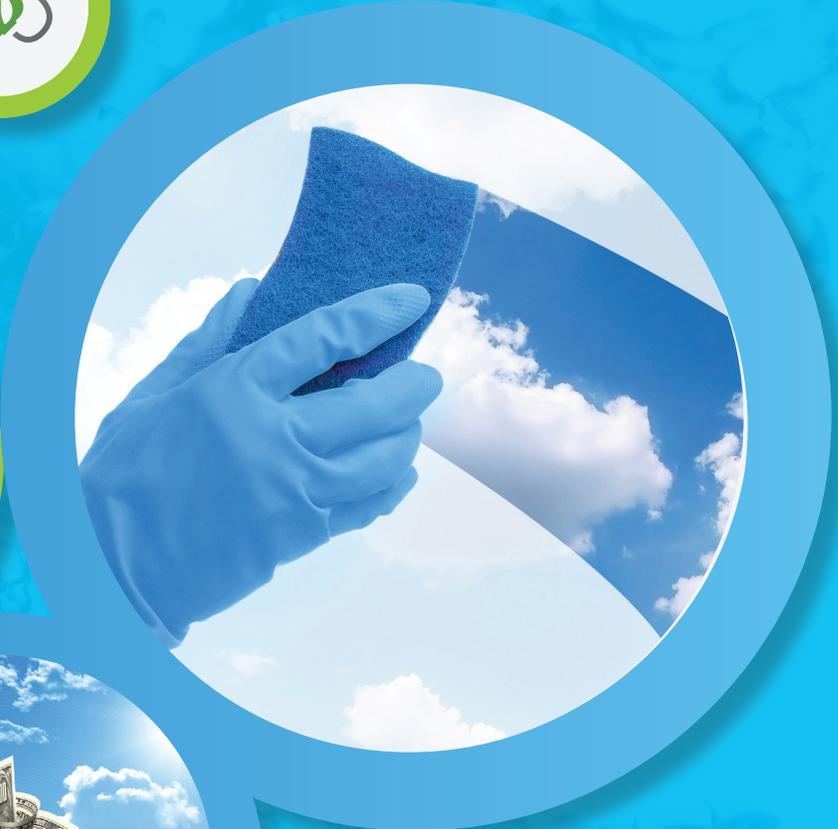


# Sustainability Report

2012



Sustainable Solutions for health,  
productivity and the environment.



2

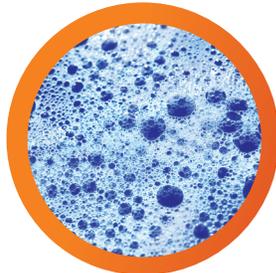
people. planet. profit.

# contents

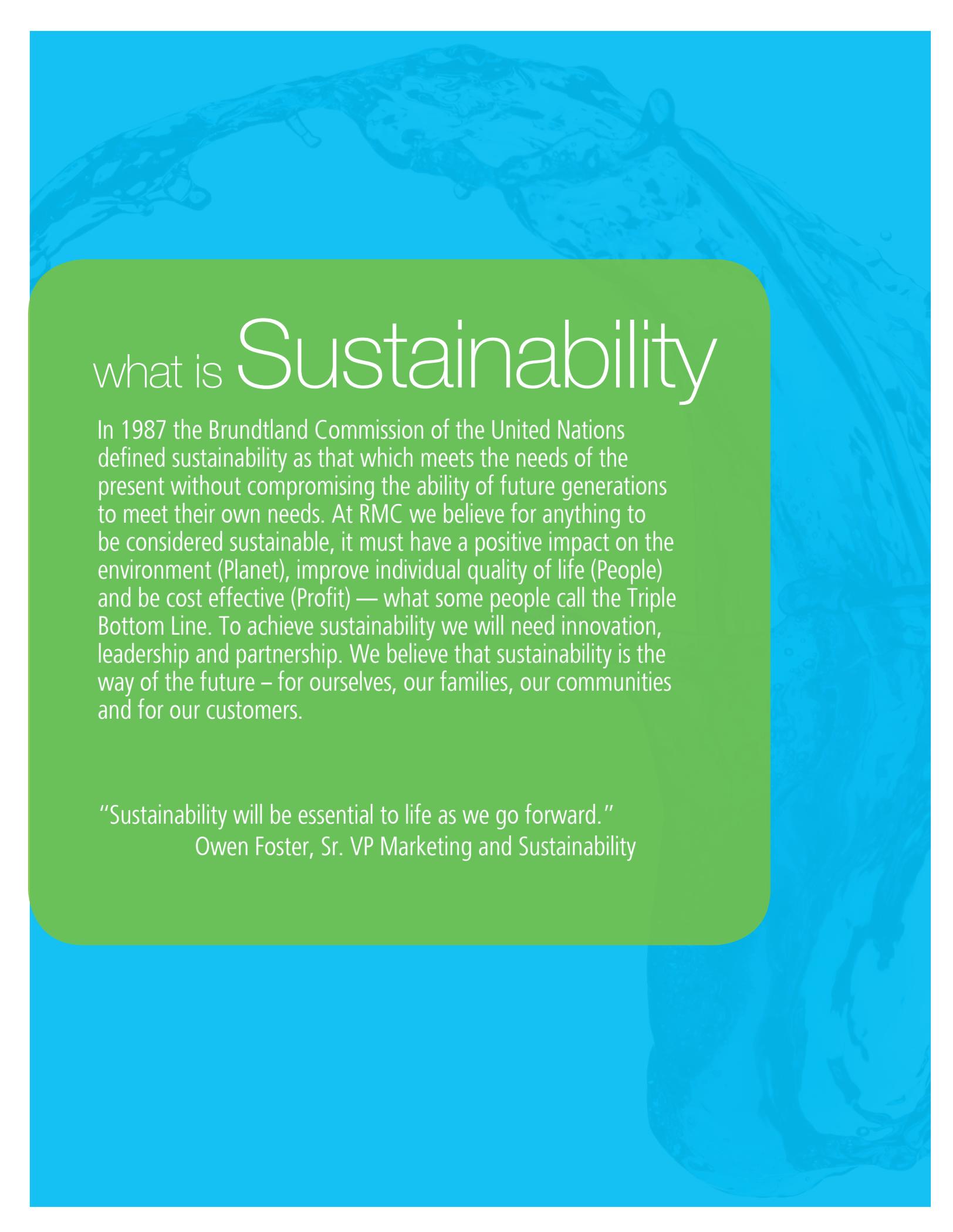
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## 2012 Sustainability Report

Data for this report summarizes RMC’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.





A vibrant blue background featuring a dynamic splash of water, with droplets and ripples creating a sense of movement and freshness. The water splash is centered and extends across the width of the page, with some droplets falling towards the bottom right.

# 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 Marketing and Sustainability

# sustainability at RMC

Sustainability is at the core of our business strategy and we are committed to providing sustainable solutions for health, productivity and the environment in all we do with all of our stakeholders (customers, employees, communities and shareholders). As a pioneer in the green movement back in the 1980's with bio-based technologies and the first company to receive a Green Seal 3rd party certification in 2002, we believe that sustainability is essential for the planet and for our business. RMC now has over 40 products with 3rd party green certifications in our product lines to improve quality of life in areas using our programs.

There have been a number of accomplishments in 2012 that support our commitment to sustainable solutions. The first is the move to a new world headquarters building that received LEED Existing Building Certification. RMC was recognized by the Center for Environmental Initiatives with an Environmental Excellence Award for our efforts to reduce energy consumption, water discharge volume and toxicity and expand avoidance and solid waste recycle programs for our company as well as our customers. RMC, in partnership with Rochester Institute of Technology (RIT), chartered the Sustainability Network in 2011, significantly expanded its membership to over 40 and its impact on sustainability communication and collaboration in 2012. We plan to grow with this group to a global presence through the internet as we expand the collaborative efforts of key sustainability professionals. We also introduced Sustainable Solutions eNewsletter to share information on sustainable initiatives in the industries we serve.

RMC is focused on our key sustainability goals for 2013 in the areas of energy, water, hazardous waste and lost time accident reduction. We are re-establishing our U.S. sustainability metrics base line since we have added two major new plants to the infrastructure in 2012 that materially impact our carbon footprint and water usage baseline data. We are expanding our involvement in Rochester City Schools Pencil initiatives, United Way support, award winning company wellness programs and field employee sustainability certification program. Our R&D innovation efforts are focused on the development of more 3rd party certified products and broader based customer education programs and 4 new 3rd party certified products were added in 2012. These initiatives benefit our employees as well as our customers since we add value internally and externally through the 3 P's of sustainability.

“RMC is focused on our key sustainability goals for 2013 in the areas of energy, water, hazardous waste and lost time accident reduction.”

# sustainability at RMC

We believe sustainability helps drive a culture of innovation and the 2013 company strategic plan is based on the following guiding principles for sustainability.

## People

- Strive to offer products with the safest HMIS ratings versus competitive products to protect our customers.
- Deliver to our customers, Sustainable Solutions for Health, Productivity and the Environment.

## Planet

- Avoid, Recycle, Reduce, Reuse in all of our operations.
- Endeavor to maximize the use of ingredients in our products derived from renewable resources.
- Seek to increase the number of 3rd party certified products.

## Profit

- Offer innovative products and programs specifically designed to meet the needs of our customers.
- Consider sustainability in all internal and external decisions.

With these guiding principles as part of our foundation and sustainability as one of our strategic initiatives, we look forward to moving into 2013 and beyond. RMC will be celebrating its 125th year in business in 2013 and we look forward to sustainability playing a key role in helping our company and its stakeholders (our customers, our employees, our shareholders, and the communities in which we live) move forward as we progress and press on for the next 125 years.

Sincerely Yours,



Harlan Calkins, Chairman



Brad Calkins, Co-CEO



Kathy Lindahl, Co-CEO



Glenn Paynter, President & COO

# 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.

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## 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

Our tagline, Sustainable Solutions for Health, Productivity and the Environment, is the underlying basis for our commitment to sustainability. In 2012, RMC made major progress both internally, as a company, and externally for our customers, in living to this commitment. Internally, we were able to move into our new world headquarters and we received LEED® certification for our offices. We also created a sustainability certification program for our customers.

We launched Sustainable Solutions eNews whose charter is to share useful information on sustainability with the industries we serve. We want to share what we have learned and invite others to share with us. Anyone may subscribe to this quarterly newsletter on our website on our Sustainability page.

We continued to expand our line of 3rd party certified green products with the addition of four new offerings. We expanded our program to minimize solid waste by reducing packaging and increasing use of recycled materials. A number of new forms of portion control were added to reduce or eliminate direct contact exposure to chemicals while optimizing product usage. We continue to review and reformulate where possible, to a higher level of sustainability using more bio-based renewable raw materials. The drive to be more sustainable is fueling product innovation.

We expanded the Sustainability Network, a special interest group of sustainability professionals that provides a forum for learning and sharing leading edge programming for sustainability, was expanded to over 40 participants in 2012.

## Associations

Golisano Institute for Sustainability

Environmental Technology Trade Advisory Council of U.S. Department of Commerce

APPA Business Partner

Healthy Schools Campaign Green Team Supporter

Certifications

Enviro Care Novus Floor Finish – EcoLogo – a durable green floor finish which is VOC/CARB compliant and metal free.

RMC received LEED certification of the new headquarters offices. RMC was proud to provide an environmentally friendly workspace to employees.

Sustainability Network

## New Products

In partnership with Realzyme, RMC launched a family of enzyme based products that are specifically designed to clean difficult biofilm soils and are fully efficient when combined with an EPA-approved sanitizer. The new products are enzyme based to provide safer alternatives to traditional sanitation cleaners and are 100%

biodegradable. The new enzyme products clean effectively in hard to reach places and are safer to use than traditional caustic cleaners because of their lower pH, typically in 7 to 9 range. The enzyme based products work faster than traditional bacteria based cleaners and can actually help biological waste treatment streams.

## Presentations

RMC presented workshops to leading Saudi Arabian organizations on Green Housekeeping and Sustainable Industrial Cleaning. Select members of Reza Hygiene also participated in RMC's Certified Green Housekeeping Professional training program. Green Housekeeping Workshops were conducted in Al-Khobar and Jeddah, and a Sustainable Industrial Cleaning Workshop was held in Al-Khobar. The workshops covered topics related to health and environmental impact of cleaning products, ways to improve productivity in institutional and industrial facilities, and demonstrations of green housekeeping and industrial cleaning products. Over 200 people attended the workshops, including notable organizations like Aramco, Saad Hospital, British Aerospace, Kingdom of Saudi Arabia Ministry of Interior, Kingdom of Saudi Arabia Sea Ports Authority, and Saudi Diesel Equipment Company.

## Awards

RMC was presented with an Award for Environmental Excellence in the Business Manufacturing Sector from the Center for Environmental Initiatives at Rochester Institute of Technology. RMC actions cited for this award include creating a network of environmental professionals known as The Sustainability Network, and creation of a sustainability certification program to help customers identify operational improvements to minimize environmental footprint.

For the second year, RMC'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. The award was given based on employee involvement in health initiatives, the creativity of the activities to reach targets, sustainability of the programs promoting healthy lifestyles and measurable outcomes of these efforts.

RMC was honored with an award from the Healthy Schools Network for ongoing support of the network since its inception. Brad Calkins, Co-CEO and President of RMC's Global Division said: "RMC is proud to be a sponsor of the Healthy Schools Campaign. We feel the mission of the Campaign is a critical one, as healthy students, teachers and staff help make the educational process much more effective. The Campaign is doing a great job of educating our school leaders on the benefits of sustainable cleaning, and we look forward to continuing our support of this worthy effort."



**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

Sustainability is not a concept limited only to the United States, Canada or other western countries. It's as much of a global phenomenon as quality was two decades ago. RMC's Enviro Care® program, supported with new sustainable cleaning and operating practices, has found a receptive market from the Gulf states to India, Southeast Asia and Latin America. In 2013 we'll be looking at new markets such as Eastern Europe, China and Brazil for the Envirocare line, as well as other RMC product divisions. RMC's Food Safety and Water Energy divisions both have incorporated sustainability into their product lines and the way we approach problem solving for our customers. In fact, the benefits of our programs often include reduced energy consumption, reduced water usage, and fewer labor hours, all key components of sustainability. We look forward to growing RMC's business globally, where we can bring new ideas to market while learning about new opportunities from our expanding partnership network.

## 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

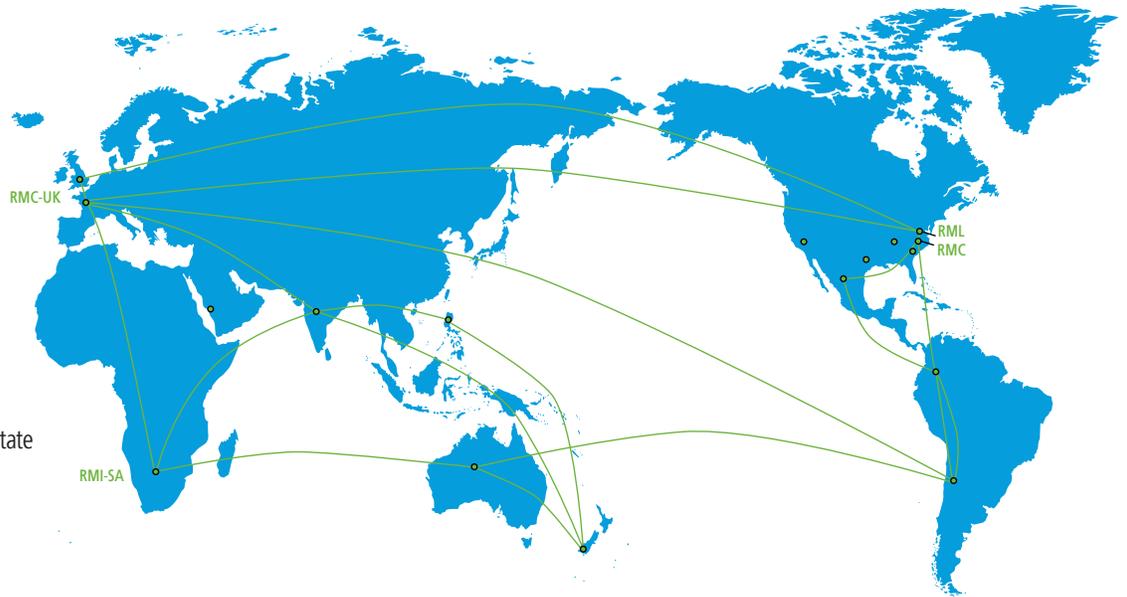
Doornpark 36,  
9120 Beveren, Belgium

## 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

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**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. 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 where practical 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 families 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.



**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

**2012** Created Sustainable Solutions eNews  
2nd Wealth of Health Award

Added four 3rd party certified products

CEI Environmental Excellence Award

LEED certification new HQ building

Introduced Sustainability Certification Program

ETTAC

# our stakeholders

## Employees Continued

### Wellness Program

RMC offers an award-winning Wellness Program - "Fit for Life". In 2011 and 2012 Fit for Life won the Regional Area Wealth of Health award. The Wealth of Health is awarded to employers who promote health and wellness because there are numerous work place advantages, such as healthier, happier employees, increased productivity and improved presenteeism. Not to mention the hope that, over time, we'll see a decrease in expensive medical claims leading to a potential decrease in the rising care of health coverage.

The results of RMC's Fit for Life program include 80% employee participation, a notable decrease in employees using tobacco products, an 18% decrease in high risk lifestyles between 2010 and 2011 and a 2-year aggregate decrease in the number of employees who tested, through biometric screening, for high or critical values (significant values over the optimal results for blood pressure, cholesterol, BMI, blood sugar, etc).

In 2012 we tied participation in Fit for Life to three levels of medical insurance coverage. Based on voluntary, successful completion of certain Fit for Life activities employees could achieve Gold level medical benefits that offered a more favorable premium cost-sharing option as well as an optimal company contribution to the health reimbursement account.

RMC also ensures that Fit for Life maintains sustainability by offering programs that are affordable, topical, interesting and relevant. Our wellness team members are interested and enthusiastic in their endeavors to provide education and tools to co-workers and their families. And the programs are actively promoted and participated in by our Senior Leaders.

Year over year we have added or changed programs to meet the evolving needs of employees and we'll continue to strive to drive participation and our employees' ability to achieve the many benefits of being "Fit for Life".

## Safety

RMC Environmental Health & Safety (EHS) Team is committed to supporting RMC's Mission and Values Statement: we will endeavor to continuously seek ways to improve safety in the workplace, promote employee health and well-being, and ensure that every stakeholder acts in a safe and environmentally responsible manner. We will encourage positive safe behaviors to drive safety excellence as part of our Corporate culture.

Within RMC, EHS will be an active participant in all aspects of RMC operations: Manufacturing, Sales, R&D, Marketing, etc. assuring safety compliance.

In order to accomplish this mission, we will promote safety, health and environmental awareness among all associates at every level by activity, to enforce safe operating procedures by:

- Communicating and setting meaningful Safety goals and measuring our progress
- Setting and enforcing RMC safety standards, while implementing programs, training, and policies to provide the foundation to help us achieve this success
- Recognizing, supporting and demonstrating safe behaviors and attitudes in all our actions
- Assuring our compliance to all applicable regulatory statutes and laws



# our stakeholders

## 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.

## 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  
American Diabetes Association  
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 and Oakville, Canada



## School #12 Mentoring Program

### "Girls Rock and Rule" Mentoring Program

In the fall of 2012, RMC expanded its mentoring program to 5th grade girls through the end of their 6th grade year.

RMC saw that the needs for girls were different from those of the boys in their mentoring group.

1. Children of uneducated mothers are half as likely to attend primary school vs. those whose mothers attended primary school.
2. Women with education are 50% more likely to have their children immunized and provide better nutrition to their children and spend more income on their children.
3. Educated girls are more likely to marry later and raise fewer children, who are more likely to go to school and make their children go to school.
4. Education increases a woman's earning power – primary school alone by 10-20%, and secondary school increases wages by 15-25%

The un-official motto of the girl's program comes from Harriet Tubman, "Every great dream begins with a dreamer. Always remember you have the strength, the patience, and the passion to reach for the stars to change the world." We believe this starts with education that will build for these girls a strong foundation for long-term success, personal empowerment, and leadership in their communities.

We offer a VOLUNTEER DAY, where 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 community initiative. In 2012, our employees volunteered over 12, 000 hours of time for community organizations.

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.

# our stakeholders

## Customers

- The initiation of our training program to educate our key customers on the value of sustainable solutions for health, productivity and the environment as well as provide GRI based trending programs for progress year to year.
- RMC added 4 new 3rd party green certified products to our customer offerings to further enhance their ability to provide more sustainable solutions to their stakeholders.
- Expanded our program for solid waste reduction by minimizing packaging, expanding return our recycle programs and where possible, utilized more bio-based and recycled materials in our packaged products.
- Improved the level of portion control and automation in the application of our products to reduce or eliminate direct exposure to the products, optimize chemical usage to improve effectiveness and efficiency and reduce waste.
- Expanded the Sustainability Network special interest group to provide a forum for learning and sharing leading edge programming for sustainability in all three areas of People, Planet and Profit.
- Converted our Green Housekeeping Newsletter to our Sustainability eNewsletter, broadened our distribution and expanded our content to cover sustainable solutions for markets that we serve.

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## Sustainability Network



In December of 2011, RMC conducted two focus groups in coordination with GIS to learn how sustainability was occurring in the mid to larger companies in Rochester. We thought this would be a good national gage because several leading national and global corporations are headquartered here. We also wanted to learn what sustainability professionals were looking for as it related to their continuing educational needs. What we discovered was far from our hypothesis.

The critical turning point in these focus groups was when an individual from Xerox made the remark that she felt it was extremely interesting that all at the table were involved in Sustainability Initiatives in their companies, but none of them had ever met before. Then, another person echoed that, stating it would be beneficial if local companies - large to smaller - could come together and learn from each other instead of every one inventing the wheel over and over again.

Seeing this as an opportunity to assist Sustainability growth, RMC committed to the groups as an output to move forward and work to create a platform for learning and collaboration, which lead to the creation of The Sustainability Network. To make this network an independent network we developed a steering team comprised of sustainability leaders from the communications industry, food manufacturing, printing, legal, architectural, and higher education. This has allowed for a unique positioning and offering to the community that has almost 90 contacts in the group one year later, with the potential to spread further outside of Rochester, NY.

The Sustainability Network's Mission has evolved to provide Sustainable Professionals continued development in the area of Sustainability through education, resources, and collaboration with local and global organizations of all sizes to continually evolve sustainable best practices.

We are developing a website in 2013 with other avenues to reach out further geographically to assist other Sustainability Professionals develop in their roles. This is an exciting group that we are proud to have taken the action to charter and nurture it's development and continue to do so with the collaboration of other key organizations.

sustainability across  
product lines



# Restroom Care

RMC offers complete restroom care programs that help contribute to sustainability efforts in commercial and institutional facilities. Effective restroom care maintenance programs can clean for health, promote hand washing, and reduce water usage within a facility.

## Feminine Hygiene

RMC's away from home feminine hygiene products offer convenience for women. All components of Naturelle® Maxi pads are also 86% biodegradable.

## Toilet Seat Covers

RMC's domestic toilet seat covers meet Green-Seal® GS-1 standards and are made from 100% recycled material containing a minimum of 30% post-consumer recycled content.

## HandsFree Fixtures

Not only do hands free fixtures encourage people to wash their hands, they can result in significant water savings. For example, a large office building with 2,500 occupants and 250 sinks could replace standard 2.2 gpm fixtures with RMC's 0.5 gpm automatic faucets. Based on average hand washing, the new fixtures would save this facility over 2.2 million gallons of water annually. Energy required to heat this water is also reduced proportionally. RMC's complete restroom care programs contribute to sustainability within commercial and institutional facilities by promoting health of people through effective cleaning and convenience products, less impact on planet through better products and water savings, and benefits to profitability through water savings, energy savings, and healthier staff

## Hand Care

RMC offers multiple hand soaps that meet EcoLogo™ CCD-104 standards. According to Centers for Disease Control and Prevention "Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others\*"

\*source: [www.cdc.gov/handwashing](http://www.cdc.gov/handwashing)

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## 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

# Food Safety

Every food manufacturer has a primary goal of ensuring that the food they supply is safe for human consumption and that requires cleaning products and processes that support this goal. So how does sustainability fit into a sanitation program? A sustainable cleaning program integrates products into the entire program, to improve the sustainability scorecard, while at the same time meet the primary goal of manufacturing safe food.

In the following example, the sanitation process and program were reviewed in a dessert manufacturing operation. The three areas of sustainability, People, Planet, and Profit that were affected and improved were:

## People



- Sanitation verification and control offers protection against food recalls
- Product quality protects the customer against negative health risks
- Employees have reduced exposure to hazardous chemicals and increased safety



## Planet

- Reduction in hot water, energy and wastewater will lower the carbon footprint



## Profit

- Production improvements result in less scrap or waste
- Consulting audit improves sanitation and prevents costly recalls
- Redistribution of sanitation employees with decreased sanitation time
- Increased production time because less time was needed to complete the sanitation cleaning cycle

## Applying Sustainability in Food Processing



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

Area: Food Processing Plant, Dessert Operation

Application: Cleaning & sanitizing food manufacturing equipment.

### Previous Program

- Labor: \$ 456,885  
12,870 hours
- Chemical: \$313,799  
48,620 gallons

### Implemented Program

- Labor: \$304,590  
8,580 hours
- Chemical: \$202,674  
23,166 gallons

### Results

Water Savings: 2,392,008 gallons \$5,382  
CIP repair and final rinse change  
Change in cleaning and sanitizing process  
Labor Savings: \$152,295  
4,290 hours saved on kettle cleaning

### Chemical Savings

Change cleaning procedure and chemicals on kettles \$111,125  
Reduced gallons used by 25,454

### Miscellaneous

Maintenance and repair of equipment \$2,000  
Audit \$3,500  
Leaks identified and repaired \$117

**Total** \$274,419

# Facility Maintenance

From floor to ceiling, Rochester Midland has products and programs for complete facility maintenance in commercial, institutional and industrial environments. These sustainable housekeeping, floor care, and carpet care programs are designed for lower impact on people, planet and profit.

## 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

## 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

RMC's Water Energy Group strives to be on the cutting edge of sustainability in water treatment applications. With our newest product line, SolidGuard -Solid Discs and our advanced control equipment, we can provide even higher levels of Water and Energy conservation while maintaining heat transfer efficiency. The ergonomics and space saving features of the SolidGuard Line and patented dissolution feeders provide safety and convenience for personnel. The "true solid" form is odorless, safe to handle and eliminates conventional water treatment chemical packaging along with triple rinsing and container disposal. SolidGuard programs available from RMC are integrated with automation and pretreatment to reduce water, chemical and energy usage. We are proud to offer patented, unique and more sustainable chemistry to our customers. Please find an analysis below detailing the sustainable savings RMC can provide.

## People

- Increased safety and lower liability due to focused training programs
- Better program control and results with the use of automation
- Reduced space requirements and less chance of injury with solids use
- Potential LEED® certification points

## Planet

- No drum disposal or rinsing and reduced shipping costs and fuel usage (2.6 gallons of diesel saved compared to the average shipment of a 55 Gallon drum)
- Reduced water usage for a more sustainable environmental impact
- Reduced chemical usage due to concentrated solid formulations
- Energy savings lowers tons of carbon emitted by 317 tones

## Profit

- Substantial savings driven by water conservation
- Savings on chemical program driven by increasing cycles of concentration
- Lower fuel bills due to retained systems heat
- Reduced wastewater surcharges with water savings.

## Applying Sustainability in Water Energy



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

Area: Hospital

Application: Boiler Treatment

### Previous Program

- Energy: 574,674 Therms/Yr.
- Water: 53,163,957 g./yr.
- Chemicals: 26,905 lbs./yr.
- Wastewater: 21,627,957 g./yr.

### Boiler-Disc Solids Program Implemented Program

- Energy: 568,907 Therms/Yr.
- Water: 42,457,132 g./yr.
- Chemicals: 17,875 lbs./yr.
- Wastewater: 10,921,132 g./yr.

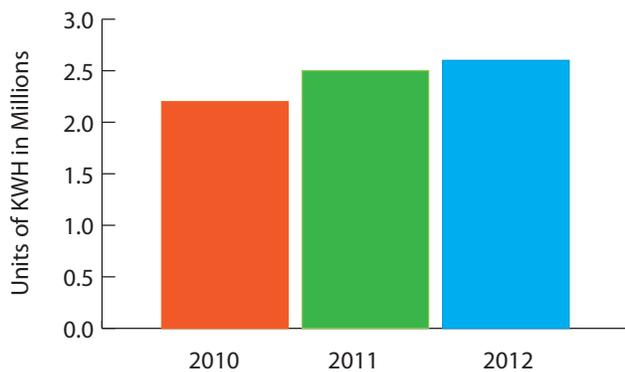
### Cooling-Disc Solids Program Results

- Energy: 5,767 Therms/Yr.
- Water: 10,706,825 g./yr.
- Chemicals: 9,030 lbs./yr.
- Wastewater: 10,706,825 g./yr.
- Net Annual Savings: \$121,816.15

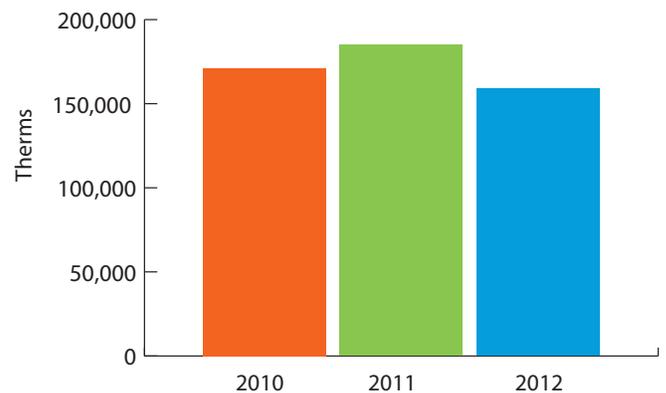
# operations

When RMC created their first sustainability report for 2010, we decided to focus on the production area with the most environmental impact, which is chemical blending and manufacturing. Because all of this activity in the United States occurs in two plants – Ogden, NY and Aurora, IL – we restricted evaluation of environmental impact to these two facilities. Because this is the third sustainability report issued by RMC, energy and environmental metrics for 2012 in Aurora and Ogden can be compared against their 2010 and 2011 counterparts. Therefore, metrics from both plants have been compiled and are reported below in tabular and graphical format. It should be noted that the metrics for Ogden, NY include the closed facility at Hollenbeck Street as well as the new facility in Ogden, which has been fully operational for over one year.

### Electricity Consumed

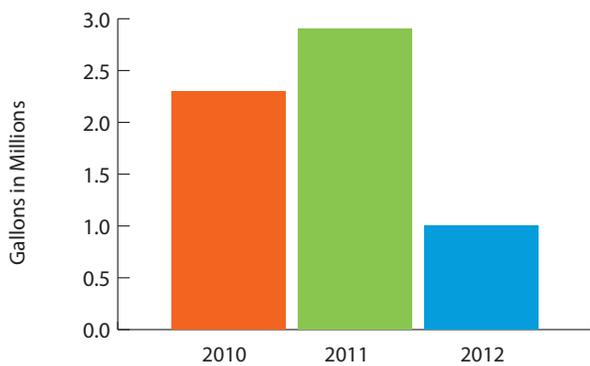


### Natural Gas Consumed

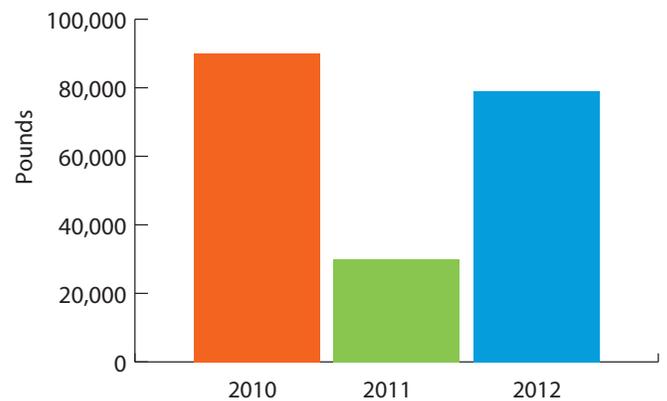


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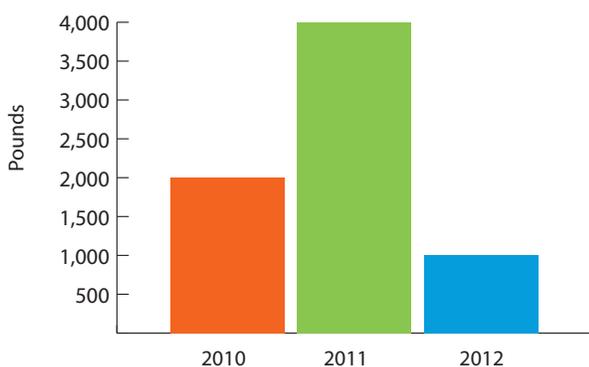
### Wastewater Generated



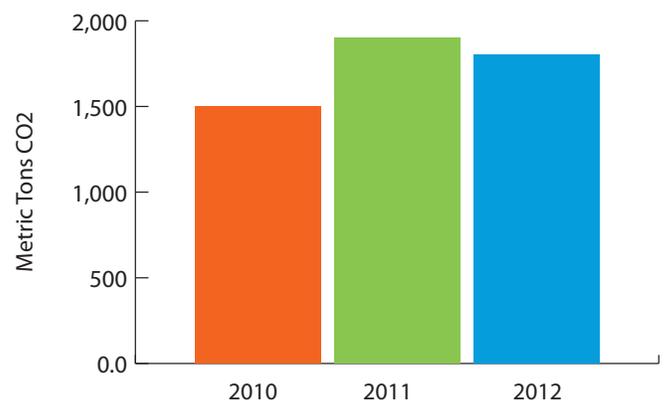
### Hazardous Waste Shipped



### Universal Waste Shipped



### Metric Tons of CO2-Equivalents



# operations

It can be seen that electricity use increased slightly in 2012, while natural gas consumption in 2012 was less than that reported for both 2010 and 2011. It is expected that these metrics will further decrease in 2013, assuming that the transfer of the old Hollenbeck facility will occur in 2013. Generation of wastewater decreased significantly in 2012 (and more than expected), primarily due to increased efficiencies in the new Ogden facility. However, these numbers are still being verified for accuracy.

Hazardous waste shipments increased significantly in 2012, as a result of aggressive identification of obsolete material remaining from the transfer of Rochester operations to Ogden. Hazardous waste shipments at Aurora, however, decreased significantly, although this is not apparent from the information above. Shipments of universal waste decreased at both facilities. Finally, while the carbon footprint of both plants increased from 2010 to 2011, it decreased slightly from 2011 to 2012. Again, this latter metric is expected to decrease further once the 333 Hollenbeck Street facility has been transferred off of RMC's balance sheet.

RMC is committed to utilizing raw materials with recycled content and increasing 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

As noted in RMC's carbon footprint statistics, we have reduced energy consumption in North American production and distribution facilities by installing energy-efficient lighting and ballasts, hands-free restroom fixtures, and new boiler systems. RMC earned LEED certification for its global headquarters in Ogden in 2012, another indication of the company's commitment to sustainable operations. This facility has been equipped with daylighting, occupancy sensors, and other energy conservation systems to reduce power and natural gas consumption. 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, RMC plans to complete ISO 9001 certification in 2013 for all U.S. facilities and operations. It is expected that this will significantly reduce the company's environmental footprint and energy use through improved efficiency and reduced variation in its manufacturing process.

Finally, RMC continued to expand its sustainability report for 2012 by compiling metrics for our two other major facilities in the United States – Riverside, California; and Randleman, North Carolina. The Riverside facility manufactures paper products and serves as a distribution center. The Randleman facility serves as both a customer service and distribution center, although no manufacturing occurs at that location. It should also be noted that RMC operated another facility in Ontario, California, which was closed in 2012. Metrics for both Riverside and Ontario are reported for California, just as metrics for both 333 Hollenbeck Street and Ogden are reported for New York State. The addition of these plants will allow to expand our baseline, increasing the comprehensiveness of this year's Sustainability Report.

Metrics were compiled for electricity use, natural gas consumption, water consumed, wastewater generated, hazardous waste shipped, universal waste shipped, and the number of lost time accidents reported. In addition, the carbon footprint of each facility was also calculated, and reported in metric tons of CO<sub>2</sub>- equivalents. It should be noted that an unusually large amount of water was used for irrigation in the old Ontario facility in California; our newer Riverside facility does not require this.

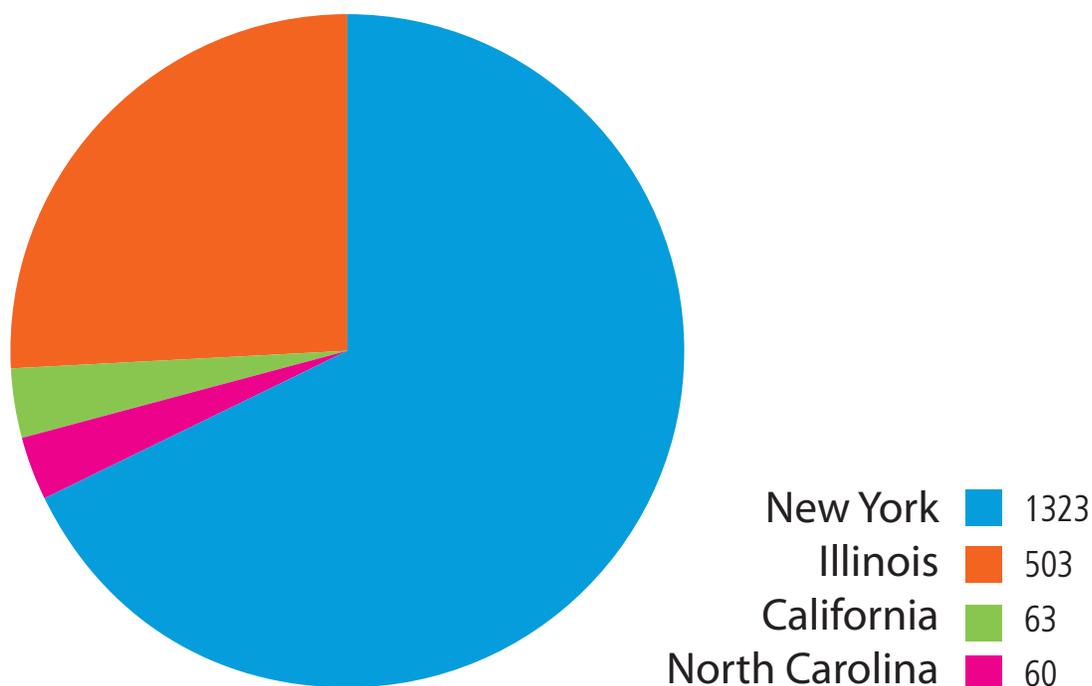


# operations

RMC has estimated its carbon footprint from the six facilities included above (Ogden, NY; Rochester, NY; Aurora, IL; Riverside, CA; Ontario, CA; and Randleman, NC) for 2012 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 future years, the carbon footprint calculation will be expanded to other activities, such as employee commuting and product transport. During 2012, RMC generated 1,950 equivalent metric tons of carbon dioxide from combustion of natural gas and electricity consumption in the six U.S. facilities in four states as shown below. The bulk of greenhouse gas emissions are generated from Ogden, with Aurora representing most of the remainder, as shown in the exploded pie chart below. As noted earlier in this section of this sustainability report, greenhouse gas emissions from New York and Illinois in 2012 declined by almost six percent from 2011. To summarize, RMC believes that it has shown good progress towards meeting the sustainability goals described later in this report, despite operation of dual facilities in New York, and also in California, during 2012.

Variable	Units	New York	Illinois	California	North Carolina
Natural Gas	Therms	123,382	35,899	886	4,202
Power	KWH	2,144,308	441,861	189,500	74,529
Water	Gallons	1,560,000	1,889,420	877,991	Not Measured*
Wastewater	Gallons	123,669	852,920	36,091	Not Measured*
Hazardous Waste	Pounds	78,200	1,375	0	0
Universal Waste	Pounds	1,650	0	0	0
Lost Time Incidents	#	1	0	2	1
CO2 Equivalent	Metric Tons	1323	503	63	60

\*The Randleman facility draws water from wells and discharges to a septic tank; no metering is used.



# 2013 sustainability goals

- Reduce GHG by 25% for Ogden by 2015 using calendar year 2011 as our base line for Rochester operations.
- Reduce energy consumption for Ogden by 20% by 2015 using calendar year 2011 as our baseline for Rochester operations.
- Reduce hazardous Waste generation in Ogden by 30% by 2015 using calendar year 2011 as our baseline for Rochester operations.
- Reduce lost time accidents by 15% in Ogden by 2015 using calendar year 2011 as our baseline for Rochester operations.
- Obtain ISO 9001 certification.

Continue to build and enhance a unified database on the above parameters for our facilities in Ogden, Aurora, Riverside and Randleman, for use in 2014 and evaluate the “re-benchmarking” of our goals for 2014 to 2015.



# 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.

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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.

# sustainability FAQ's

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

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Governance, Commitments, and Engagement	4.1-4.7	11-14, 20-22

## 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	16-19, 20-22
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, 9, 18-19
We formulate super concentrated products reducing package material and transportation resources.	EN4, EN16	9, 18-19
We work hard to minimize environmental impacts of our products through any discharges or spills.	EN27, EN21	20-22

## 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	14-19
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	13-14
We will always do the right thing in business and meet our commitments.	SO1, SO5, SO8	8, 21
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, 14-19
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, 11-12



Sustainable solutions for health, productivity and the environment.

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