



2011 Sustainability Report

Sustainability is...

people.

planet.

profit.

contents

Definition of Sustainability	5
CEO Message	6
Mission & Values	8
2011 Highlights	9
Global.....	10
Stakeholders.....	11
Employees	11
Shareholders.....	12
Communities	12
Customers	12
Sustainable Solutions	14
Operations.....	19
2012 Goals	21
Sustainability FAQs.....	22
GRI/G3 Content Index.....	23

2011 Sustainability Report

Data for this report summarizes Rochester Midland Corporation's commitment to having a positive impact on the environment, improving individual quality of life and being cost effective. RMC is a privately held corporation.





what is Sustainability

In 1987 the Brundtland Commission of the United Nations defined sustainability as that which meets the needs of the present without compromising the ability of future generations to meet their own needs. At RMC we believe for anything to be considered sustainable, it must have a positive impact on the environment (Planet), improve individual quality of life (People) and be cost effective (Profit) — what some people call the Triple Bottom Line. To achieve sustainability we will need innovation, leadership and partnership. We believe that sustainability is the way of the future – for ourselves, our families, our communities and for our customers.

“Sustainability will be essential to life as we go forward.”

Owen Foster, Sr. VP Sustainability

sustainability at RMC

2011 was an expansion year for Rochester Midland in its involvement in the sustainability movement. After formally linking ourselves to sustainability in 2008 by becoming a corporate partner with the Golisano Institute for Sustainability within the Rochester Institute of Technology (RIT), we began in earnest to formalize our processes this past year. Our company has long been a leader in certain elements of the movement. We were the first to introduce green chemistries all the way back to the 1980's. RMC's products were the first to receive Green Seal™ approval in 2002, and our leadership in this area has led us to multiple environmental related awards along the way, including two White House Closing the Circle awards.

In 2011, we expanded our focus on Sustainable Solutions for health, productivity and the environment by partnering with GIS to create a Sustainability Certification program for each of our main product lines. We became a member of the Environmental Technology Trade Advisory Counsel for the Department of Commerce to add our voice to the push for sustainable program sales on a global basis.

Our formal Mission Statement calls for us to bring value to all of our stakeholders. We recognize among these our customers, our employees, our shareholders, and the communities in which we operate. Our mission is well aligned with the 3 legs of sustainability. We offer programs to our customers that positively impact their profitability, their impact on the environment, and the safety of humankind in general as well as our customer's employees, and that minimize energy and water usage. We have formalized a program whereby we work to identify goals with our customers that have such positive impact. We call these JPIs (Joint Process Improvements). We initiated a number of projects for our customers under the direction of our Sustainability Engineer and to date we have generated significant savings and productivity improvements for our customers.

Our research efforts are creating new technologies that support our customers' own sustainability efforts. An example is the recent launch of dry product chemistries for water treatment purposes reducing water usage, freight fuel usage, labor involvement, and container manufacturing costs and waste. We are continuing our strategy of developing products that can be certified green by a third party with the introduction of five such products in 2011, including GreenSeal™ certified RMC toilet seat covers. RMC received CRI Seal of Approval for Proxi® Spray & Walk Away and certified 5 additional products in the USDA Biopreferred Program.

Our practices and results bring value to our employees in ways that are also well aligned with the movement. Our safety focus and record has been exemplary again this year. We offer training and programs for employees to help them advance their stations in life, that help them stay healthy, and that bring fulfillment for them while creating positive financial performance for the company. The Sustainability Certification program is a great example of one that improves the knowledge and skill of both our employees and our customers. We started sustainability focus groups in Rochester with senior sustainability executives of companies in Western NY and we plan to continue to expand this program in 2012.

“We expanded our focus on Sustainable Solutions . . . by partnering with GIS to create a Sustainability Certification program...”

Glenn Paynter, President, RMC

sustainability at RMC

As the company performs financially, our employees are directly linked through profit sharing programs that have been in place for many years. Our shareholders are rewarded through our financial successes. We have paid dividends on an uninterrupted basis for many years. And we've seen nice gains in the value of our private stock over the last decade, adding shareholder value. Our communities are impacted via programs we run for underprivileged youth in the neighborhood of our headquarters, through a leadership role in supporting the United Way, through donations made to multiple specific charities, time given to others by our leadership team and other employees and through our adoption of a local elementary school in Rochester to advance the learning of hundreds of youngsters at a critical time in their education.

In 2011, we added a new benefit for our employee base giving an incentive for them to get involved in not-for-profit causes. We also practice in our manufacturing, distribution and use of our products full compliance with environmental and other regulations—both to the letter as well as the spirit of all rules. We have taken these regulations and often have made them even tighter within our operations to be sure we do the right thing at all times for everyone with whom we contact, as well as for our planet and its resources.

2012 will build on our past and current successes. We have just moved our headquarters and primary manufacturing center to a new location where we will positively impact our carbon footprint, energy usage, and working conditions for all Rochester based employees with a LEED® certified facility. We have also purchased a new building on the west coast of the US to do much of the same thing to this important and growing part of our operations. We are measuring our energy and water consumption with the intent to see significant improvements as we ramp up operations in both new facilities in 2012.

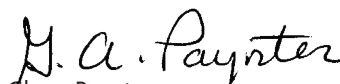
We have created a strong base within the sustainability movement through our long history and have over the last few years taken this to new levels. We believe our company is uniquely positioned to positively impact the movement and plan to take another major step in 2012 to take what we're good at and what we know to even higher levels with our customers.

Our company's 124-year history is rich in sustainability type initiatives. 2011 expanded our initiatives and focus on sustainability into a formal process. Today, sustainability is at the forefront of all we do. I look forward to offering even more evidence of this as we report on our efforts and successes in the years to come.

Sincerely yours,



Harlan Calkins
Chairman & Chief Executive Officer



Glenn Paynter
President

mission & values

Mission

Our mission is to build value for all of our stakeholders. These include our customers, our employees, our shareholders, and the communities in which we operate.

Customers

We will build exceptional customer loyalty by participating in our customers' success. We will develop relationships that continuously identify their needs, design quality solutions to meet their challenges, and contribute to their profitability.

Employees

We will create a work environment that protects the safety of all employees and which allows every individual to reach his/her full career potential. We will strive to create fulfillment for all employees by being sure each is clear on his/her team's mission and his/her personal goals. We will provide adequate and proper performance feedback and strive to help each person gain the rewards from work that are most important to him/her. We will provide adequate and timely support to eliminate barriers to the achievement of high performance levels.

Shareholders

We will provide continuous growth in earnings and create exceptional return on our shareholders' equity.

Community

We will be responsible corporate citizens and protect the environment, natural resources, and safety of our neighbors at all times. We will participate in community programs to improve the lives of our fellow citizens.

Values

Safety

We will maintain a safe workplace environment. We will make our own personal safety a top priority by eliminating/avoiding hazards and dangerous practices. We will obey both the spirit and the "letter of the law" of every safety regulation. Safety considerations will come before all others, including customer or other demands.

Ethics

We will always do the right thing. We will obey all laws and err on the side of "the right thing" when judgment is called for. We will be driven by the idea that we would be comfortable seeing anything we do made public in tomorrow's newspaper.

Accountability

We will meet our commitments and each of our individual goals. We will take personal responsibility for doing so, and not look for excuses if we fail in any one case. Instead, we will modify our own actions to succeed in our next endeavor.

People

We will strive to maintain the family environment that RMC Corporation has been known for. We will develop our employees to reach top performance levels and to eliminate the need for going outside the Company for future leaders. We will hire people with a passion for life and for success. We will treat each other, our customers, our suppliers, our neighbors, and all others with whom we have contact with respect at all times. We will reward our employees commensurate with their contributions and level of performance.

The Company

Our Company will come first over the needs of any of its parts. We are one team and will do everything we do for RMC regardless of its impact on any single Division, Group, Region, or Department. We will live the 1RMC vision!



1986

Introduction of Enviro Care® line of commercial facility cleaning products

1993

7 Step Green Implementation Process developed

National Performance Award

1996

New Biobased Technology – USDA

National Reformulation Award – North American Hazardous Materials Assoc.

Presidential Green Challenge from EPA

sustainability highlights

Associations

Cleaning Industry Research Institute (CIRI) Members

APPA Business Partners

Golisano Institute for Sustainability

Owen Foster, Senior Vice President of Marketing and Sustainability, was appointed to serve on the Environmental Technology Trade Advisory Council of the U.S. Department of Commerce.

Certifications

Products and programs that are safer for people to use and for the environment cover all three elements of sustainability. We continue to invest in third party certification of our products for several reasons. The rising interest and demand for sustainable programs has inevitably increased the amount of "green washing" in the marketplace. The extensive testing, documentation and official certification eliminates any confusion about our products and gives our customers peace of mind.

2011 Certifications

CRI (Carpet & Rug Institute) Seal of Approval

RMC received CRI Seal of Approval on Proxi Spray & Walk Away, a hydrogen peroxide carpet spot remover for use on organic stains. Breaks down source of stain without scrubbing, blotting or extraction, with only byproducts being water and oxygen.

Certified 5 added products with USDA under Biopreferred program for a total of 9 certified products.

We added Enviro Care® Hand Soap, DfE VMR, Enviro Care Liqui Bac, Natural Shine and PRS Water Damage PreClean. Offering biobased products has differentiated our green housekeeping program for over 25 years. It is now a critical concept in Sustainability, especially with the emergence of product life cycle analysis discussions. RMC leads the industry today with 9 core products listed under USDA's Biopreferred program (www.biopreferred.gov). We often have higher biobased content than many of our major competitors.

New Products

RMC introduced Enviro Care Novus, a durable green floor finish which is VOC/CARB compliant and metal free. Utilizing the latest iXt technology, Enviro Care Novus is perfectly transparent and completely odorless.

Presentations

Sustainability Workshop in Qatar

RMC participated in a workshop on sustainability and green cleaning solutions in Qatar, organized by Reza Hygiene, a leading distributor of green cleaning products based in Jeddah, Saudi Arabia. Reza Hygiene brought in a number of sustainability experts from cleaning companies and major service providers in various sectors to explain to officials how they can be environmentally responsible while still maintaining healthy profits. The workshop featured presentations on sustainability and practical green solutions for the facility care industry, focusing on techniques and products which can be used widely in hotels, healthcare facilities, universities, schools, commercial buildings, shopping malls, sports stadiums, industrial buildings and airports.

Sustainability Focus Groups Organized

Rochester Midland, along with Golisano Institute of Sustainability at Rochester Institute of Technology in Rochester, NY, hosted two sustainability focus groups with local businesses to discuss issues with developing sustainability programs. The focus group members are creating a local SIG (Special Interest Group) to continue the discussion on sustainability.

Awards

Rochester Midland's wellness program, Fit for Life, received the "Wealth of Health Award" which honored employers that foster a healthy workplace through a mix of programs and policies. Co-sponsored by Excellus BlueCross BlueShield and the Rochester Business Journal, the award was given based on employee involvement in health initiatives, the creativity of these activities to reach specific targets, sustainability of programs promoting healthy lifestyles, and measurable outcomes of these efforts. RMC is proud of the success of our employees in working to adopt a healthy life style.

New Buildings

We completed the move into our new production facility in Rochester (Town of Ogden), NY and are working for LEED certification.

New Training Programs

RMC developed a comprehensive sustainability certification program, in partnership with RIT's Golisano Institute for Sustainability with the goal of training RMC employees to help RMC customers develop sustainable programs. We certified a number of RMC managers and technical sales representatives.



1997 White House Closing the Circle Award

2002 1st Green Seal™ certified cleaning products in the world

Skilcraft brand partner
National Industries
for the Blind White House
Closing the Circle Award

2004 RMC Green Housekeeping Professional Certification

global

Founded in 1888, we are a family-owned, privately held company. Our worldwide headquarters are in Rochester, NY, USA. We export to fifty countries, and have a network of global partners around the world. From our production facilities in the United States, Canada and the United Kingdom, to joint ventures in South Africa, partnerships and alliances in Europe, Saudi Arabia, India, New Zealand and Australia, we not only provide products, but also methods of application, equipment design and application, problem solving, and process improvement ideas to our customers.

Our plants in Canada and the UK are ISO certified and we are seeking ISO certification in the US. We are certified under the Code of Conduct in the UK.

Rochester Midland Ltd.

851 Progress Court
Oakville, Ontario L6J 5A8
Canada

Rochester Midland Industries SA (Pty) Ltd.

4 Spanner Road
Spartan
Kempton Park 1619
Johannesburg, South Africa

Rochester Midland Corporation (UK) Ltd.

Unit 24, Nine Mile Point Industrial Estate
Cwemfelinfach, Cross Keys, Gwent
South Wales, United Kingdom
NP11 7HZ

Tensio

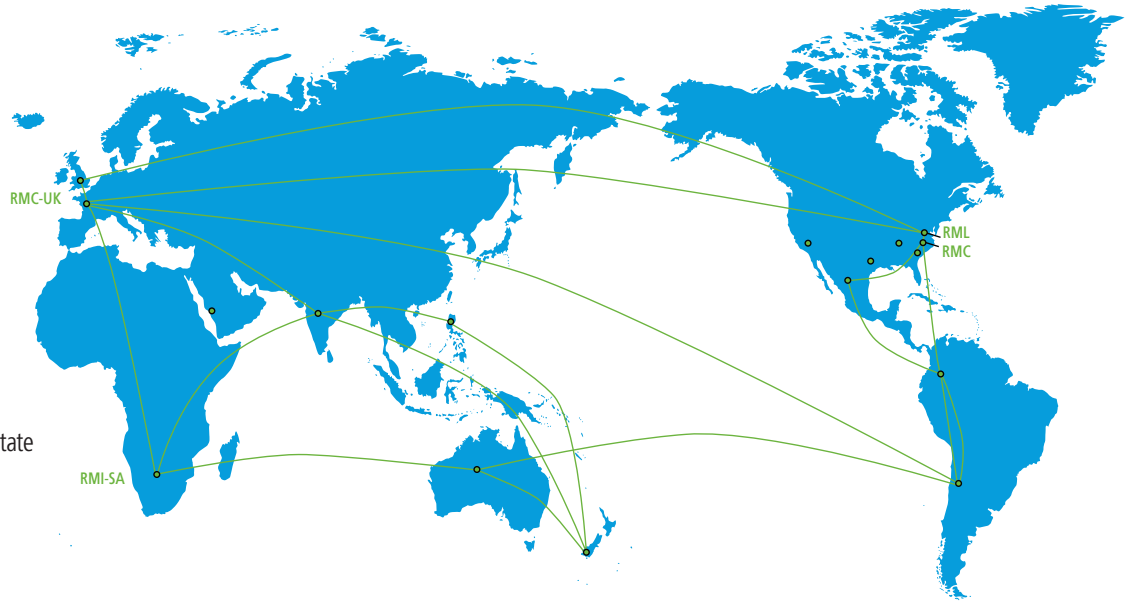
Doornpark 36,
9120 Beveren, Belgium

Dynachem G.P. (Pty) Ltd.

1014 Schooner Street, Laser Park, Honeydew
Gauteng, South Africa

Schevaran Laboratories

Pvt. Ltd. India
427/B Hebbal Industrial Area
Mysore-570 016, India



Orica New Zealand Limited

166 Totara Street
Mt. Maunganui, New Zealand
(166 Private Bag TG 12500
Mt. Maunganui South, New Zealand)

Holchem Laboratories Ltd.

Premier House,
175 Grane Road,
Haslingden, Rossendale,
Lancashire
United Kingdom BB4 5ER

Dominant Australia Pty

12 Coglin Street
Brompton, SA 5007 Australia

Reza Hygiene

Alireza Tower
Jeddah, Saudi Arabia

2005

First Ecologo[™]
certification

2007

Began Healthy Schools
sponsorship as a
Green Team Supporter

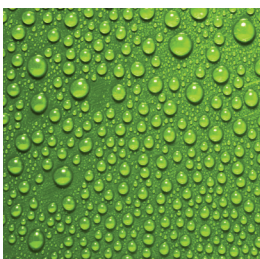
First third party certified
green floor care program

2008

Rochester Business Journal
Environmental Leadership Award

Founding corporate partner of
Golisano Institute for Sustainability at RIT

U.S. EPA Designed for the
Environment's Program Safer Detergents
Stewardship Initiative Partner



our stakeholders

Employees

Our success as a corporation is a reflection of the successes of every employee. RMC has set ambitious goals for our future. To succeed in meeting them, we need our employees to succeed in their efforts.

Their individual success requires certain abilities, but an atmosphere that provides both personal challenge and opportunity is equally important. In 2011 we moved our Corporate Headquarters to a new location that enhances our employees' environment so they can perform their best work. Internal job postings on the Company intranet encourages employees to achieve personal goals through their eligibility for transfer or promotion.

We are an equal opportunity employer, and therefore decisions related to individual qualifications, job requirements, and on-the-job actions are never affected by race, religion, color, gender, age, national origin, marital status, veteran status, sexual orientation, or disability.

Employee Development

RMC believes in providing educational resources and training for all employees. We encourage flexibility in work scheduling so that employees may continue their education or attend offsite work related training seminars that will enhance their effectiveness on-the-job.

We strive to create fulfillment for all employees by ensuring each is clear on his/her team's mission, and personal goals through the use of the Leader/Manager program. Managers meet with each employee every 90 days to review past goals and set new ones, thereby building communication and evoking images of success. We work to help each person gain the rewards from work that are most important to him/her.

Our Employee Assistance Program (EAP) also offers a full range of online training courses for both personal and professional development. Courses range from "Achieving Personal Goals" to "Leading Effective Meetings". To assist in creating a comfortable work-life balance our EAP offers free counseling and referral services for employees and their family residing in the same household.

We hold ourselves to the highest level of social responsibility through our code of ethics and Affirmative Action statement. We will not support any operation with known risk for child labor or forced labor. Our employees are not covered by collective bargaining. We have always held our suppliers and partners to the highest level of social responsibility.

Our family environment is conducive to a relaxed but high performing and motivated workforce. We work to develop our employees to reach top performance levels and to eliminate the need for going outside the Company for future leaders. We hire people with a

passion for life and for success. We treat each other, our customers, our suppliers, our neighbors, and all others with whom we have contact with respect at all times. We will reward our employees commensurate with their contributions and level of performance.

Wellness Program

In 2009 Rochester Midland recognized the need for Wellness in our workplace. With a pledge of support and participation from our Senior Leadership we rolled out 'Fit for Life' in January of 2010.

Fit for Life is the culmination of a team of individuals who believe that happier, healthier employees means a higher level of work/life satisfaction. The program was created by this team to provide tools, education and support to our employees in order to nurture healthier lifestyles.

Healthier people = Happier people = More productive people - at work and at home.

While the program is structured to involve every employee, family members are encouraged to participate, as well. Our Gold Star program is an integral piece of Fit for Life. After earning a certain number of Gold Stars an employee can achieve a number of benefits. When family members get involved and earn Gold Stars, employees earn more chances toward periodic raffle drawings.

In 2011 the Rochester Midland Corporation Fit for Life Program won a "Wealth of Health Award". An honor provided by the Rochester Business Journal and Excellus Blue Cross Blue Shield to recognize a company's outstanding achievement in the area of wellness.

Fit for Life was also established to eventually positively impact the cost of medical premiums, disability, worker's compensation as well as presenteeism and absenteeism. There's been improvement, but we continue to strive for even greater results. In seeking those results, we have tied participation in Fit for Life participation to the level of medical premium an employee can attain as of January 1, 2012.

The program is continually evolving to better serve Rochester Midland and the employees we value.



2010 First restoration products receive third party green certification

Toilet Seat Cover GreenSeal™ certification

Joined Cleaning Industry Research Institute (CIRI)

APPA Business Partners

2011 We completed the move into our new production facility in Rochester (Town of Ogden), NY

CRI (Carpet & Rug Institute) Seal of Approval

Certified 5 added products with USDA within Biopreferred program

our stakeholders

Safety

We are sincerely interested in the safety and welfare of our employees. Accident Prevention is essential in maintaining an efficient and safe operating environment. It is Rochester Midland's goal to protect our employees from accidents or ill health at work. The company seeks to ensure that all our equipment and systems do not constitute a risk to the Health and Safety of our employees. As a matter of policy, the Company is committed to consulting with its staff members regarding methods to improve the safety, health and welfare in our offices and on the manufacturing floor. In addition, RMC is committed to identifying the safety training needs of our personnel on an ongoing basis. Staff will be involved in the identification of hazards in the workplace and advise management of the particular hazards pertaining to their area. Staff will be trained to respond to such hazards in order to prevent accidents/injury to themselves, our colleagues and our clients. The company's safety program continues to strive for excellence through Behavior Based Safety initiatives.

Our Shareholders

We provide growth in earnings and create an excellent return on our shareholder's equity. RMC hosts an annual Shareholder's Meeting at our corporate headquarters in Rochester each spring. The purpose of the meeting is to update our shareholders on the performance of the company, including a review of our sustainable solutions programs for all our stakeholders. This information is also included on page 6 (Sustainability at RMC) in this Sustainability report.

12

Our Communities

Our corporate values include a commitment to be responsible corporate citizens and protect the environment, natural resources, and safety of our neighbors at all times. We support the communities where we live and work with participation in community programs to improve the lives of our fellow citizens. Our commitment includes employee and corporate donations of time, money and product.

Here are a few of the organizations we helped this year:

United Way of Greater Rochester

Big Brothers Big Sisters of Greater Rochester Area

James P.B. Duffy School #12

Red Cross Blood Drive

Mercy Flight

Toys for Tots

Daffodils for Cancer

Rochester Philharmonic Orchestra

Seneca Waterways Council, Boy Scouts of America

The Humane Society of Greater Rochester at Lollypop Farm

This year we added a VOLUNTEER DAY. An employee may request one paid day off each year to participate as a volunteer in a charitable event or in support of a local initiative. In 2011, our employees volunteered a total of 11,068 hours of time for community organizations.

School #12 Mentoring Program

Rochester Midland Corporation has instituted a unique program at Elementary School #12 in the Rochester City School District (RCSD), which is referred to as the Mentoring Club. In this program, ten boys without father figures or who are at risk are each teamed with an adult male mentor, and all of the boys and their mentors meet on the second Thursday of each month. The sessions are led by an RCSD parent liaison who has significant experience working with at-risk youth. In the first part of the mentoring session, skills such as goal-setting, etiquette, and character development are taught. In the second part of the session, boys work one-on-one with their mentors to set short-term and long-term goals, develop personal management skills, and review the status of their grades and schoolwork. Since this program has been implemented, improvements in self-discipline, grades, and goal-setting have been remarkable. This is an activity that has been greatly enjoyed by both the boys and their mentors!

RMC has a policy which provides a memorial donation according to the wishes of the family when an employee's close family member passes away. The charitable organizations benefitted by this policy include, United Way, American Diabetes Association, the National Multiple Sclerosis Society, the March of Dimes (U.S. and Canada), American Lung Association, American Heart Association, American and Canadian Cancer Societies, the Leukemia & Lymphoma Society, SickKids Foundation (Canada), Cystic Fibrosis Foundation, and various hospices, hospital and research foundations, churches, assisted living and rehabilitation facilities, military veteran organizations, international aid groups, volunteer fire and ambulance corps, animal shelters, and libraries.

We also support each other within the RMC family. One example is that employees are able to donate up to five days per year of their vacation time to a fellow employee in need.

Customers

- Creation of globally recognized 3rd party certified green/sustainable products using the Organization for Economic Cooperation and Development (OECD) metrics.
- Increased focus on development of new products using biobased or renewable ingredients that are safer to use and are effective.
- Continued reduction in packaging and utilization of packaging that is recyclable.
- Use of recycled materials in both packaging and non-chemical products.
- Use of super concentrates and dry products thereby reducing package size and freight.

sustainability across
product lines

13



Restroom Care



People

- Reduced cross-contamination with RMC HandsFree® restroom fixtures
- Sanor® systems clean continuously, extending staff cleaning cycles and providing consistent fragrance for a more pleasant restroom experience



Planet

- Domestic seat covers are made from 100% recycled, 30% post consumer waste paper, and packaged in 100% recycled sleeves
- All seat covers are 100% biodegradable and septic safe
- Liners are all 100% biodegradable
- Feminine hygiene products are packed in vending boxes made from 100% recycled material



Profit

- Reduced water consumption of up to 70% with Automatic Faucets
- Water consumption reduction of up to 50% with DualFlush

Green Seal Recertification for Rest Assured® Toilet Seat Covers



Rest Assured Toilet Seat Covers are made from 100% recycled paper now with 30% post consumer waste.

“Third party certification of green products gives the customers assurance that the product is truly green, not “green washed.”

Jim Bruno, LEED Accredited Professional, RMC

Food Safety

We recognize that the single most important business issue for today's food processor is the protection of the company brand. We developed our BrandGuard® Food Safety Program to solve food safety issues in a plant on a daily basis. The environmental, social and financial legs of sustainability are built into our BrandGuard Program.

People

- Training programs focus on employee safety, food safety, and application training
- Sanitation verification and control offers protection against food recalls
- Product quality protects the customer against negative health risks
- Automation reduces exposure of chemicals and reduces waste

Planet

- EnviroGuard® was created to meet strict human health and environmental criteria
- Through automation, there is less environmental impact because waste is eliminated
- Continuous program auditing maximizes efficiencies
- Reduction in hot water, energy and waste will lower the carbon footprint

Profit

- Production improvements result in less scrap or waste
- The use of less water results in water savings, fuel savings and reduced waste discharge
- Increased automation results in labor savings and less waste

Applying Sustainability in Food Processing



The following was measured using tools from RMC's new Sustainability Certification Program.

Area: Food Processing Plant/Bakery Operation

Application: Cleaning and Sanitizing Kettles

Previous Program

- Energy: Cleaning kettles with chemical heated to 212 degrees
- Labor: 4,620 hours to clean at \$20/hour = \$92,400
- Chemicals: 4,345 gallons at a cost of \$26,896
- Productivity: Unit output 4,620 = \$4,370,520

Implemented Program

- Energy: Cleaning kettles with chemical heated to 145 degrees
- Labor: 2,695 hours to clean at \$20/hour = \$53,900
- Chemicals: 4,345 gallons of cleaning chemical at a cost of \$64,958
- Chemicals: 110 gallons of sanitizing chemical at a cost of \$2,233
- Productivity: Unit output 6,545 = \$6,191,570

Results

- Energy: Savings from decrease in temperature from 212 to 145 degrees: \$8,044
- Labor Savings: 1,925 hours at \$20/hour = \$38,500
- Chemicals: Increase in chemical spend of \$40,295
- Productivity: Increase of unit output = \$1,821,050
- Net savings annually: \$1,835,299

Facility Maintenance



People

- Training on proper use of chemicals, testing and control
- Portion controlled, closed dispensing system to reduce chemical contact risk
- Reduced VOCs and improved indoor air quality for building occupants
- Non reactive cleaning products – worker safety
- Infection control and hand hygiene programs to reduce risk of microorganisms
- CARB (California Air Resources Board) VOC compliant floor care products



Planet

- 3rd party certified, readily biodegradable, non-toxic, biobased cleaning products
- Recyclable packaging
- Secondary packaging containing minimum 60% post consumer recycled content. Primary packaging containing 20% pre consumer recycled content
- Highly concentrated materials and reusable bottles reduce packaging, transportation and waste
- Floor finish contains no heavy metals, PFOS, PFOA, caustic, or formaldehyde
- Floor stripper contains no 2-butoxyethanol or alkyl phenol ethoxylates
- Durable floor finish requires less frequent strip cycle – reduced materials for maintenance



Profit

- Highly concentrated materials and proportioning systems. Reduced end use cost
- Reduced transportation and storage costs
- Automation assures accurate dosage rate for optimum efficiencies
- Durable floor finish requires less frequent strip cycle – less material and labor costs

16

Applying Sustainability in Facility Maintenance



The following was measured using tools from RMC's new Sustainability Certification Program.

Area: Commercial Building

Application: Maintenance of 250,000 square feet of new VCT flooring

Activities: Applying Floor Finish, Cleaning Flooring, Burnishing Floor Finish

Current Program

- Non certified floor cleaner applied by walk behind autoscrubber.
- Conventional non-certified floor finish with two annual strip outs, eight annual scrub and recoats, and weekly burnishing. Caustic floor stripper used in strip outs.

Proposed Program

- 3rd party certified, biobased floor cleaner used with same autoscrubber.
- 3rd party certified floor finish (non-zinc) and floor stripper (non-caustic) with one annual strip out, quarterly scrub and recoat, and bi-monthly burnishing.

Results

- \$53,400 annual savings in operating costs.
- 50% reduction in water usage.
- 50% reduction in electricity use.
- Original floor finish consumed 85 pounds of zinc per year, which has been completely eliminated with RMC's green product.

Water Energy



People

- Training on proper use of chemicals for safety
- Automation for less labor or manual work and less chemical exposure
- Training on proper testing and control for safety and savings
- Legionella Risk Minimization plan improves health



Planet

- Solid chemical products do not spill
- Reuse of reused drums
- Series use or recycle of processed water reduces water use
- Less chemicals discharged into environment



Profit

- Save money on fuel and water
- Clean heat transfer surfaces save electricity, fuel and money
- Proper corrosion control extends equipment life and saves capital
- Series use or recycle of processed water saves on total water expense
- Heat recovery saves fuel and money

Applying Sustainability in Water Energy



The following was measured using tools from RMC's new Sustainability Certification Program.

Area: Corrugated Box Plant

Application: Boiler Treatment

Previous Program

- Energy: 1,103,165 Therms
- Water: 4,452,732 Gallons
- Chemicals: 213 lbs.
- Waste: 566,980 Gallons

Implemented Program

- Energy: 50,650 Therms
- Water: 2,872,710 Gallons
- Chemicals: 140 lbs.
- Waste: 275,282 Gallons

Results

- Energy: Reduced energy use by 1,052,515 Therms
- Water: Reduced water usage by 1,580,022 Gallons
- Chemicals: Reduced chemical usage by 73 lbs.
- Waste: Reduced wastewater by 291,698 Gallons
- Net Savings Annually: \$112,145.55

Pulp & Paper



People

- Training on proper use of chemicals for safety
- Automation for less labor or manual work and less chemical exposure
- Training on proper testing and control for safety and savings
- Legionella Risk Minimization plan improves health



Planet

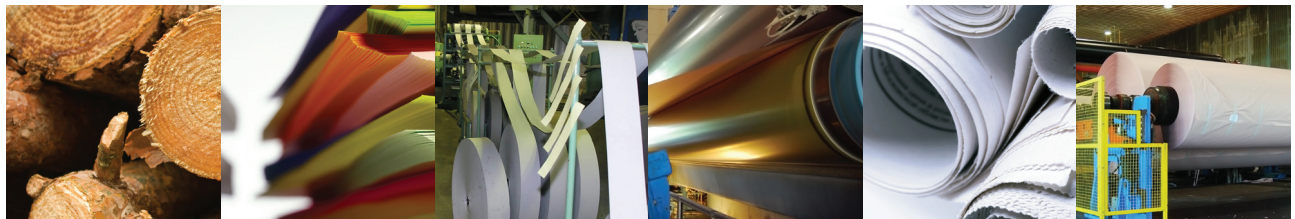
- Reuse of reused drums
- Series use or recycle of processed water reduces water use
- Less chemicals discharged into environment



Profit

- Save money on fuel and water
- Clean heat transfer surfaces saves electricity and money
- Proper corrosion control extends equipment life and saves capital
- Series use or recycle of processed water saves on total water expense

18



“Water is the new oil. We need to design procedures that use it responsibly.”

Newton Green, Senior Sustainability Engineer, RMC

operations

Because this is the second sustainability report issued by Rochester Midland Corporation, energy and environmental metrics for 2011 can be compared against their 2010 counterparts. 100% of chemical manufacturing and blending in the United States occurs in two plants – Rochester, NY and Aurora, IL. Therefore, metrics from both plants have been compiled and are reported below, as they were for 2010. It should be noted that the metrics for the Rochester, NY plants include the closed facility on Hollenbeck Street as well as the new facility in Ogden, which is now fully operational.

New York State Metric	Units	2010	2011	% Change
Electricity Consumed	KWH	1,750,900	2,156,642	23.17%
Natural Gas Consumed	Therms	129,022	140,904	9.21%
Wastewater Generated	Gallons	1,644,000	2,207,000	34.25%
Hazardous Waste Shipped	Pounds	70,365	24,301	-65.46%
Universal Waste Shipped	Pounds	2,000	4,362	118.10%

Illinois Metric	Units	2010	2011	% Change
Electricity Consumed	KWH	437,777	398,463	-8.98%
Natural Gas Consumed	Therms	42,101	44,827	6.47%
Wastewater Generated	Gallons	709,000	693,680	-2.16%
Hazardous Waste Shipped	Pounds	20,000	6,000	-70.00%
Universal Waste Shipped	Pounds	441	0	-100.00%

Total NY and IL Metric	Units	2010	2011	% Change
Electricity Consumed	KWH	2,188,677	2,555,105	16.74%
Natural Gas Consumed	Therms	171,123	185,731	8.54%
Wastewater Generated	Gallons	2,353,000	2,900,680	23.28%
Hazardous Waste Shipped	Pounds	90,365	30,301	-66.47%
Universal Waste Shipped	Pounds	2,441	4,362	78.70%

Metric Tons of CO ₂ -Equivalents Metric*	Units	2010	2011	% Change
Electricity				
New York State	metric tons CO ₂	545	672	23.17%
Illinois	metric tons CO ₂	310	282	-8.98%
Total, Electricity	metric tons CO ₂	855	954	11.52%
Natural Gas				
New York State	metric tons CO ₂	705	770	9.21%
Illinois	metric tons CO ₂	230	245	6.47%
Total, Natural Gas	metric tons CO ₂	935	1,015	8.54%
Total Electricity and Natural Gas	metric tons CO ₂	1,791	1,969	9.96%

*Metric tons of CO₂-Equivalents for 2010 have been recalculated with 2011 conversion factors so as to use a consistent basis of comparison between years

operations

As can be noted from the tables on the previous page, all combined key energy and environmental metrics from chemical manufacturing facilities generally increased from 2010, except for hazardous waste. The increases in electricity use, natural gas consumption, wastewater generated, and universal waste shipped are primarily due to the required operation of two duplicate facilities in Monroe County; the two plants on Hollenbeck Street in Rochester and the new plant on Paragon Drive in Ogden. However, it is expected that 2012 metrics will be less than their 2010 counterparts, as the Ogden facility is now in full operation.

Rochester Midland is committed to utilizing raw materials with recycled content and increase recycling of raw material byproducts in production facilities:

- 100% of cardboard is recycled in production facilities
- 100% of empty totes, drums, and pails are recycled
- Raw material packaging for feminine care products is reused
- Corrugated outer packaging for products contains 60% post-consumer recycled content
- Plastic bottles are constructed with materials containing 20% pre-consumer recycled content
- Toilet seat cover paper products contain 30% post-consumer recycled content
- All chemical products are manufactured in recyclable HDPE #2 packaging and may be part of drum or tote recycling programs provided by Rochester Midland and our partners

Rochester Midland is continuing to reduce energy consumption in North American production and distribution facilities by installing energy-efficient lighting and ballasts, hands-free restroom fixtures, and new boiler systems. The company's main manufacturing facility – which is currently undergoing LEED certification – has been combined with all remaining New York administrative offices into a single building in Ogden, New York. This facility has been equipped with daylighting, occupancy sensors, and other energy conservation systems to reduce power and natural gas consumption. As a result, it is expected that energy use will continue to decline in 2012 from the 2010 baseline value. As the company continues to adopt and sell more green products, less hazardous chemicals will be used in production, and thus discharged as waste materials. Finally, the company plans to complete ISO 9001 certification in 2012 at its Ogden and Aurora facilities. It is expected that this will also reduce the company's environmental footprint and energy use through improved efficiency and reduced variation in its manufacturing process.

Finally, Rochester Midland has estimated its carbon footprint from its U.S. blending and chemical manufacturing facilities for 2011 using the Climate Leaders Simplified GHG Emissions Calculator (SGES) available from the Environmental Protection Agency's website. As a first step towards calculating the company's carbon footprint, direct carbon emissions from natural gas combustion are estimated as well as indirect carbon emissions from consumption of electricity. In subsequent years, the carbon footprint calculation will be expanded to other facilities around the world as well as other activities, such as employee commuting and product transport. During 2011, Rochester Midland generated 1,969 equivalent metric tons of carbon dioxide from combustion of natural gas and electricity consumption in U.S. chemical manufacturing facilities as shown on previous page. This represents a 10% increase in greenhouse gases from the 1,791 tons emitted during 2010, due to the operation of duplicate manufacturing facilities. Future emissions of greenhouse gases are expected to decline from these values in future years as a result.



2012 sustainability goals

RMC has started developing and setting targets for our specific metrics as a result of our partnership with RIT and the Golisano Institute for Sustainability (GIS). We started to define these targets at the end of 2011 as part of our Sustainability Certification program. We have developed a program that has its base in the Marketing Resources Department as the custodian. We are continuously expanding and improving our approaches for both internal company improvement and customer improvement for all 3P's of sustainability.

Our internal sustainability goals for 2012 are:

- To gain LEED® Certification for our Rochester (Town of Ogden), NY facility
- Develop our carbon foot print calculation for the new plant in Ogden, NY
- Expand the collection of metrics reported in the Operations section of this report to all manufacturing facilities and distribution centers in North America
- Continue training our employees in the Sustainability Certification program we developed in 2011 with GIS
- Reduce greenhouse gas (GHG) emissions per metric ton of product manufactured in Ogden facility by 25% from 2011 to 2015
- Reduce energy consumption (total KWH equivalents) per metric ton of product manufactured in Ogden facility by 20% from 2011 to 2015
- Reduce hazardous waste generation per metric ton of product manufactured in Ogden facility by 30% from 2011 to 2015
- Reduce lost time accident rate in Ogden facility by 15% from 2011 to 2015
- Obtain ISO 9001 certification for Ogden and Aurora manufacturing facilities in 2012

In 2012, RMC will launch an Engineering and Professional Services program to assist our customers in improving the sustainable aspects of their manufacturing operations. This program will help our customers identify and implement strategies for reducing resource usage, operating costs, energy consumption, water use, and environmental footprint while simultaneously increasing productivity and profitability. Socially, RMC continues to invest in highly innovative sustainable programs such as the mentoring program at Elementary School #12, where RMC professionals serve as mentors to at-risk inner-city youth in Rochester. RMC continues to invest funds into worthy local programs as well.

Working with our customers, our goal is to build a database for RMC and for our customers that quantifies our contribution to improving the 3P's of sustainability for our stakeholders. This database will be developed in cooperation with RIT as the report card for our positive impact of each initiative. Our objective is to not only improve the profitability, productivity and quality of life for all our stakeholders, but also to have that same positive impact for every one of our customers who elects to participate in our Sustainable Solutions program.

The long-term positive impact of these initiatives is now starting to be realized since we have just begun designing the metrics and systems to manage the data. The opportunities are huge, both at RMC and with our stakeholders. Our customers are vitally interested in learning more about how they can improve their sustainability programs and they are looking to RMC to help them. This is a major opportunity to build or strengthen our partnership with our customers as well as to add more customers who are looking for sustainable solutions.



sustainability FAQ's

Q What is “Sustainability”?

A Sustainability is a broad set of standards utilizing the benchmarks and standards for “Green” as part of the environmental leg of the program. But to be sustainable, a program must be green, financially viable and add social value for the user and the community.

Q How is Sustainability different from green programs?

A The focus of sustainability is to create programs/products that are based on a “creation to reinvention” approach so that the waste generated is minimal to non-existent. Green programs focus on products that are healthier to use and safer for the environment.

Q What is an example of a green program that is really not sustainable?

A Measured against green standards, hybrid and hydrogen fuel cell cars are great, but when measured against sustainability standards, they fail miserably. The large batteries require replacing every 5 years and are limited in their ability to be recycled. The hydrogen cell contains many exotic and toxic metals that cannot be reclaimed and must be disposed of as a hazardous waste about every 5 years.

Q How is RMC using sustainable practices?

A We are using third party certified products in our facilities to improve health of the employees doing the cleaning and those working in the cleaned areas. We have recycling programs active in all facilities so that we reuse as much as possible. The quality of our wastewater discharge has been improved and the quantity of wastewater has been reduced in all plants. The addition of energy saving windows and a more efficient boiler and air conditioning systems at the Rochester facility have also reduced our carbon footprint. Our new facilities in Rochester and California are being engineered with energy efficiency in mind.

Q How can RMC programs improve our customers’ sustainability?

A Our Institutional, InTec, Water Energy, Sanor and Food Safety product lines all work to improve our customers’ sustainability. When feasible, we are developing products using biobased or renewable ingredients in our continuing effort to have more of our chemistry certified “green”. In addition, we are improving the economics and reducing environmental impact of all our programs by working with our customers to identify opportunities for better return on investment that include such things as heat transfer efficiency, reduced water use, and improved wastewater treatment efficiency to name a few.

Q How do I measure value?

A Each one of the legs on the sustainability stool can be quantified in terms of money, either helping to make more money or to save money. Some intermediate measures are saved labor, saved water, saved heat, improved productivity, and less absenteeism.

Q What are some specific examples of sustainable programs provided by RMC?

A RMC and a major midwest hospital partnered to create a sustainable facility HVAC operations program. Through training and automation, they reduced employee chemical exposure and improved safety—no lost time accidents, reduced chemical usage, and reduced chemical discharge to the sewer. The program used less water and fuel. Overall savings were \$151,000 per year. This project resulted in less product usage, cleaner heat transfer surfaces, more efficient use of resources and multiple benefits for labor, environment and production. People - Planet - Profit.

GRI/G3 content index

Profile

	G3 Indicator	Page
Strategy and Analysis	1.1-1.2	5-7
Organizational Profile	2.1-2.5, 2.9-2.10	3, 9-10, 14-18, 20
Report Parameters	3.1-3.10	3, 19-20
Governance, Commitments, and Engagement	4.1-4.7	3, 5, 6-8, 12, 19-20

Environmental Indicators

We continuously invest in improving energy efficiency in our operation and use environmentally responsible and sustainable resources to meet the needs of our customers and of our operations .	EN3, EN5, EN6, EN7, EN26	14-18, 19-20
Product development is focused on products using biobased or renewable ingredients.	EN26	6,9
We use recycled packaging material and dispensing methods that reduce waste.	EN2	6
We formulate super concentrated products reducing package material and transportation resources.	EN4, EN16	14-18
We work hard to minimize environmental impacts of our products through any discharges or spills.	EN27, EN21	19-20

23

Economic Indicators

We invest in research and development to create products that meet the Organization for Economic Cooperation and Development (OECD) metrics.	EC-1	6-7, 9
We provide sustainable solutions that save our customers money.	EC-1, EC9	14-18
We invest in our employees through benefits, training and wellness program.	EC1, EC3	11-12

Social Indicators

We are committed to protection of the environment, natural resources and safety of our community at all times and we support the communities where we live and work with charitable giving and community involvement.	SO1	12
We will always do the right thing in business and meet our commitments.	SO1, SO5, SO8	8, 20
We provide our customers with services and products that help protect the safety and health of their employees and customers by offering extensive training, product information and emergency assistance.	PR1, PR2, PR3, PR4, PR6, PR7, PR9	6-7, 14-18
We create a work environment that is safe for all employees, that provides fulfillment for all employees and eliminates barriers to achievement.	LA8, LA11,	8, 11



Sustainable solutions for health, productivity and the environment.

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