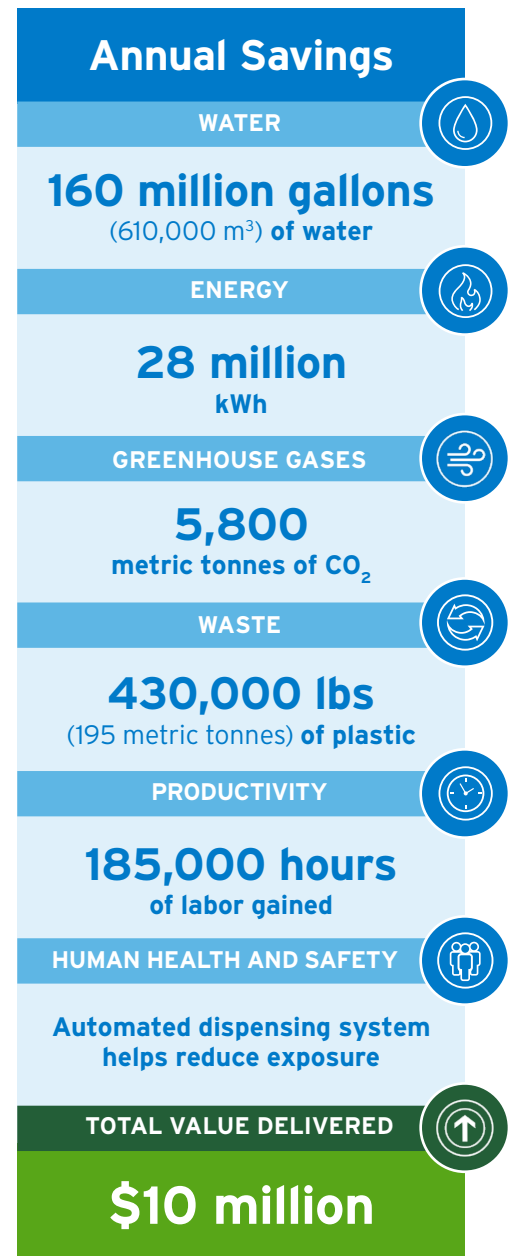
The Ecolab team also worked with the Wyndham team to find new ways to make cleaning simpler and more sustainable. Solutions like Oasis Pro surface cleaner streamlined the cleaning process - helping Wyndham locations remain pristine - while also reducing the amount of plastic waste generated at each location.

IMPACT

Ecolab's clean, and resource-efficient solutions helped the Wyndham team save money, energy and time, so they could focus on providing their guests with a clean and comfortable stay.

SOLUTIONS

- Aquanomic™ Laundry Program
- Oasis Pro® Solutions
- Wash 'N Walk™ Floor Cleaner





Advancing productivity and local sourcing for Tata Steel

INSIGHT

As a major building block for buildings and infrastructure, it's crucial that steel be well-made and reliable. But accessing and treating premium quality coal to create usable steel is a time- and resource-intensive process. Tata Steel is a steel manufacturing organization based in India. The company was interested in identifying opportunities to increase their yield of high-quality coal product in the steel making process. The ability to produce high-quality coal would help minimize imports required for steel manufacturing, which would help save costs and support the Make in India initiative, which encourages organizations to source locally rather than importing resources.

INNOVATION

Building upon a decade-long partnership, the Nalco Water team worked with Tata Steel to optimize the process of removing ash from coal using NALFLOTE™ Flotation Aid. To improve the quality of the coal that supports steel creation, ash needs to be removed from the coal using water during a process called 'coal washing'. The more ash removed, the higher the quality of the coal. Typically, when removing ash content from coal, a portion of the coal becomes usable and a portion becomes waste. Using NALFLOTE™ in the ash removal process helped improve the recovery of usable product while also reducing the amount of coal that is wasted at the end of the process. This helped minimize the amount of raw coal Tata Steel needed to source, allowing them to make better use of local resources. The flotation solution is a water-based, non-flammable and non-hazardous solution, which helped support Tata Steel's safety goals.

IMPACT

Since the implementation of the program, Tata Steel was able to reduce waste and natural resource use, enhance employee safety and reduce imports while increasing productivity in their operations. The reduced imports helped Tata Steel save operational costs, and the increased productivity improved Tata Steel's overall profitability from the operation. When combined, the import cost savings and increase production resulted in a \$500,000 annual revenue increase.

FEATURED SOLUTIONS

- NALFLOTE™ Flotation Aid



▼

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Chandra Asri



Helping improve safety and strengthening sustainable operations for Chandra Asri

INSIGHT

Chandra Asri Petrochemical is Indonesia's largest integrated petrochemical company. It produces raw materials that are used in a variety of everyday products, from food packaging and water tanks to automotive parts and personal protective equipment. The company is committed to reducing its environmental footprint through various initiatives, including minimizing the use of water and energy.

INNOVATION

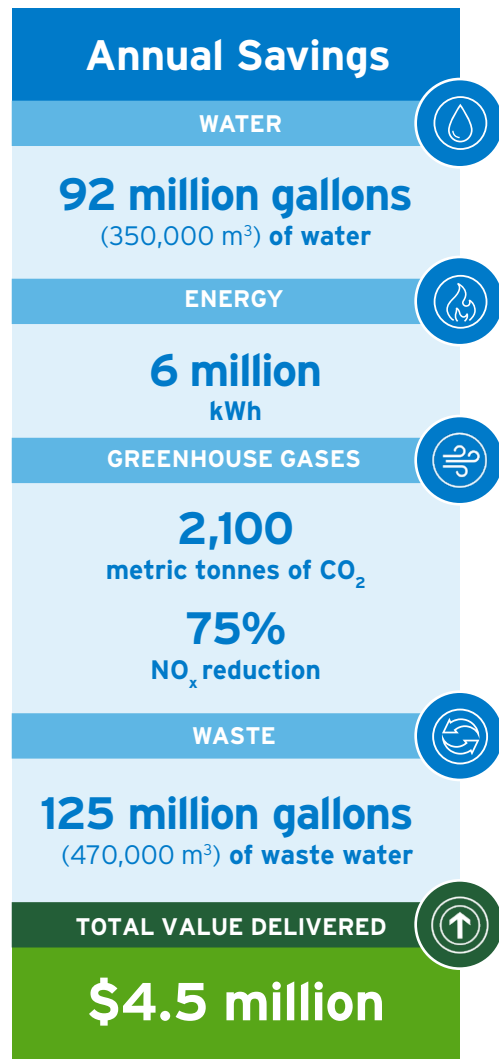
Building on a longtime partnership with Chandra Asri, Ecolab provided onsite expertise, state-of-the-art technologies and sustainable chemistry to the company. The team introduced 3D TRASAR™, a water management solution that provides digital insights into plant operations and identifies opportunities to improve operational efficiency, and PRISM™ Technologies, which protects assets from fouling, or the accumulation of unwanted material on solid surfaces.

IMPACT

Ultimately, these paired solutions led to more efficient operations at one Chandra Asri facility and inspired the team to expand the solutions to a second plant. By delivering water and energy savings with 3D TRASAR™, the plant made progress toward its sustainability goals while reducing operational costs. And by using PRISM™, Chandra Asri reduced plant emissions and decreased the need for manual cleanings, helping to protect its employees.



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FEATURED SOLUTIONS

- PRISM™ Technology
- 3D TRASAR™ Technology



Advancing patient room cleaning compliance and helping reduce healthcare-associated infection rates with Gillette Children's Hospital

INSIGHT

2020 brought heightened awareness and scrutiny for how we keep our spaces clean, particularly in healthcare settings. But the importance of preventing the spread of germs on surfaces has been a priority for Gillette Children's since before COVID-19. Gillette Children's is a specialty healthcare center focused on children with disabilities and complex medical needs in Minnesota. The hospital wanted to identify opportunities to adjust their patient room cleaning practices to increase environmental cleaning compliance and help decrease healthcare-associated infections (HAIs), which can be contracted by patients coming into contact with unclean hands or surfaces while receiving medical treatment. This would help ensure patient rooms are consistently cleaned.

INNOVATION

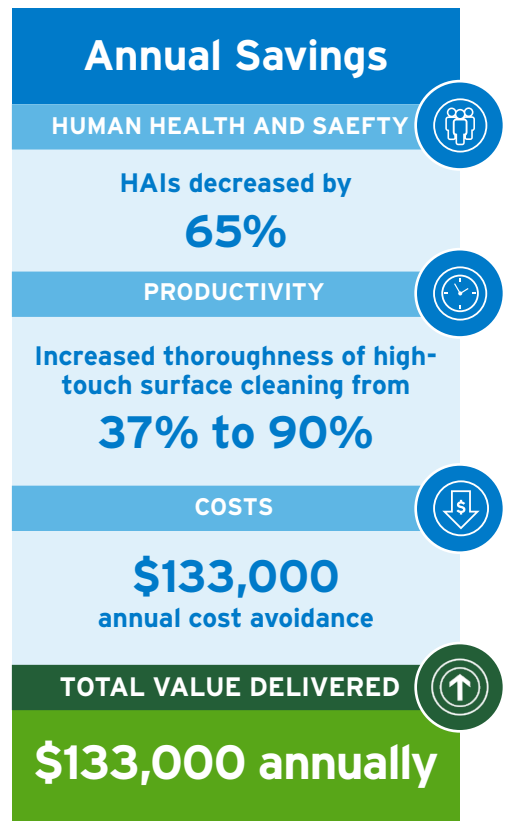
Ecolab partnered with Gillette Children's to implement its Ecolab Patient Room Program, which helps ensure patient rooms are consistently cleaned.

The program uses OxyCide™ Daily Disinfectant Cleaner with sporicidal activity to clean and disinfect high-touch surfaces like sinks and tabletops in combination with Ecolab's patented DAZO® Fluorescent Marking Gel and UV flashlight to quickly and objectively measure how thoroughly surfaces have been cleaned. Importantly, because OxyCide disinfects and cleans surfaces simultaneously, Gillette Children's was able to streamline their cleaning procedures, saving staff time and labor costs while continuing to reduce potential exposure to HAIs.

The program also features dashboards to track and share DAZO® room cleanliness results and identify actionable opportunities for additional hands-on training with a dedicated local account executive to assist with hospital implementation and training, monitor progress and analyze performance metrics to help ensure program success down to a department, team, individual or object level.

IMPACT

The Patient Room Program helped establish a clear and sustained relationship between increased monitoring, feedback and training and help decreased incidence of HAIs. Gillette Children's saw high-touch surface cleaning compliance increase from 37% to 90% and saw a 65% decrease in HAIs in the same three-year period, helping drive productivity by increasing patient bed turnover and most importantly keeping children safe during their stay.



SOLUTIONS

- Patented DAZO® Fluorescent Marking Gel and Flashlight for quick, objective measurement of cleaning thoroughness
- OxyCide™ Daily Disinfectant Cleaner enables proactive intervention against *C. difficile* and other HAIs



Demonstrating the power of safety and sustainability for a private energy company

INSIGHT

Delivering energy as safely and sustainably as possible is a priority for one of the largest private energy companies in Mexico. One of its local power plants is a prime example of how the company has put these commitments into practice.

The plant relies on municipal wastewater for its electric generation process. It had been using chlorine gas to remove contaminants so the water would be clean enough for use in the cooling tower and reverse osmosis (RO) system, which removes impurities through filtration. While this approach kept microbial growth in check, it required large amounts of biocides and weekly replacement of chlorine gas cylinders - a high-risk, two-person job.

In addition, the extensive biocide use had a negative impact on the performance of the RO membrane and its ability to filter the wastewater. To rectify this, the plant had to take the RO system offline for washdowns six days a year, which led to a loss in production. The plant needed a pre-treatment solution that was better for the environment, worker safety and productivity.

INNOVATION

Nalco Water, an Ecolab company, recommended the Purate™ chlorine dioxide program, which disinfects and treats water, safely and securely. Purate™ is designed to maintain water quality without the use of large quantities of biocides, while an online monitoring system enables plants to correct fluctuations in water quality in real time. Purate™ is part of the plant's holistic approach to water treatment. This includes two other Ecolab digital solutions that promote the efficient use of water and energy: 3D TRASAR™ Technology for Cooling Water, Boilers and Membranes and the OMNI™ Program, which optimizes heat transfer to provide reliability.

IMPACT

As a result of the switch to Purate™ Technology, the quality of the plant's process water was enhanced, and its biocide use was greatly reduced. Energy use and costs declined, and safety and productivity were improved through the elimination of weekly gas cylinder replacements and a reduction in RO system washdowns. All of these benefits help support the customer's commitment to minimizing the environmental impact of its operations while meeting the needs of its customers in a safe and sustainable manner.

SOLUTIONS

- Purate™ Technology
- 3D TRASAR™ Technology
- OMNI™ Program

Annual Savings

ENERGY

Reduced energy consumption by
2,800 MWh

GREENHOUSE GASES

2,000 metric tonnes

COST

Reduced chemical usage, saving
\$136,000

PRODUCTIVITY

\$41,000
Increased availability of water
for gas turbine

ASSET PROTECTION

Eliminated chlorination system
maintenance and 60% reduction
in RO washdowns, saving
\$30,000

HUMAN HEALTH AND SAFETY

\$58,000
reduction in PPE spending due
to improved employee safety

TOTAL VALUE DELIVERED

\$265,000



Increasing cleaning power and water savings for a cosmetic and personal care production line

INSIGHT

With increasing customer interest in sustainable products, reducing environmental impact is essential to consumer brands. Ecolab partnered with a large, multinational cosmetic and personal care company to identify opportunities to maximize productivity and reduce total operational costs while adopting sustainable operations in line with their corporate sustainability goals.

INNOVATION

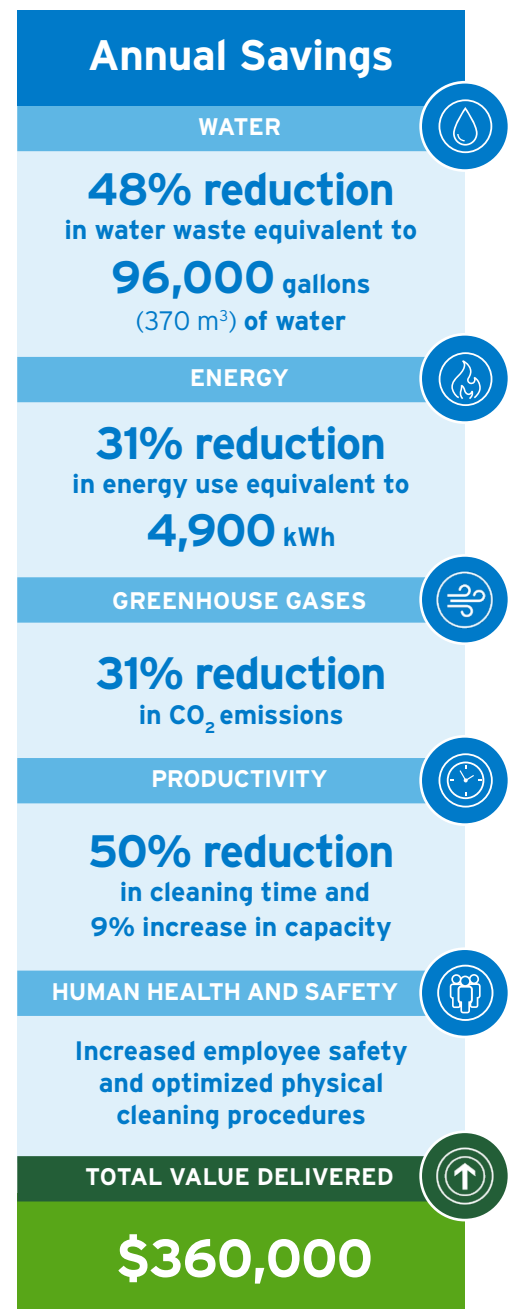
The customer was looking for ways to improve operational efficiencies and wanted to reduce the time and water it took to clean the vessels used to produce their cosmetics. Makeup and personal care products are regulated, and the vessels used to produce them must be cleaned and sanitized according to a strict standard. The customer needed a global cleaning solution that would maximize each facility's production capacity while helping ensure a high standard of quality. The Ecolab team partnered with them to identify opportunities to target tough-to-clean product residues like titanium oxide, zinc oxide and silicon in their product lines while also reducing production stoppages, manual handling risks to employees from supplemental manual cleaning and the amount of water used to clean each vessel. Ecolab worked with one of the customer's facilities to optimize their existing cleaning programs with our Risil Mat™ technology, an innovative alkaline detergent ideal for removing stubborn personal care and cosmetics processing residues. Risil Mat™ provided the facility with a safe and reproducible solution that allowed them to get their vessels clean on the first time.

IMPACT

The Ecolab Risil Mat™ program helped significantly reduce the need for manual cleaning - helping the customer increase their production capacity, enable safer operations and work more sustainably. Thanks to Risil Mat's™ compatibility with existing equipment, the program also reduced costs by eliminating the need for immediate new capital investments or expansion to meet their production targets. In addition, the plant reduced significant water, energy and greenhouse gas emissions across the production line, demonstrating their commitment to sustainability to their customers.

SOLUTIONS

- Ecolab Risil Mat™ Program



Leading through partnership

We work every day to create value for our global customers, empowering them to achieve both environmental and operational goals and advance their corporate responsibility ambitions. With our unique insights and technology, we provide solutions that deliver positive results and long-term impact for our customers and the world.



Our expertise

The world's most pressing challenges need the world's best problem solvers:



WATER

We manage more than **1 trillion** gallons of water for our customers, and our expertise and solutions help significantly reduce, reuse and recycle water and protect this valuable resource.



FOOD

Our experts are on the forefront of food safety with solutions that span from farm to table, helping to prevent more than **7.6 million** foodborne illnesses annually.



HEALTH

We help prevent the spread of disease reducing **1.8 million** infections and cleaning **66 billion** hands each year, while keeping the places we gather and heal cleaner and safer.



CLIMATE

With energy innovation, we help our customers conserve more than **44 trillion** BTUs of energy and avoid **3.5 million** metric tons of greenhouse gas emissions annually.

Learn more about how we can help you achieve exponential results through responsible operations:
[Ecolab.com/CSR](https://www.ecolab.com/CSR)



Contact your Ecolab sales representative to learn more about how we can help you increase efficiency while reducing water, energy, greenhouse gas emissions and more.

The customer impact stories included in this summary are supported by comprehensive case studies.

The conditions, procedures, and results described in each customer impact story accurately reflect the anticipated results of Ecolab's products and services under these specific conditions, some or all of which may be unique to each story. Comparable results can be expected under comparable conditions, but results may vary.



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