

Sustainability Report

2013



Sustainable Solutions for health,
productivity and the environment.


people.  planet.  profit.

contents

A Message from Leadership	4
Mission & Values	6
2013 Highlights	7
ISO-9001 Certification	8
Global.....	10
Stakeholders.....	12
Employees	12
Communities	14
Safety	15
Shareholders.....	15
Customers	15
Innovation	16
Food Safety.....	17
Facility Maintenance	18
Water Energy.....	19
Operations.....	20
2014 Goals	24
Sustainability FAQs.....	25
GRI/G3 Content Index.....	27

2013 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.

sustainability at RMC

2013 was an expansion year for Rochester Midland in its involvement in the sustainability movement. The major accomplishment this year was the training of our global sales forces in both the concepts of sustainability and the practical auditing and consulting processes for each of our 6 product lines that deliver sustainable solutions for health, productivity and the environment.

In 2013, we expanded our focus on sustainability through the training program mentioned above as well as the formation of a Green Team at RMC. Their charter is to find ways to avoid, reduce, reuse or recycle everything we do and so far, the results are very impressive. In a 3 month period during the 4th quarter of the year we saved \$15,564 in solid waste disposal using the avoidance, reuse and recycle strategies versus our previous approach of disposal.

We continued our membership in 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. We also joined the chemical manufacturer's roundtable sponsored jointly by the Department of Commerce and the American Chemical Society.

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. The completion of the Sustainability Certification training for our sales forces in the U.S., Canada and the UK was the first step in this program. In 2014, we will be expanding the program for use with key customers so that they can quantify and trend their successes using the GRI index.

Our research efforts are creating new technologies that support our customers' own sustainability efforts. An example is the recent launch of SolidGuard™, dry product chemistries for water treatment purposes, reducing water usage, freight fuel usage, labor involvement, and container manufacturing costs and waste. We have also created a non-caustic cleaner for the Food Safety industry to significantly reduce human risk, reduce wastewater issues and save overall operating profit for our customers.

4

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 well ahead of the industry average 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 safety training programs for all employees and for supervisors and managers was ramped up with monthly classes for all employees and 9 classes for managers and supervisors held on a broad spectrum of safety topics that are pertinent to the chemical industry.

As the company performs financially, all 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 80 years and, with the exception of 1933, since 1900 or 113 years.

“We believe our company is uniquely positioned to positively impact the sustainability movement and plan to take another major step in 2014 to expand our internal programming and trending to all facilities and locations as well as to our customers.”

sustainability at RMC

RMC supports the United Way and donations made to multiple specific charities in the communities where we operate our business; time is given to others by our leadership team and employees and through our adoption of a local elementary school in Rochester to advance the learning and mentoring of hundreds of youngsters at a critical time in their education.

In 2013, we continued the benefit for our employee base of giving a day off to allow them to get involved in not-for-profit causes. We also practice full compliance with environmental and other regulations in our manufacturing, distribution, and use of our products and services — both to the letter as well as the spirit of all rules. We have taken these regulations as a baseline 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.

2014 will see us build on our past and current successes. Our internal efforts will focus on the achievement of the sustainability goals set forth in this report. We will have a full year of solid waste savings through our Green Team programs at our World Headquarters and plan to expand to other locations. We will initiate our customer training program for sustainable solutions by trending progress for people, planet and profit for us and our customers.

We have created a strong focus on the green and now the sustainability movement through our long history. We believe our company is uniquely positioned to positively impact the sustainability movement and plan to take another major step in 2014 to expand our internal programming and trending to all facilities and locations as well as to our customers.

Our company's 125 year history is rich in sustainability type initiatives. 2013 expanded our initiatives and focus on sustainability into a formal process. Today, sustainability is at the forefront of all we do. We 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 D. Calkins
Chairman



Bradley 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.

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

In 2013, RMC made major progress both internally, as a company, and externally for our customers, around the globe. Internally, we trained all of our sales teams in North America and the United Kingdom in all product lines on sustainability. We partnered with a local university to develop a training curriculum and course materials that not only developed general knowledge and insight into the 3 P's of sustainability but also the skills required to complete a sustainability audit for the specific program sold by each representative.

We grew the subscription base of our Sustainable Solutions eNews, whose charter is to share useful information on sustainability with the industries we serve, over 22%. We continue to share what we have learned and invite others to share with us. Anyone may subscribe to this quarterly newsletter on our website at: <http://www.rochestermidland.com/contact/newsletter>.

We continued to expand our line of 3rd party certified green products with the addition of new offerings. We expanded our program to reduce packaging and solid waste by further package reduction and increased use of recycled materials. To reduce shipping and packaging material (a whopping 86%) for a product shipped to one of our major partners in the Middle East, we created a special formula that was 7 times the standard concentrate of our product.

Measuring the environmental, health and safety attributes for cleaning products is often a critical step in building sustainability programs within commercial and institutional facilities. However, those attributes are often difficult to obtain, not consistently available, or not verified. We were an early adopter of Transpare, a free online registry for commercial cleaning products created through efforts by ISSA, The Worldwide Cleaning Industry Association, and Ecoform. Transpare changes availability of information by creating a harmonized language and metrics that ultimately reduce marketplace confusion. Anyone can search, compare, and distinguish between cleaning products used in their facilities to ensure they are aligned with overall sustainability goals.

RMC achieved ISO 9001:2008 certification, underscoring our commitment to quality and continual improvement. ISO certification is a natural extension of our commitment to sustainability and ensures that our customers get high quality products and services. Our Canadian and UK subsidiaries are also ISO certified making it possible to provide consistent quality globally. RMC was independently assessed and certified by Perry Johnson Registrars, Inc. of Troy, MI.

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

Transpare

Sustainability Network

Certifications

Enviro Care® Sudsation – EcoLogo – a foaming pot and pan cleaner, mild on skin but tough on soils, especially suited for use in school cafeterias, healthcare facilities, nursing homes, day care centers, supermarkets, and restaurants.

We obtained ISO 9001:2008 certification for our manufacturing locations in the United States. The certification covers operations in RMC's facilities in Riverside, CA; Montgomery, IL; Randleman, NC and worldwide headquarters in Rochester, NY.

New Products

SolidGuard is a dry product chemistry for water treatment purposes that reduces water usage, freight fuel usage, labor involvement, and container manufacturing costs and waste.

Power Kleen is a non-caustic cleaner for the Food Safety industry formulated to significantly reduce human risk, reduce wastewater issues and save overall operating profit for our customers.

We created an onboard maintenance program for ships that is environmentally and technologically superior, using the latest technology in biobased chemistry and chemistry management. The new program emphasizes sustainable, green cleaning, addressing crew welfare, safe and healthy living conditions, ship sanitation and sustainability.

In an effort to reduce shipping and packaging material for a product shipped to one of our major partners in the Middle East, we created a special formula that was 7 times the standard concentrate of our product. We were able to realize an 86% reduction in shipping weight and packaging material – a very sustainable solution.

Presentations

RMC presented on a special panel regarding materials consolidation at GreenTopia 2013.

7



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

ISO 9001 & Sustainability

One of RMC's sustainability goals for 2013 was to achieve ISO 9001 certification, and this goal was met!

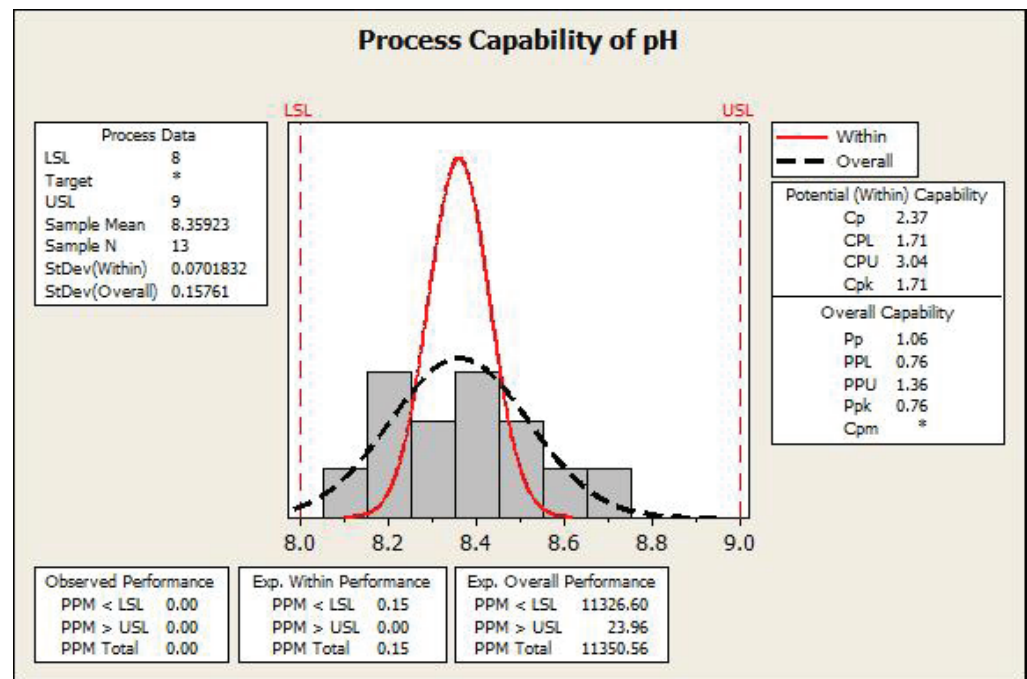
There is a synergistic relationship between sustainability and quality. As quality improves, variability in output – and hence use of raw materials and energy, and waste generation – decreases. Therefore, by implementing a quality management system (QMS), a company usually becomes more sustainable as a result. And, by focusing attention on product attributes for sustainable initiatives, an improvement in the quality of our products and services is often achieved as well.

The company also substantially increased the scope of its internal auditing program, and completed a full systems internal audit during the first half of 2013. RMC significantly enhanced the activity of its Corrective and Preventive Action (CAPA) program, the bedrock of RMC's continual improvement initiative. The implementation of this program has resulted in improved product quality with a significant reduction in customer complaints. This, in turn, results in less wasted products and raw materials, improving sustainability as well. This is reflected in the improved performance in sustainability metrics, as noted in the Operations Section of this report.

Several improvement teams have been created as a result of the CAPA program, focusing on issues such as improved quality in small packaging,

reduced batch adjustments, kettle rinsing, and implementation of statistical process control (SPC) systems in production. The company has also greatly expanded the scope of its raw material qualification program, and is also streamlining many quality control procedures.

During 2014, the company will begin integrating RML's ISO 9001-registered Quality Management System (QMS) with that of RMC's. The two systems are quite different but will be combined in such a way that the best attributes of each will be retained in the integrated system. As RMC continues to increase alignment of all manufacturing facilities through its integrated QMS, sustainable performance of the company is expected to improve even more.



pH Variation of Ex High Gloss Floor Care Product



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



RMC ISO Team: Barbara Brown, Senior VP Customer Relationship Management; Trung Tran, Manager Corporate Traffic; Julie Stoll, Manager Quality Assurance; Douglas Farina, Senior VP Manufacturing & Supply Chain; Kathy Lindahl, Co-CEO; Newton Green, VP Corporate Quality; Howard Shames, Director Personal Care Manufacturing; Beth Edmondson, Administrative Support Specialist (not pictured)

<p>2010 First restoration products receive third party green certification</p> <p>Toilet Seat Cover GreenSeal™ certification</p> <p>Joined Cleaning Industry Research Institute (CIRI)</p> <p>APPA Business Partners</p>	<p>2011 We completed the move into our new production facility in Rochester (Town of Ogden), NY</p> <p>CRI (Carpet & Rug Institute) Seal of Approval</p> <p>Certified 5 added products with USDA within Biopreferred program</p>	<p>2012 Created Sustainable Solutions eNews</p> <p>2nd Wealth of Health Award</p> <p>Added four 3rd party certified products</p> <p>CEI Environmental Excellence Award</p> <p>LEED certification new HQ building</p> <p>Introduced Sustainability Certification Program</p> <p>ETTAC</p>
---	---	---

global

Sustainability has become a global effort. For instance, 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, moving into Eastern Europe, China and Brazil in 2013. The benefits of our programs often include reduced energy consumption, reduced water usage, and fewer labor hours, all key components of sustainability.

In an effort to reduce shipping and packaging material for a product shipped to one of our major partners in the Middle East, we created a special formula that was 7 times the standard concentrate of our product. We were able to realize an 86% reduction in shipping weight and packaging material – a very sustainable solution.

Our bacteria based hydrocarbon cleaner, based on a naturally occurring bacteria which breaks down hydrocarbons into carbon dioxide and water, replaced solvents, caustics and other traditional cleaning products typically used in the petroleum industry.

In the UK, we created a water treatment program that focuses on process improvements saving a food processor thousands of pounds sterling through water use reduction, lowering or elimination of waste water discharge fees, fuel and chemical savings with even larger savings projected in 2014.

Rochester Midland Corporation

155 Paragon Drive
Rochester, NY 14624 USA

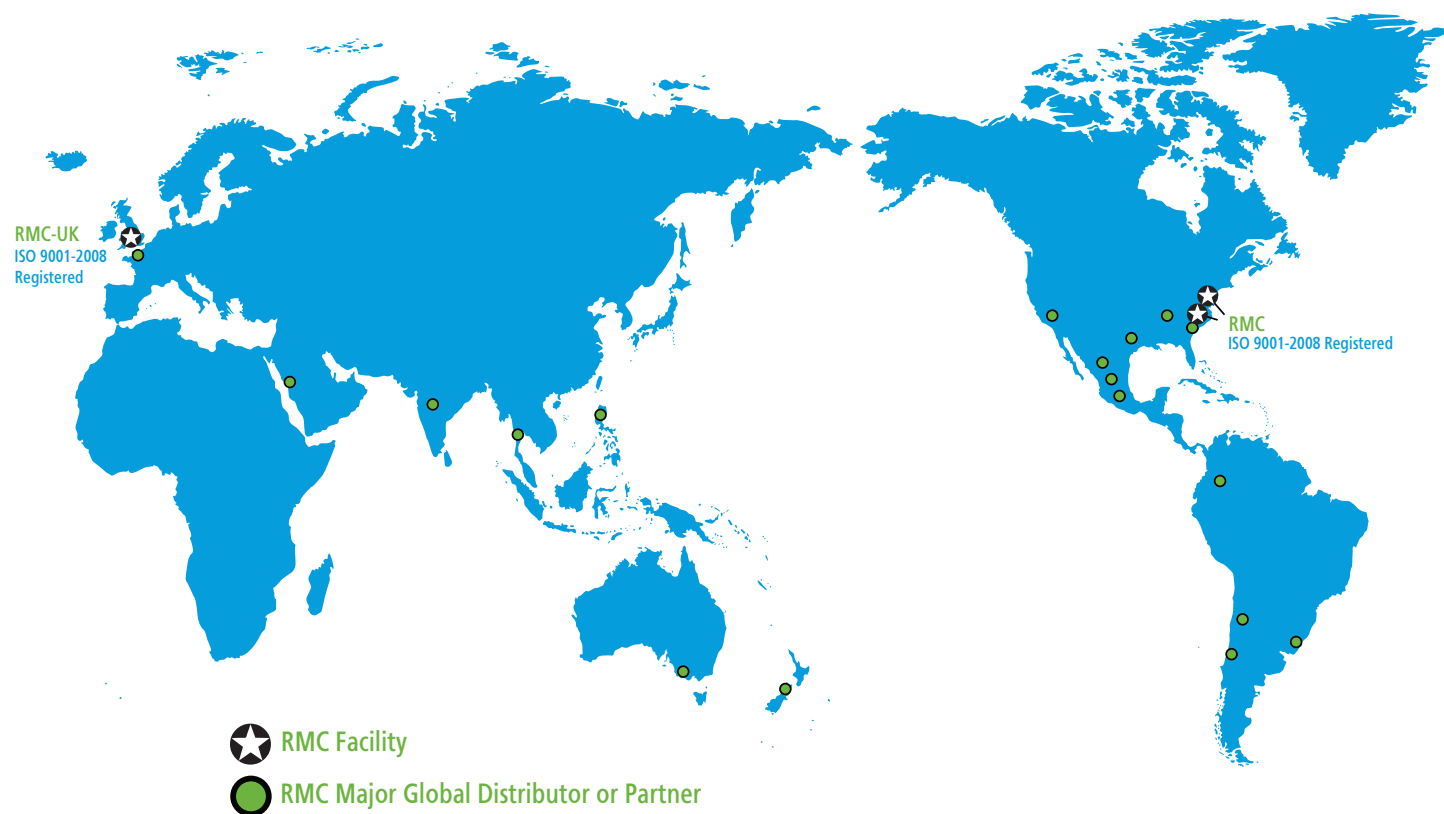
Rochester Midland Corporation

143 Mills Road
Ajax ONCanada L1S-2H2

Rochester Midland Corporation (UK) Ltd.

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

10



2013 Transpare

Added four 3rd party certified products

SolidGuard

Power Kleen

Onboard Ship Maintenance Program

RML Sustainability Highlights

We worked closely with Brock University on getting them Certified in Green Housekeeping which included the elimination of conventional floor care programming on over 1,000,000 sq. ft. and the resulting heavy metals into their effluent and VOC's impacting their IAQ; conversion of their paper and poly needs for custodial to 3rd party certified green products; matting programs which improved cleaning efficiencies at entrance ways.

A major janitorial contractor franchise organization in Southern Ontario was certified in Green Housekeeping and consolidated to 3rd party certified cleaning products over conventional products.

RMC biological technology was used to treat hundreds of homes affected by severe flooding in Calgary and Toronto this summer. The new technology eliminated conventional solutions and provided a restoration solution as much as 13 times less impactful to the environment.

RML's office environments were equipped with state of the art PCO air cleaning equipment to minimize VOC and pathogen exposure to our employees

RML employees worked to provide charitable contributions in time and money to local missions, cancer hospice, animal shelters and those with special needs.



Sustainability Certification Training Program

Our commitment to our customers is to provide sustainable solutions for health, productivity and the environment. In order to be able to deliver on that promise, we needed to train every one of our sales teams in all 6 product lines on a number of subjects. RMC partnered with RIT, Golisano Institute for Sustainability to develop a training curriculum and course materials that not only developed general knowledge and insight into the 3 P's of sustainability but also the skills required to complete a sustainability audit for the specific program sold by each representative. The data from the audit was plugged into a program that converted usages and costs for water, labor, energy, materials and services into data streams that developed an output report that quantified the positive impacts on People, Planet and Profit for each customer or application. The report also directly links each line item of data to the GRI report codes so that our customer's sustainability report can easily reference quantifiable savings, carbon footprint reductions, water and energy reductions as well as reductions in lost time accidents or incidents by GRI code.

This program ran from January through September with 8 classes held in 6 cities across North America and the UK. We trained a total of 119 field sales people and empowered them to consult with their customers and prospects on sustainable solutions for health, productivity and the environment. RMC is committed to our customers and making a contribution to growing their sustainability. The knowledge and skills gained in the company training program now are being applied in the field with customers.

How it works

We are auditing their current sustainability base line, how they can lower their carbon footprint and increase employee safety and health while gaining a financial benefit. The programs are implemented and our trending report will document specific progress in 4 key data streams of energy, water, materials and labor. The results are summarized and directly linked to specific GRI Index reporting categories so that their sustainability scorecard is automatically prepared for their sustainability report. Our team is now fully capable of providing our customers with auditing, training, program implementation and sustainability report assistance.



our stakeholders

Employees

Our success as a corporation is a reflection of the successes of every employee. Our employees' well being, health and safety, work-life balance, fair rewards, living wage, and learning and growth, contribute to sustaining a workforce prepared to bringing us closer to reaching our goals for our future. Their individual success requires certain abilities, but an atmosphere that provides both personal challenge and opportunity is equally important. When recruiting for an open position, we first look within our organization through internal job postings on the Company intranet. We encourage employees to achieve personal goals through their eligibility for transfer or promotion. We follow best practices of recruiting and hiring and we are consistent in every step of the process. We hire people with a passion for success.

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. Our new ISO 9001 Certification included several trainings for each employee on Strategic Planning and ISO requirements. Employees are encouraged to continue their education or attend offsite work related training seminars that will enhance their effectiveness on-the-job. Flexible scheduling is available where practical.

Our annual Performance Management program clarifies the role of each team member, expectations, and measurements to support RMC's goals. Compensation of each individual employee is also reviewed on an annual basis (Pay for Performance).

In addition to the annual reviews, managers meet with each employee quarterly 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. To assist in creating a comfortable work-life balance many employees have taken advantage of our EAP's free counseling and referral services for themselves and their families residing in the same household.

Our family environment is conducive to a relaxed but high performing and motivated workforce. We work to develop our employees so they may 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.

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.

Fit for Life: Sustainable Solution for Life!

Fit for Life is Rochester Midland Corporation's award-winning Wellness Program. The program was implemented in 2010 and has been very enthusiastically received each year by one of RMC's main stakeholders – our employees!

We created this program to encourage our folks to strive for the healthiest lifestyle possible. After all, it follows that when you experience optimal health you're a happier person. And happier people are energetic, uplifting, productive, and fulfilled. Naturally this carries through from home to work.

Early each year, Fit for Life conducts on-site biometric screenings at each of the RMC brick and mortar locations. "Know Your Numbers" is a great starting place when you're working on achieving your best possible health outcome. These numbers assist in creating lifestyle goals such as weight loss, favorable cholesterol levels and managing stress. Fit for Life comes into play here, as well. We offer sustainable, fun solutions to help our employees achieve these goals.

Typically we'll follow up with a weight solution program. It makes sense to offer this early in the year since for so many of us, weight management is a New Year's resolution. In 2013 we had 80 employees participate and we spiced it up for 25 of those that like to add a little competition to their program



our stakeholders



Walk to Wellness is our late spring/early summer program. Participants track their steps each day throughout May, in an effort to achieve a better outcome between day one and day 31. In Rochester, the end of the program culminates with the JP Morgan Chase Corporate Challenge which is a 5k walk/run. In 2013 this charitable event benefited the YMCA of Greater Rochester and Rochester Midland was represented by 37 of our people!

In fact, many of our employees participate in charitable athletic events; Cycle 4 Hope, Shad Derby Road Race, Walk to End Alzheimer's, Jingle Bell Run (to benefit the Arthritis Foundation), Jungle Jog (benefitting the local zoo), Making Strides Against Breast Cancer, and Walking to Stop Diabetes... just to name a few.

In Aurora, one of the activities they perform through Fit for Life is Adopt a Highway. Twice a year, 10 or more employees clean a 2.5 mile stretch of Orchard Road, the main street just before turning onto Rochester Drive, where our facilities are located. The result is great team-building and a wonderful sense of accomplishment.

A very well-received program is our annual Office Olympics. This started in our Randleman office and the following year the rest of the US and Canadian offices joined in. Each year we change it up, adding new events and removing others.

Another program that the team organizes is Mission: Nutrition. This encourages visits to farm markets to celebrate the local produce we can all benefit from during the height of harvest. One of the activities for this program is recognizing participants who grow their own fruits and vegetables – we're aware of the hard work it takes to be a gardener and we want to reward those who appreciate the sustainability of home-grown produce.

Finally we offer a Stress Management program during the most stressful time of the year – the Holidays, as well as the end of the year. Both of these "events" add a great deal of stress to many people and we want our employees to be able to cope with the pressure and anxiety that is natural during this season.

Rochester Midland Corporation realizes the importance of sustaining one of its most valuable resources – its people and we'll do as much as possible to give them the resources necessary to live a healthy, fulfilled life!

Sustainability – Our Employees Making Our Success!

Employee engagement is crucial to successful sustainability programs. Whether it is the sales person representing the company, the research staff developing our products, or our manufacturing group working to find the most resource effective way to make our product, our employees are the heart of our sustainability.

In 2013 we inaugurated our Green Team, our first in-house sustainability team. Our team is a collaboration of departments to help us achieve the best results. For our first target, we focused on Waste Management. We have put in place and will be rolling out in 2014 a robust materials management program. The primary focus is on Recycling – from our cardboard, to our white hand towels, to tote and gallon containers – basically almost everything but the kitchen sink! We are working to involve all employees and make it not just work – but to also raise awareness and make recycling and waste reduction a life style.

In 2014 we are looking to this team to be our cheerleaders, our educators, and to also take on specific goals that require full employee behavior change, such as our recycling program that will require employees to put only certain type of items in a specific receptacle.

Over time, we want success to build success and take this first year program to our other sites.



our stakeholders

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

Daffodils for Cancer

Rochester Philharmonic Orchestra

Al Sigi Center

A.B.V.I.

Seneca Waterways Council, Boy Scouts of America

The Humane Society of Greater Rochester at Lollypop Farm and of Oakville, Canada

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 2013, 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 benefited 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.

School #12 Mentoring Programs

"Girls Rock and Rule" Mentoring Program

We are in the 2nd year of 'Girls Rock and Rule', our expanded mentoring program to 5th and 6th grade girls.

We have seen a significant change in our girls from the first year. Several have come out of their shells and are more comfortable speaking in front of the group.

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 enable these girls to build a strong foundation for long-term success, personal empowerment, and leadership in their communities.

Boys Mentoring Program

We are in our 3rd year of this program. See photo below of the boys' tour of RMC production and R&D laboratory facilities in Ogden.



our stakeholders

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.

Greentopia Festival - Participating in Sustainability with our Community

Greentopia is an annual sustainability festival with multiple components in Rochester including convening of a Summit where company sustainability professionals learn more in different areas such as Green building, reducing inventory, zero waste, and the future of Rochester and Sustainability as well as a creative/innovative design component involving film, music and new ideas. RMC participated as a sponsor and provided a speaker for a special panel regarding materials consolidation using RMC's success to date as a case story. Visit <http://greentopiafest.com> for details on Greentopia 2013.

Sustainability Network



RMC continued its support of the Sustainability Network bringing together sustainability professionals for the purpose of learning and collaboration. The network is comprised of sustainability leaders from the communications industry, food manufacturing, printing, legal, architectural, and higher education.

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 4 (Sustainability at RMC) in this Sustainability report.

Our Customers

- RMC was an early adopter of Transpare, a free online registry for commercial cleaning products created through efforts by ISSA, The Worldwide Cleaning Industry Association, and Ecoform, using harmonized language and metrics that ultimately reduce marketplace confusion.
- RMC added one new 3rd party green certified product to our customer offerings to further enhance their ability to provide more sustainable solutions to their stakeholders.
- RMC expanded solid waste reduction by minimizing packaging, expanding our recycle programs and where possible, utilized more bio-based and recycled materials in our packaged products.
- RMC 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.
- RMC expanded circulation of our Sustainability eNewsletter by 150%.

Safety

A safe workplace is a sustainable workplace. Personnel who work in an organization that safeguards their health and provides a workplace where hazardous materials and operations have been substantially eliminated will naturally be healthier and more efficient. Our EHS Department is dedicated to providing our personnel with the safest work environment RMC can develop.

In 2013 we rolled out a number of special EHS programs for training RMC Team Members. One of the principal programs developed by EHS was the Supervising for Safety Program. This program encourages open communication between every RMC Department in all locations on safety issues that personnel may encounter. The RMC Safety Team conducted this program for Supervisors and Managers in North America and the UK, and eventually extended to all RMC employees for key safety topics, to improve the RMC safety culture by increasing training and awareness related to safety issues. It is now a standard part of overall RMC safety program and sustainability initiatives.

An objective way to measure safety effectiveness is the OSHA DART Rate: The DART Rate is determined using the following formula:

$$\text{DART} = \text{N/EH} \times 200,000^* \quad (* \text{ Base for 100 full-time equivalent workers})$$

N = Total number of injuries and illnesses with Days Away From Work + total number of injuries and illnesses resulting in days with Restricted Work (Lost Time + Restricted Time)

EH = Total number of hours worked by all employees, including management, temporary, and leased workers.

A DART comparison for industries with a similar NAICS code to RMC:

	2013
Industry:	3.4
RMC	1.9

Our major safety goal for 2014 is to bring our DART rate down.



Innovation in Support of Sustainability

RMC's Research and Development Department's principle goal is to develop new and innovative products that further the Corporation's goal of Sustainability: low carbon footprint, minimal hazardous chemicals, and minimal health/ environmental impacts. 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 driving product innovation.

In 2013, in order to reduce shipping and packaging material for a product shipped to one of our major partners in the Middle East, we created a special formula that was 7 times the standard concentrate of our product. We were able to realize an 86% reduction in shipping weight and packaging material – a very sustainable solution.

Enviro Care® Novus Floor Finish, a durable green floor finish which is VOC/CARB compliant and metal free, was nominated for the ISSA Innovation Award.

The food processing industry uses a lot of caustic for CIP (Cleaning In Place) applications but would rather not because caustic accidents can be life changing for an employee and expensive in terms of lost time, production down time and insurance costs for the employer. Not to mention increased discharge costs. We developed Power Kleen™, a

patent-pending, very mildly alkaline cleaning alternative to use in place of caustic. It contains zero added caustic soda (NaOH) or potash (KOH) and no Phosphates. Power Kleen's cleaning properties come from a unique combination of surfactants and detergents that mimic the cleaning action of caustics and acids on soils without the hazardous downsides. The formulation has many benefits: safer for the user with less environmental discharge issues.



POWER KLEEN™



Food Safety

Food Processors have a major responsibility in ensuring that the world's food supply is manufactured safely. At the same time, they have the pressure to become more sustainable and preserve the earth's compromised natural resources. At times, the latter seems daunting because their primary focus everyday is providing safe food. Rochester Midland's food safety program is designed to provide effective sanitation and sustainable solutions to give food processors peace of mind and to ensure that both critical elements of food safety and sustainability are achieved.

One of our valued partners has a large fruit and vegetable operation that sells products through broad supply chain networks. They are growing rapidly and were seeking ways to be more sustainable in order to meet company and customer goals, and to improve their bottom line.

Results

Total Annual Savings:

\$118,850

Labor savings on sanitation process improvements.	\$31,020
Chemical and water savings with automatic dispensing for metered feed amount versus manual over-feeding.	\$38,730
Chemical savings with effective chemistry and dispensing properly to ensure the proper dosage for the correct contact time was achieved in order to get the results required.	\$38,000
Training provided.	\$11,100

People

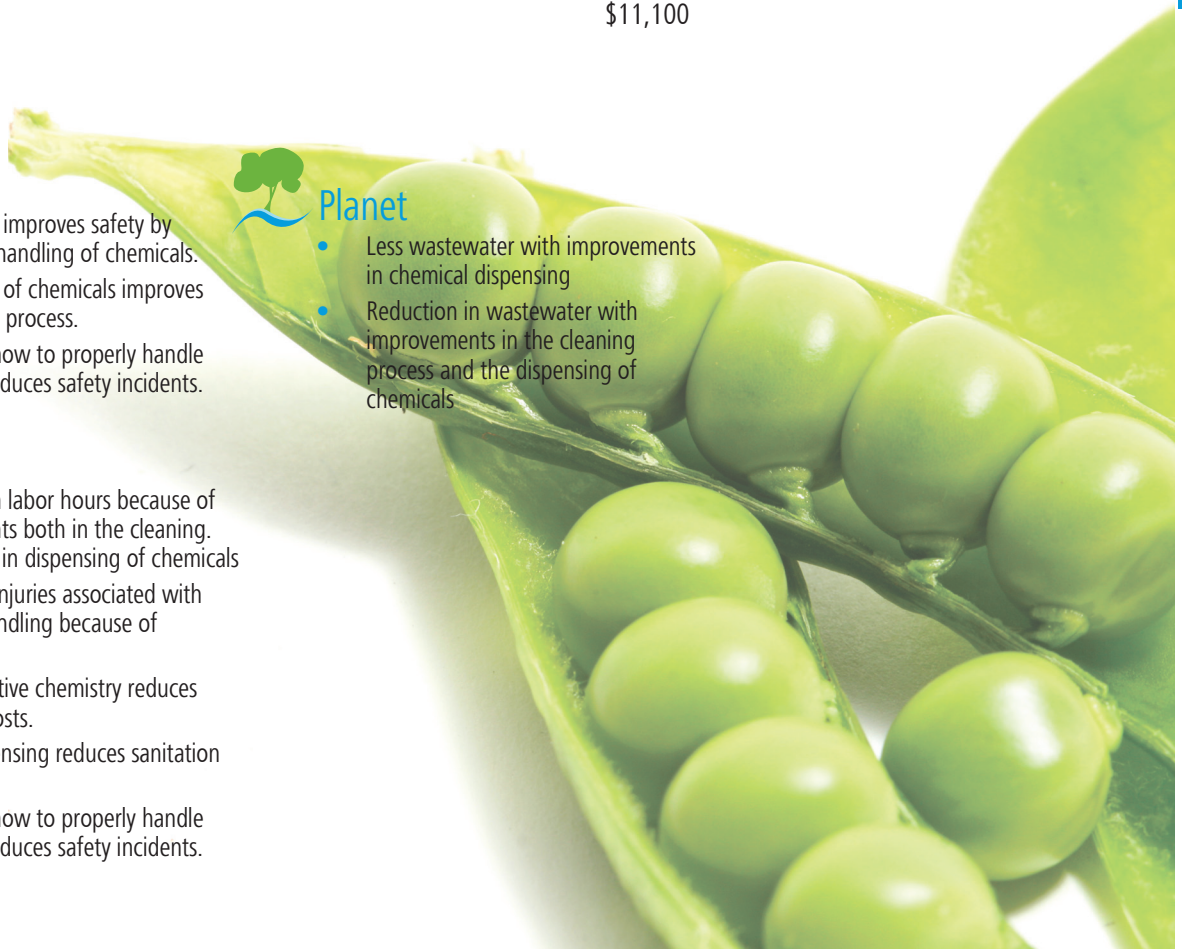
- Automation improves safety by eliminating handling of chemicals.
- Automation of chemicals improves the cleaning process.
- Training in how to properly handle chemicals reduces safety incidents.

Planet

- Less wastewater with improvements in chemical dispensing
- Reduction in wastewater with improvements in the cleaning process and the dispensing of chemicals

Profit

- Reduction in labor hours because of improvements both in the cleaning process and in dispensing of chemicals
- Less risk of injuries associated with chemical handling because of automation.
- Use of effective chemistry reduces sanitation costs.
- Proper dispensing reduces sanitation costs.
- Training in how to properly handle chemicals reduces safety incidents.



Facility Maintenance

A 2013 ISSA Innovation Award nominee, Enviro Care Novus®

is Rochester Midland's latest metal free floor finish certified under UL Environment's EcoLogo standard. Its durability and performance support sustainability programs within commercial and institutional facilities.

University of Rochester Medical Center says:

"I have never worked with a finish where you can customize its level of sheen by making a few small adjustments either in the application or routine maintenance of the product. I am also very impressed by the resistance Novus demonstrates to floor scuff marks. Even more amazing is how Novus has required less maintenance than traditional finishes. A reduction in maintenance is not only more cost effective, but less intrusive to patients and medical staff. This has been a huge win in helping to increase our HCAHPS scores."

New Ocean Going Sustainability Program

An ocean-going vessel is a very special environment with special needs. Maritime Labor Convention, 2006 requires living spaces be maintained in clean, tidy conditions and requires frequent and documented inspections of living spaces. International Health Regulations emphasize the need to establish cleaning programs onboard in order to maintain clean and sanitary living spaces/galleys. Port State review of established cleaning programs and inspection of living spaces may occur during their issuance of Ship Sanitation Certificates.

There was an obvious need to create an onboard maintenance program for ships that was environmentally and technologically superior in order to meet today's regulatory requirements as well as meet crew safety concerns and environmental initiatives.

Using everything we have learned over the years with our experience in green housekeeping, and the latest technology in biobased chemistry and superior chemistry management, we developed an onboard cleaning program replacing traditional cleaners - traditional cleaners that often contain harsh acids, alkalis and petroleum distillates and are hazardous and difficult to manage, affecting indoor air quality with irritating fumes and particulates.

The new program emphasizes sustainable, green cleaning, addressing crew welfare, safe and healthy living conditions, ship sanitation, corporate social responsibility, and sustainability.



Water Energy

Sustainable Savings for Large Chicken Processor in the UK

Results

- 2013 savings of USD \$148,572 in fuel, water chemicals and sludge handling.
- Projected 2014 savings of USD \$636,983 due to above and additional joint process initiatives.

Confirmed Water Conservation and Savings

- Water: 38,994,780 gallons/year.
- Municipal Water \$ Savings: US \$148,572

Fuel, Chemical and Waste Savings

- Polymer: USD \$21,580/year
- Fuel: USD \$309,303.50/year-projected
- Waste: USD \$59,760/year savings in sludge hauling fees.



People

- Site audits by HSE indicate excellent Legionella control and exemplary communication reducing the risk of exposure to all plant personnel.
- Wash down system temperature reduction to reduce the risk of injury to workers through scalding.
- Closely monitoring ClO2 with cloud-based reporting and real-time monitoring better ensures safety of plant workers.
- Potential replacement of Ferric Chloride in one site will eliminate need for caustic feed and reduce number of hazardous chemicals onsite.



Planet

- 55% reduction in polymer dosage at one site lessens potential environmental impact.
- Leaks detected and fixed at 7 site locations totaling 1,497,720 gallons/year
- Tower cycles of concentrations increased by 2 at a site will save 604,421 gallons/year
- Automated cooling water controller on tower system to save 348,700 gallons/year of water.
- Reduction in fuel usage at a wash down system will reduce carbon emissions and save USD \$95,242/year
- 231,600 gallons of water saved by repairing recirculation pump on tower.
- R/O reject water reuse in process tank to save 1.58 MM gallons of water



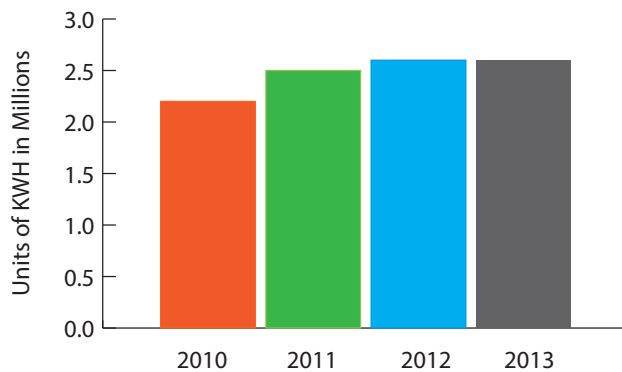
Profit

- Water loss from leaks recovered as decreased cost of city water.
- Increased cycles of concentration in towers and reduced water consumption and water bill.
- Cooling tower automation reduces water consumption and water bill.
- Reduced fuel consumption means less costs and improved profitability.
- Potential use of warm air from compressors and roof space as make up to boilers.
- Consistent calibration of controllers has saved water, fuel and chemical.
- Reuse of previously wasted water reduces cost to plant.
- Report chemical dosage to AssetGuard OT ensures potential overfeed and waste is reduced.

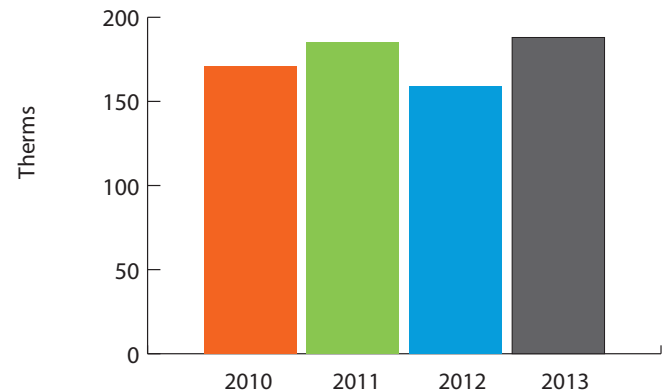
operations

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 – New York and Illinois – we restricted evaluation of environmental impacts to these two facilities. Because this is the fourth sustainability report issued by RMC, energy and environmental metrics for 2013 in Aurora and Ogden can be compared to their respective values in 2010, 2011, and 2012. Therefore, metrics from both plants have been compiled and are reported below in graphical format. It should be noted that the metrics for Ogden, NY include the closed facility at Hollenbeck Street (which was sold in 2013) as well as the new facility in Ogden, which has been fully operational for over two years.

Electricity Consumed

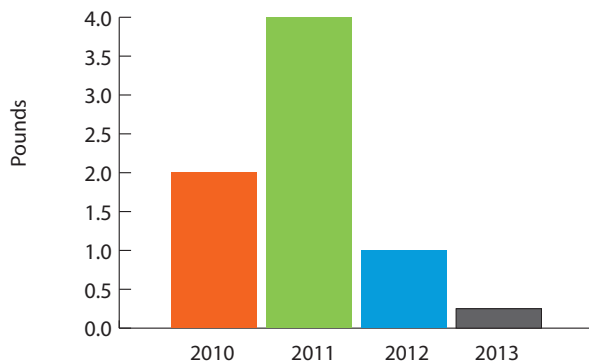


Natural Gas Consumed

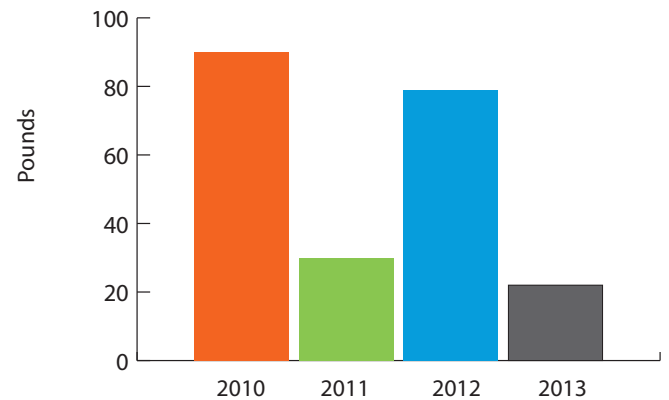


20

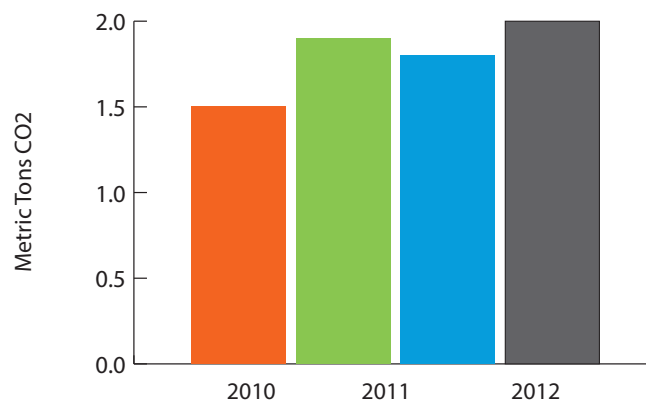
Universal Waste Shipped



Hazardous Waste Shipped



Metric Tons of CO2-Equivalents



operations

It can be noted that gas use increased significantly during 2013. However, 2013 was 17% colder in Rochester, and 35% colder in Aurora, than in 2012, based on weather data collected for these areas. When gas use in 2012 is adjusted for this factor, gas use in 2013 would have actually decreased 2.54% from its weather-adjusted 2012 value. Electricity use declined slightly, but this could not compensate for colder weather, so overall greenhouse gas emissions increased during 2013 from previous years. However, when gas use in 2012 is adjusted for weather patterns, greenhouse gas emissions in 2013 would have actually decreased 1.76% from its weather-adjusted 2012 value. Because 333 Hollenbeck Street was sold last year, these metrics are expected to continue to improve in 2014. Hazardous waste disposal shipments decreased significantly in 2013 due to increased production efficiencies and better management of waste. Shipments of universal waste were almost completely eliminated, consisting of only 26 pounds of fluorescent bulbs from Ogden. All other universal waste was recycled in a new and highly successful recycling program instituted this year in all facilities.

RMC also introduced several other profitable waste management strategies this year with impressive financial results. Negotiations for a plastic drum recycling program were completed, resulting in the conversion of a cost center to a profit center. Any drums that cannot be sold into the market after cleaning are chipped and sold as recycled resin. The company is also now earning revenue from pallets returned for repair, and 100% of collected materials are repaired and reused, or recycled, in a zero landfill operation. Pallets that cannot be repaired are chipped for small animal bedding.

RMC has also renegotiated waste handling arrangements to reduce the number of pickups, eliminate some pickup fees, adopt non-bailing pickup agreements for recycled material, and eliminate compactor fees. These initiatives, in addition to the drum and pallet recycling programs, will save the company over \$19,000 per year.

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

The company also completed its sustainability certification training program for all sales personnel. As a result of this initiative, we believe that RMC will develop, manufacture, and sell more green products, so less hazardous chemicals will be used in production and thus discharged as waste materials. RMC also earned its ISO 9001 certification in 2013 for all U.S. facilities and operations. 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, RMC continued the compilation of metrics started in 2012 for our three other major facilities in the United States – Riverside, California;

Randleman, North Carolina; and Ontario, California. The Riverside facility manufactures paper products and serves as a distribution center, and replaced the Ontario facility which closed in 2012. The Randleman facility serves as both a customer service and distribution center, although no manufacturing occurs at that location. Metrics for both 333 Hollenbeck Street and Ogden are reported for New York State. Similarly, metrics for both the Ontario and Riverside facilities were reported for California in 2012.

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 CO₂ equivalents. It should be noted that at the Randleman facility, water is supplied from wells and wastewater is discharged to a leachfield. Because these metrics are not measured, they cannot be reported. Also, the amounts of wastewater being discharged from the Ogden facility cannot be verified as being accurate at this time, so these are not reported.



operations

Variable	Units	New York	Illinois	California	North Carolina	Totals
Natural Gas	Therms	146,469	41,452	0	5,345	193,266
Power	KWH	2,156,942	423,254	233,360	73,644	2,887,200
Water	Gallons	2,204,000	1,810,000	775,032	Not Measured*	4,789,032
Wastewater	Gallons	N/A	753,500	29,176	Not Measured*	782,676
Hazardous Waste	Pounds	21,800	500	0	0	22,300
Universal Waste	Pounds	23	0	0	0	23
Lost Time Incidents	#	1	0	0	1	2
CO ₂ Equivalents	Metric Tons	1,448	521	72	66	2,107

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

Metrics for each plant were summed for 2012 and 2013 and are reported below, with the percentage change, in order to show progress in sustainability initiatives. Natural gas consumption, and greenhouse gas emissions, are reported with and without adjustment for weather patterns.

As noted from these charts, RMC showed progress in 2013 in almost all metrics if weather patterns are accounted for. Natural gas consumption and combined greenhouse gas emissions decreased slightly. With respect to electricity consumption, it should also be noted that this was understated in 2012 in Riverside, California due to a faulty meter. As a result, electricity use in Riverside is not as high in 2013 as utility bills would indicate. This accounts in part for the recorded increase in total use of electricity in 2013. As noted earlier, electricity use in all other facilities decreased from 2012 to 2013, so it is expected that electricity use corporate-wide would have decreased as well had the electric meters in the Riverside facility been operating properly.

Due to the highly successful waste management initiatives introduced in 2013, highly significant reductions were noted in shipments of disposal of hazardous waste and universal waste. Wastewater generation in Illinois and California decreased approximately 12%. Water consumption in New York, Illinois, and California increased almost 11% from 2012, with most of the increase attributed to a water leak in the Ogden facility that has since been repaired. Lost time incidents in manufacturing plants decreased 50%, from four incidents to two incidents. However, this achievement was tempered by a larger number of lost time incidents among sales and service personnel not tied to a specific manufacturing plant. Nonetheless, RMC continues to enjoy an excellent safety record as noted by the DART rate (days away, restricted or transferred), with an overall rate (manufacturing, sales, and service) less than 57% of the industry incident rate.

Variable	Units	2012	2013	% change
Natural Gas	therms	164,369	193,266	17.58%
adjusted for weather in 2013	therms	198,800	193,266	-2.78%
Power	KWH	2,850,198	2,887,200	1.30%
Water (NY, IL, and CA only)	gallons	4,327,411	4,789,032	10.67%
Wastewater (IL and CA only)	gallons	889,011	782,676	-11.96%
Hazardous Waste	pounds	79,575	22,300	-71.98%
Universal Waste	pounds	1,650	23	-98.61%
Metric Tons of CO ₂ Equivalents	metric tons CO ₂ equiv	1,949	2,107	8.11%
adjusted for weather in 2013	metric tons CO ₂ equiv	2,132	2,107	-1.18%
Lost Time Incidents	#	4	2	-50.00%

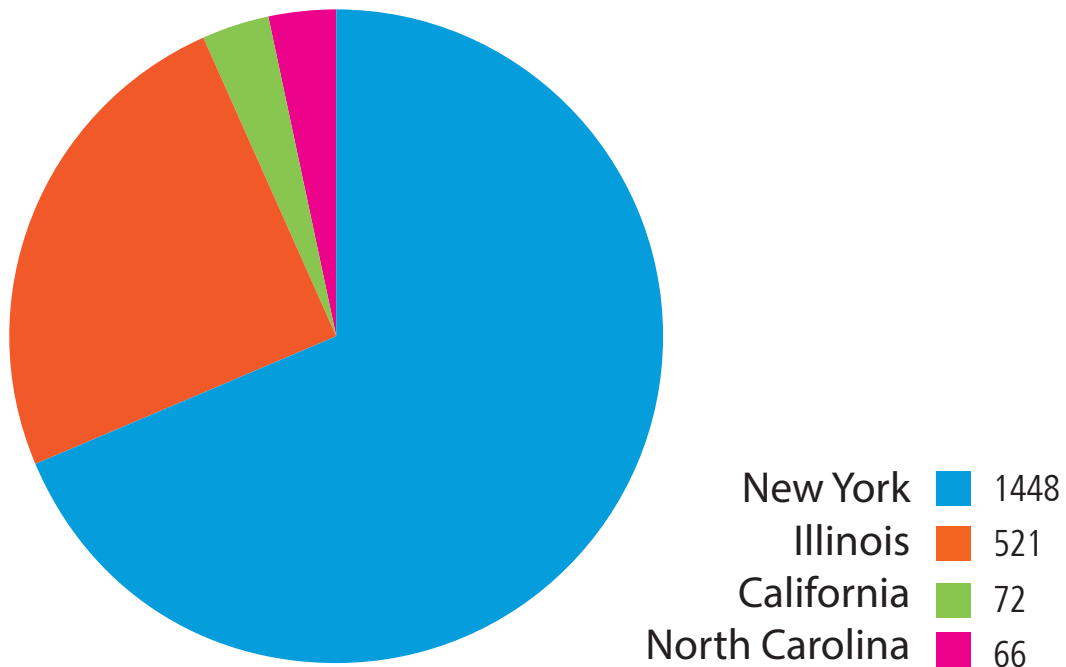
operations

Because the Ontario, California facility closed in 2012, RMC has estimated its carbon footprint from five facilities (Ogden, NY; Rochester, NY; Aurora, IL; Riverside, CA; and Randleman, NC) for 2013 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 2013, Rochester Midland generated 2,107 equivalent metric tons of carbon dioxide from combustion of natural gas and electricity consumption in the five U.S. facilities described above. The bulk of greenhouse gas emissions are generated from Ogden, with Aurora representing most of the remainder, as shown in the pie chart below.

As noted earlier in this section of this sustainability report, greenhouse gas emissions increased from its 2012 value of 1,949 tons. However, if 2012 had been as cold as 2013, greenhouse gas emissions would have been 2,132 tons, so RMC's US operations actually decreased greenhouse gas emissions in 2013 when changes in weather patterns are accounted for. Therefore, RMC 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.

Greenhouse Gas Emissions



2014 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.



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. However, 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.

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 having more of our products certified by a third party 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	4-5
Organizational Profile	2.1-2.5, 2.9-2.10	4, 16-19
Report Parameters	3.1-3.10	20-23
Governance, Commitments, and Engagement	4.1-4.7	12-15, 20-23

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	4, 16-19, 20-23
Product development is focused on products that meet more sustainable criteria, using biobased or renewable ingredients.	EN26	4, 7, 18
We use recycled packaging material and dispensing methods that reduce waste.	EN2	4, 7, 10, 16-19
We formulate super concentrated products reducing package material and transportation resources.	EN4, EN16	10, 168-19
We work hard to minimize environmental impacts of our products through any discharges or spills.	EN27, EN21	20-23

27

Economic Indicators

We invest in research and development to create products that meet the Organization for Economic Cooperation and Development (OECD) metrics.	EC-1	4-5, 10, 16-17
We provide sustainable solutions that save our customers money.	EC-1, EC9	10, 16-19
We invest in our employees through benefits, training and wellness program.	EC1, EC3	12-15

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	11, 14-15
We will always do the right thing in business and meet our commitments.	SO1, SO5, SO8	6, 8-9, 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, 15-19
We create a work environment that is safe for all employees, that provides fulfillment for all employees and eliminates barriers to achievement.	LA8, LA11,	6, 12-15



Sustainable solutions for health, productivity and the environment.

**Rochester Midland Corporation
Worldwide Headquarters**

155 Paragon Drive
Rochester, NY 14624 USA
Office 585.336.2200
Fax 585.467.4406

