



# Sustainability

enough for all forever

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## A Message from Leadership

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Rochester Midland is proud to continue its efforts to become increasingly more sustainable and to support the sustainability movement with our stakeholders. In 2015 we continued to make progress in this regard as we achieved the majority of our goals and set new ones for the coming year.

At the end of 2014, Rochester Midland made the decision to close one of its chemical production facilities and to transfer the production from that facility to another Rochester Midland plant. By combining this facility with another close by, economies of scale were optimized. These changes reduced the operation of one facility thereby reducing energy consumption, greenhouse gas emissions, waste water generation, and consumption of many other precious resources.

Within our facilities we continue to strive to reduce the number of formulas produced by combining products and streamlining the product lines. Each division participates in PLS (Product Line Simplification) and has goals for improvement. This streamlining allows for larger batches of fewer products, thereby reducing energy, water, solid and liquid waste and resources; keeping Rochester Midland employees productive, active and the company profitable. Our Green Team continues to excel. They meet regularly and work with our recycling partner to further improve our performance. Our efforts have provided waste reduction through recycling as well as delivering tangible savings.

In 2015 Rochester Midland received a "Gold Award" from the Industrial Issues Committee (IIC) of the Genesee Valley Chapter of the New York Water Environment Association for being 100% compliant with our discharge and receiving no violations.

Rochester Midland continues its involvement with many groups supporting sustainability including the Environmental Trade Advisory Council for the Department of Commerce, the Rochester Sustainability Collaborative, the Southern California Air Quality Management District and the Golisano Institute for Sustainability at the Rochester Institute of Technology. Rochester Midland was acknowledged for contributing to a paper on Green Chemistry titled "Opportunities for greener alternatives in chemical formulations" published by P.G Jessop in the journal of The Royal Society of Chemistry 2015.

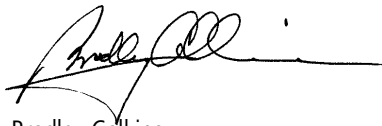
With the most recent, unfortunate outbreaks of Legionella disease in New York City and Quebec, Canada, Rochester Midland participated in the effort to eradicate the sources of this health concern by providing effective water treatment to hundreds of cooling towers throughout the city. We have invested in educating our customers and prospects across North America and the UK on effective Legionella control programs. We also continue to invest in the safety of our employees and customers

RMC continues to focus on the development and proliferation of our solid products for water treatment to reduce shipping weights, saving fuel and improving the safety for those who use the products versus their liquid counterparts. RMC received third-party certification on one additional product, bringing the total number of 3rd party certified products in our line to fifty, and applied for three more certifications. Our Facility Supplies Division has launched a new, revolutionary, cost effective proportioning and dispensing system which will allow for greater use by customers due to the system's affordability and as a result reduce chemical over-use and improve worker safety.

By offering additional paid time off for volunteering, Rochester Midland supports the efforts of our employee base and encourages volunteerism throughout the communities in which we operate. We support numerous 501-C3 organizations including, the Al Sigi Center, Seneca Waterways Council – BSA, Mercy Flight, Big Brothers / Big Sisters and of course, the United Way. RMC provides mentors and support to Rochester City School #12 as a Pencil Partner, a relationship of which we are extremely proud. We have helped connect customers looking to donate unused cleaners with the Matthew-25 Ministries, an organization that gets those products to those less fortunate who need them located in over 30 countries around the world.

RMC is fully engaged in the sustainability movement and will continue to focus its resources and efforts on sustainable solutions for health, productivity and the environment, making the world a better place and providing for future generations.

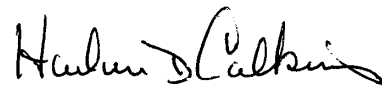
Sincerely yours,



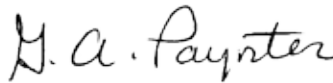
Bradley Calkins  
Co-CEO



Kathy Lindahl  
Co-CEO



Harlan D. Calkins  
Chairman



Glenn A. Paynter  
President & COO

5

We have programs that address the "triple bottom line" payoff.



People  
Training  
Automation  
Risk management  
Testing



Planet  
Energy savings  
Source reduction  
& recycling  
Lower discharge  
More responsible chemicals



Profit  
Portion control  
Energy savings  
Water savings  
Asset protection  
Productivity improvements  
Reduced absenteeism

# Mission & Values

Living our  
values

## Mission

To create safer, more efficient and healthier work environments for our customers and our team members by providing proactive solutions for the markets we serve.

## Vision

We will meet or exceed our goals by building a collegial workplace environment that fosters both individual and team growth and success. We will create opportunities to contribute, learn, innovate and develop, while offering a positive work-life balance.



## RMC Values

Keep our team members and customers safe.

Make good choices.

Make it better than it is today.

Support each other and our communities.

Have fun!



# RMC Green Resumé

- |      |  |      |  |
|------|--|------|--|
| 1982 | Rochester Midland commits to leading our industry with environmentally preferable chemistry  | 2008 | Rochester Business Journal Environmental Leadership Award<br>Founding corporate partner of Golisano Institute for Sustainability at RIT<br>U.S. EPA Designed for the Environment's Program Safer Detergents Stewardship Initiative Partner<br>Childsafe product guidelines approvals |
| 1984 | EnviroCare®/Chem is born. A complete green housekeeping product line   | 2010 | First restoration products receive third party green certification; Toilet Seat Cover GreenSeal™ certification   |
| 1988 | Pioneered the concept of Green Housekeeping  | 2011 | We completed the move into our new facility in Rochester (Town of Ogden), NY which is in process of LEED® Certification<br>5 New products listed under USDA Biopreferred program   |
| 1993 | 7 Step Green Implementation Process developed<br>National Performance Award  | 2012 | Added four 3rd party certified products<br>LEED Certification of RMC Headquarters Building   |
| 1996 | Best New Biobased Technology – USDA<br>National Reformulation Award – North American Hazardous Materials Assoc.<br>Presidential Green Challenge from EPA | 2013 | Added another 3rd party certified product<br>Achieved ISO 9001:2008 certification for US manufacturing locations<br>Joined ETTAC<br>Introduced SolidGuard solid chemicals for water treatment  |
| 1997 | White House Closing the Circle Award – Co-Recipient  | 2014 | APPA business partner<br>Healthy Schools Campaign supporter<br>Reformulated several cleaning products to remove ammonia  |
| 1999 | Pioneered the concept of Certified Green Housekeeping  | 2015 | Added another 3rd party certified green product<br>Joined AASHE<br>Introduced EZ Mix™ dispensing system  |
| 2002 | 1st Green Seal™ certified cleaning products in the world<br>Skilcraft brand partner National Industries for the Blind                                    |      |  |
| 2003 | White House Closing the Circle Award – Co-Recipient  |      |  |
| 2004 | RMC Green Housekeeping Professional Certification  |      |  |
| 2005 | First Ecologo™ certification   |      |  |
| 2007 | Healthy Schools campaign Green Team Supporter<br>First third party certified green floor care program  |      |  |



- Recipient** Green Chemistry Challenge
- Recipient** Green Seal Environmental Partner Certificate
- Recipient** National Performance Review Award
- Recipient** Best Technology from a large manufacturer at the Biobased Products Expo
- Recipient** Outstanding Reformulation Award from the North American Hazardous Materials Association.

# Sustainability Highlights

In 2015, RMC continued to work with our customers to develop the 3 P's of sustainability in their programs by reducing water and energy use, improving employee safety and providing a healthier environment.

Through our Sustainable Solution eNews, 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: [www.rochestermidland.com/contact/newsletter](http://www.rochestermidland.com/contact/newsletter).

We continued to use sustainable purchasing practices by buying locally where possible, using sheltered workshops and using renewable resources,

In 2015 Rochester Midland received a "Gold Award" from the Industrial Issues Committee (IIC) of the Genesee Valley Chapter of the New York Water Environment Association for being 100% compliant with our discharge.

On the road, we introduced two new service vans specifically fitted out for our Water Energy Division to support their work with our commercial customers. The new vans improve our service technicians efficiency and driver safety with backup cameras. The vans support more ergonomic handling of product and reduce our carbon footprint through better gas mileage.

The RMC- UK team has implemented a new policy that all company vehicles must have a mileage efficiency rate of at least 45 mpg.



# Sustainability Highlights

## Associations

Association for the Advancement of Sustainability in Higher Education - AASHE

Golisano Institute for Sustainability

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

American Chemical Society - Green Chemistry Institute

APPA and ERAPPA

Healthy Schools Campaign Green Team Supporter

Rochester Sustainability Collaborative

Southern California Air Quality Management District

Craft Brewers Association

## Seminars/Presentations/Papers

RMC co-authored a technical paper entitled "Opportunities for Greener Alternatives in Chemical Formulations", published by The Royal Society of Chemistry (Green Chem. 17,2664-2678). The paper was produced as a collaborative effort by the American Chemical Society Green Chemistry Institute (ACS GCI) Formulators' Roundtable.

RMC presented a series of Food Safety seminars featuring food safety experts talking about Biofilm removal and control, the latest on FSMA compliance, new portioning equipment, ozone applications and CIP/COP solutions.

We also presented a series of Legionella awareness forums across North America in key cities featuring control practices and risk minimization programs.

RMC presented a sustainable cleaning seminar in Bangalore, India covering GS-37 standards, the impact of safe cleaning practices on the environment and how to implement a sustainable cleaning program. Over 30 companies sent 55 attendees.

## Certifications New Products

Continued our support of 3rd party certifications for our products. We now have the following certifications

Certification	Number of Products
Ecologo <sup>®</sup>	21
GreenSeal	9
Carpet Rug Institute	2
USDA Biopreferred	9
SCAQMD Clean Air Choices	5
OMRI	4

## New Products

We introduced several new products that contributed to sustainability in several ways. A new product portioning system called EZ Mix<sup>™</sup> is a portable, off-the wall, easy to use dispensing system with reusable dispenser after each bottle use. Product labels are color and number coded in 3 languages to help ensure correct and safe usage. Product line includes many 3rd party certified products.

We introduced Proxi Encap, a patented hydrogen peroxide carpet cleaner certified by CRI. CRI's Seal of Approval is a scientific program to test and measure the effectiveness of cleaning products and equipment. The results help consumers make informed decisions and manufacturers improve their products.

RMC also introduced DfE Sabre, a heavy-duty bio-catalytic cleaner and degreaser that cuts through fats, oils and greases. Bio-catalytic action provides long term enhanced cleaning to keep floors and grout spotless while reducing the risk of slip and falls.

We created a new aggressive cleaner, FA-6700, that reduces cleaning time with resultant reduction in labor, water and energy.

In the odor control category we introduced 2 new products. First, Fragrance-Free Sanor<sup>®</sup>, which addresses need to reduce VOCs to improved IAQ. Second, Oxygen Fresh Air, which uses oxygen based fuel cell technology to neutralize odors.



# Innovation

The primary focus of RMC is to create new products and improve existing products that support our goal of sustainability for ourselves and our customers. Each year products are reviewed and changes are made to minimize the chemical hazards, to decrease the effects on health and the environment, and to reduce our carbon footprint. These practices are also kept in mind when formulating new products, driving innovation to use more biobased, renewable raw materials that provide not only the best performance, but also improve package recycling and support our Corporation's overall objective of sustainability.

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A new product portioning system called EZ Mix is a portable, off-the wall, easy to use dispensing system with reusable dispenser after each bottle use. EZ Mix lowers the overall cost of the dispensing system making it more accessible to the market while still providing the benefits of shipping concentrates instead of ready to use products. Product labels are color and number coded in 3 languages to help ensure correct and safe usage. Product line includes many 3rd party certified products.

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RMC also introduced DfE Sabre, a heavy-duty bio-catalytic cleaner and degreaser that cuts through fats, oils and greases. Bio-catalytic action provides long term enhanced cleaning to keep floors and grout spotless while reducing the risk of slip and falls.

We continued work on our Water Energy "solid" products, adding formulations and improving others. Solids use reduces fuel usage and CO<sub>2</sub> in the atmosphere. Safe chemical handling is improved since there are no liquids to spill and no heavy drums to handle.

We created a new aggressive cleaner, FA-6700, that reduces cleaning time with resultant reduction in labor, water and energy.

In the odor control category we introduced Oxygen Fresh Air, an environmentally friendly and sustainable oxygen based fuel cell. This technology is not dependent on using harmful pressurized gases. Its ingenious design works against gravity to continuously and silently dispense measured quantities of pure fragrance oil, 24/7/365, to neutralize odors and enhance indoor work and living environments. The new dispenser does not mask odors but neutralizes them thus preventing odors from re-emerging. This technology is not dependent on the use of high pressure propellants making it safer to use around human beings and helps reduce the impact on our environment. All components, including the refill cartridges, are 100% recyclable.



Environmentally preferable products and services are an important part of today's global economy. Both the private sector and governments around the world are looking for green products, services, LEED buildings, and progressive national policies to reduce greenhouse gases. Rochester Midland's products and expertise plays an important role in this initiative.

While the EnviroCare® product line continues to be our leading biobased ingredients brand, we've made refinements with the EZ Mix system, lowering the overall cost of the dispensing system while still providing the benefits of shipping concentrates instead of ready to use products. We expect the lower price points to help us gain traction in overseas markets where the environment is becoming a bigger priority, including Latin America, the Middle East, India, and Australia. Our newest partner in the Middle East is a woman-owned water treatment business in the United Arab Emirates, and they have made green products and operating principles a cornerstone of their strategy. In India, our local partner recently hosted a conference on green cleaning products and procedures, while one of RMC's business unit managers conducted a training session on RMC's green product line. In the UK our water treatment business had another year of growth, successfully controlling legionella across its customer base while achieving significant savings for our customers in the areas of water use reduction, reductions in water discharge fees, and lower energy costs. The UK team places a premium on training and safe practices, and now has a policy in place that all company vehicles must have a mileage efficiency rate of at least 45 mpg.

With the US dollar currently near all-time highs against other key global currencies, it will be even more important in 2016 to focus on ways to get our products to market more efficiently. In addition to exports, we'll be evaluating other options, including local production under license, to continue to grow RMC's expanding global business.

## Rochester Midland Corporation

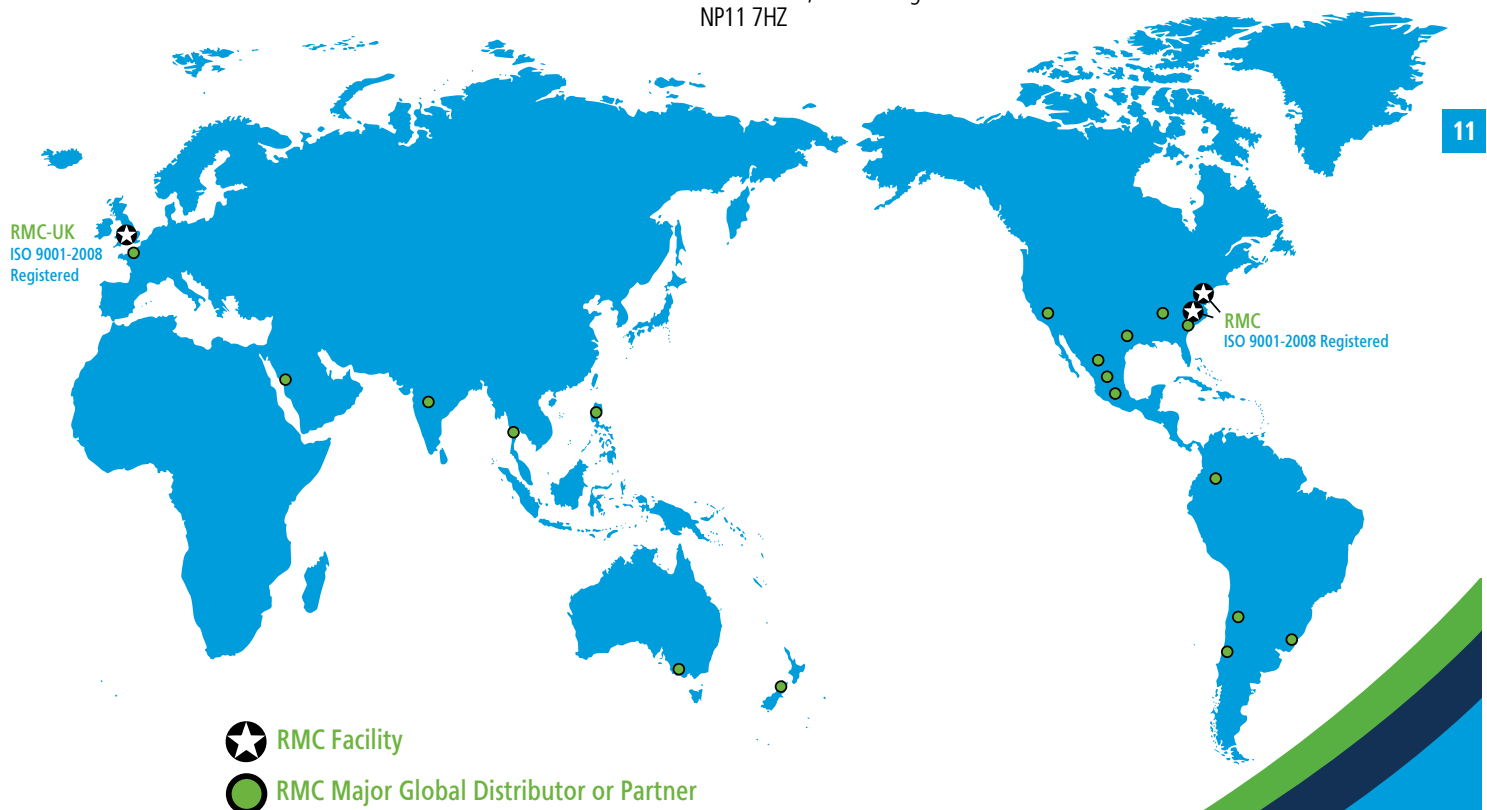
155 Paragon Drive  
Rochester, NY 14624 USA

## Rochester Midland Corporation

143 Mills Road  
Ajax ON Canada L1S-2H2

## Rochester Midland Corporation (UK) Ltd.

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



# Stakeholders



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## Employees

In 2015 we celebrated our growing success as a corporation. We owe that success to the extra efforts of each of our employees, no matter where they are and no matter what job they perform. Our employees' well-being, health, safety, work-life balance, fair rewards, living wage, learning and growth all contribute to sustaining a workforce prepared to bring us closer to reaching our goals for the future.

Each employee's 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 posting 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 who have a passion for success.

We are an equal opportunity employer, 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. On-going training takes place in many formats. There are group trainings on site, webinars for those employees who work from their homes, and individual required trainings arranged through the Company intranet. Employees are encouraged to continue their education and/or attend offsite work-related or web-based training seminars that will enhance their effectiveness on the job. Our Employee assistance Program (EAP) offers a full range of online training for both personal and professional development. Flexible scheduling is available, as far as education is concerned, where practical.

Our annual Performance Management program clarifies the expectations and measures the success of each team member in their role toward supporting RMC's goals. Our Employee Development Self-Assessment form is available in English, Spanish, and Laotian which creates the opportunity for open conversation between all of our employees and their managers. Compensation of each individual is 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 to set new ones, thereby building communication and feeding their desire for success. We collaborate in order to gain the rewards from work that are most important to each individual. We will reward our employees commensurate with their contributions and level of performance.

# Employees

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 our future leaders. To improve the work-life balance of our employees, we introduced a more generous vacation benefit that essentially provides more annual vacation hours credited sooner based on years of service. We continue to provide the Employee Assistance Program, a free service to our employees. Many employees have taken advantage of our EAP's free counseling and referral services for themselves and their families residing in the same household. We treat each other, our customers, our suppliers, our neighbors, and all others with whom we have contact with respect at all times.

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 employee wellness is taken seriously. Our Workout Room at our corporate location in Ogden provides a variety of equipment to help our employees achieve their exercise goals. It's open Monday through Friday during work hours until 6pm. In 2015, we provided a computerized sit-down blood pressure monitor that was placed in our Corporate Workout room. Our current medical plan and our EAP also provide discounts on gym memberships for employees who may want to invest in a gym near their home.

By offering additional paid time off for volunteering, Rochester Midland supports the efforts of our employee base and encourages volunteerism throughout the communities in which we operate. Our employees volunteered over 5,000 hours of their time in 2015.

We support numerous 501-C3 organizations including, the Al Sigl Center, Seneca Waterways Council – BSA, Mercy Flight, Big Brothers / Big Sisters and of course, the United Way. RMC provides mentors and support to Rochester City School #12 as a Pencil Partner, a relationship of which we are extremely proud. We have helped connect customers looking to donate unused cleaners with the Matthew-25 Ministries, an organization that gets those products to those less fortunate who need them located in over 30 countries around the world.

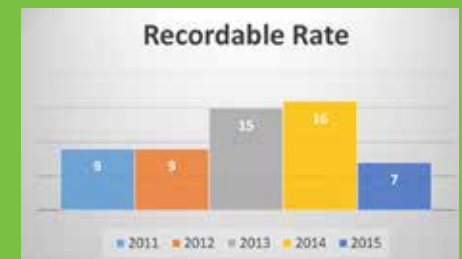
## Safety

In support of our mission to create a safer, more efficient and healthier work environment, Rochester Midland Corporation strives to ensure the health, safety and well-being of our employees and our customers. The company is committed to continuous improvement in this area and at Rochester Midland Corporation, safety is everyone's responsibility.

### 2015 Safety Performance

In 2015 when compared to 2014, Rochester Midland Corporation's DART rate worsened by 6.4%, its report of injuries case rate improved by 38.1%, its recordable case rate improved by 53.3% and its days lost rate stayed even with a 0% change, compared to the prior year. The following table summarizes the company's Health and Safety performance from 2011 through 2015.

Our safety goal for 2015 is to continue educating employees on safe behaviors which will ultimately lead to additional decreases in Lost Time Incidents and our DART rate. These decreases also contribute to overall employee welfare which assures that we will continue to be sustainable in the future.



# Shareholders

## Our Shareholders

The 80/20 program based on the Pareto Principle has had a favorable impact in virtually every area of our business. The creation of positive cash flow as well as significant increase in operating income are just two of the many positive impacts from changing our focus from an operating approach where every product and every customer is treated equally to one where the most profitable products and most valued customers receive higher priority and attention.

This can be demonstrated through the use of time and attention by our company. Prior to 80/20 our sales and support teams treated each customer virtually the same with respect to time. We learned that the top 25% of our customers provide 89% of our sales and equivalent profit while the bottom 25% of our customers only contribute 1% of sales and equivalent profit. The company segmented our customers and our products based on a time, value, return model that provided the basis for this year's outstanding profit performance.

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.



# Recovery

January to December 2015 - Corporate Headquarters

Total Material Recovered: 98.2 Tons

Landfill Reduction: 453.5 Cubic Yards

Energy Saved: 802150 kWh

Carbon Dioxide Emission Reduction: 408.2 Metric Tons CO<sub>2</sub>

Water Saved: 2571590 Litres

Oil (Petroleum) Saved: 471.9 Barrels

Trees Saved: 1513 Mature Trees

72%  
Diversion Rate from Landfill

15



# Communities

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## 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 that we helped this year:

James P. B. Duffy School #12

Boys & Girls Mentoring Programs

United Way of Rochester & United Way Day of Caring

YMCA

Boy Scouts of America

American Cancer Society

Meals on Wheels

Big Brothers Big Sisters

Alzheimer's Association

Veteran's Administration Hospital

American Red Cross

Numerous youth athletics programs

Lions Club

Canadian Cancer Society

American Diabetes Association

Susan Komen Race for the Cure

So many of our employees have a passion to serve their personal causes. They may volunteer at their local church, elementary school, and non-profits that ultimately help a relative or loved one.

We offer a Volunteer Day, a paid day off each year, which an employee may elect to use to participate as a volunteer in a charitable event or support a local community initiative. Our employees volunteered over 5,000 hours of their time for community organizations in 2015.

Contributions on behalf of the Company were made to:

The Greater Rochester Humane Society

The Golisano Institute for Sustainability at RIT

Multiple Sclerosis Society

The Al Sigl Center for people with disabilities

Sponsorship for RIT Student R&D Competition

Seneca Waterways Council, BSA

### Mentoring Programs at School #12

RMC and our pencil partner, James P.B. Duffy School #12, have established successful mentoring programs for boys and girls in the fourth through sixth grades over the past four years.

#### Boys' Program

The boys mentoring at School 12 is a hands-on program in which a group of young men in grades 5 and 6 learn life lessons through monthly meetings at their school. The program is directed by a group of men from RMC and a few outside volunteers. The "Mentors" are paired with a boy, known as a "Mentee" and act as a role model to the younger boys. During each monthly meeting a new life lesson is discussed. Each mentor assists their mentee in learning these through games and activities. These activities help to foster each mentee providing the opportunity for individual growth in character development and decision making. The lesson plans have a beneficial impact on all participants, mentors and mentees alike, allowing for growth and keeping all involved dedicated to be the best they can be. RMC has been involved in this program for 6 years now and it has been continually improving with each year. Last year was a success with the

# Communities

group going on a field trip tour of R.I.T. and having the Assistant Provost for Academic Affairs speak to the boys about what Science, Technology, Engineering and Mathematics (STEM) colleges have to offer. This year we are four meetings in with some lessons including, communication and trust, and leadership traits. We have another few sessions remaining, with a science experiment day, another field trip, and even an end of the year kick ball game. This program is a great success, especially in the last few years and will hopefully continue for the future youths of Rochester.

## The Girls' Program

Our Mission statement for the girls mentor group is "We are here because we want you all to succeed in your education. This means we want you to graduate High School and go on to College or a trade school to fulfill your dreams. We'll meet once a month for the next 7 months and are hopeful that in those sessions with you we can give you advice, tools, tips and life lessons from our experiences so you can succeed.

We are going to have a fun year and hopefully you will develop strong friendships with each other, we will build each other up and inspire each other to be our very best."

We are in our 4th year with a new group of 5th grader girls. The girls worked together and named their group "The Princess Scholars". These girls will be together for 2 years in the mentor program that will build a strong foundation for long-term success, personal empowerment and leadership in their communities.



# Fit for Life: Sustainable Solution for Life!

Fit for Life 2015! This was the 6th year for our Wellness Program and we are happy to unequivocally announce that our award-winning program is a SUCCESS! Between a dedicated Wellness Team and very engaged employees we have made great changes! For example, in the last 3 years our medical cost increases decreased significantly. Much of that has to do with participation in Fit for Life. Employees who participate and achieve Gold Level Medical are reaping the rewards with premium and health reimbursement account incentives. We encourage employees to participate and realize the financial reward for achieving Gold Level Medical in 2016! It's important to note that this program is entirely voluntary, there is no penalty for non-participation – however there are great rewards to be earned for those who participate.

Here is a summary of the programs we ran in 2015. Employees can earn a Gold Star toward the Worry Free Day (WFD) or \$100 in their pay by participating in specific programs. Specified programs also count toward 2016 Medical Premiums (Gold, Silver, and Bronze). We started the year on the right foot in 2015! The EAT WELL LIVE WELL challenge was very well received last year and it was a great way to start the year. Employees are given a pedometer, supplied by RMC, and prepare to get moving and start eating more delicious fruits and veggies! EAT WELL LIVE WELL is a team-oriented competition – and that's always great fun! At the same time, we'll also ask employees to enter their blood pressure numbers into the EAT WELL LIVE WELL site. (It's totally confidential) because there's a Blood Pressure Challenge during the month of May and we want to win it. To win, our Company just has to have a higher percent of participation than all other competing companies. We also thought checking Blood Pressure reading regularly was important, so we have a blood pressure unit in the brick and mortar locations. It is available for anyone to use and track their own reading.

Biometric screenings are offered in the second quarter and are held in each of the brick and mortar locations. If employees work in the field and live near any of the brick and mortars, they can come in and have their screening done. Either a biometrics screening or a physical are a requirement to get to Gold 2016 – we like to make it as easy as possible for employees to achieve Gold! In May we offered our annual Walk to Wellness, a 4-week program. For those in Rochester, this coincides with the JP Morgan Chase Corporate Challenge. In July, we participated in the RMC Summer Olympics. This is a truly fun, team-spirited competition. RMC Olympics runs for two weeks during July. To reap the bounty of the harvest, we offered Mission: Nutrition in mid-August and ended 4 weeks later in September. In Rochester we actually had a relay race/walk in our parking lot. We had teams and passed a bottle of vitamin water instead of a torch. There were a cheering crowd and many laughs. We used this as our kick off function. Our final Fit for Life program of the year was once again the Stress Solution. We feel this program is so timely – revolving around holiday and end of year stressors.

Our employee wellness is taken seriously. Our Workout Room at our corporate location in Ogden provides a variety of equipment to help our employees achieve their exercise goals. We added two brand new bikes and a used elliptical unit in 2015 to enhance and round out the tools to help us keep fit. The room is open Monday through Friday during work hours until 6pm. Our current medical plan and our EAP also provide discounts on gym memberships for employees who may want to join a gym near their home.



# Our Customers

RMC, like most chemical companies, had a major initiative to implement the total shift in labeling, SDS documentation, training updates, conversion of charts and tags and supporting literature to comply with OSHA's GHS program effective June 1, 2015. We achieved compliance ahead of schedule for RMC and assisted our customers through awareness and compliance training programs for their employees.

Significant progress has been made in each Division to provide more sustainable solutions for health, productivity and the environment. Some key examples of our success in "raising the bar" have been noted in the individual Division Product Review section.

The expansion of communication programs using cloud-based technology, in person seminars, webinars and on-line self-directed learning modules and expanded R&D and technical service programs to increase biobased and 3rd party green certified programs for the workplace were continued and expanded in 2015.

## **Sustainable Solutions:**

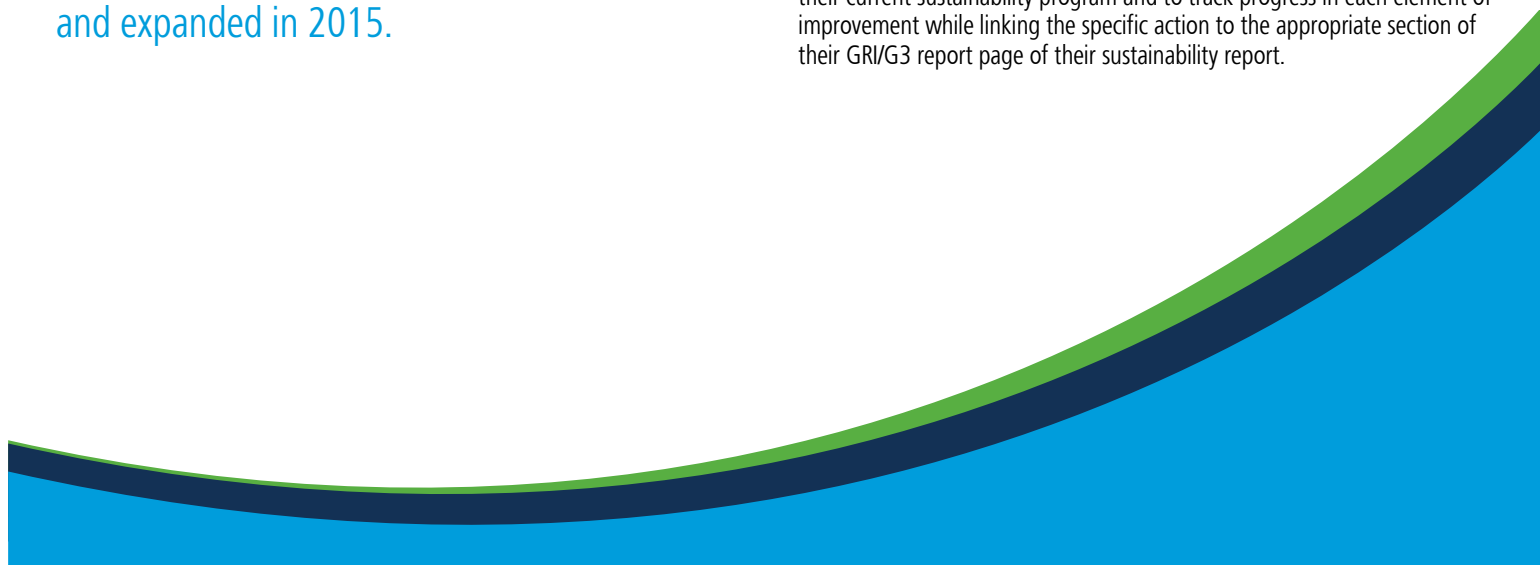
RMC increased the level of automation, face-to-face as well as on-line customer training, cloud-based data management, chemical reformulation to reduce risk and improve ergonomics. An example of this support came when there were major Legionella outbreaks in Canada and the U.S. and new regulations as well as training requirements were promulgated with very short time lines. RMC rallied with all the compliance data and processes needed as well as a number of regional seminars for our customers to keep them current with the evolving requirements. All these are part of our focus on the People (Social) aspect of sustainable solutions.

The development and expansion of sales of solids and super concentrates have also reduced the carbon foot print of the supply chain since there is "less water" shipped with each product. Packaging has also been reduced to lower the impact of solid waste. Formulas have been reviewed and re-engineered to reduce or remove EPA listed chemicals to reduce or eliminate these byproducts in the wastewater or air. VOC reduction or elimination is one example of this reformulation program. All these efforts contribute to improvements in the Planet (Environmental) aspect of sustainable solutions.

The final area of focus is on improving the efficiency and effectiveness of our customer's operation. The expense for the programs that RMC provide to our customers is a relatively small percent of their overall budget but the benefits from the use of our programs have a major impact on operating efficiency. Keeping our customer's "Brand Safe" with our Food Safety Division programs is one example. A product recall or down time at a food plant is much more expensive and potentially damaging to the brand than the cost of the chemistry needed to keep the plant clean and safe. Keeping the heat exchange surfaces clean at our Water Energy Division customers is another example. The cost of energy is much higher than the cost of a water treatment program. Removing scale and minimizing corrosion increase the heat transfer efficiency, save money and extend equipment life. These are both examples that contribute to the Profit (Financial) aspect of sustainable solutions.

We have again expanded the subscriber list of our Sustainability eNewsletter by 56% in an effort to continually educate our customers on areas for improvement and progress being made in all 3 areas of sustainable solutions for health, productivity and the environment.

The Sustainability Scorecard is a new tool to help our customers to baseline their current sustainability program and to track progress in each element of improvement while linking the specific action to the appropriate section of their GRI/G3 report page of their sustainability report.



# Food Safety

Food manufacturers are making strides like never before in their quest for more sustainable operations. Food Safety programs are becoming more comprehensive and include support and guidance with sustainability. Sustainability is really about becoming more efficient with resources so that improvements can be made in the People, Planet and Profit areas of sustainability. Think about some of the key areas that a food safety program might cover. The first would be with chemical products. Properly designed chemical products will improve cleaning time. With improvements in cleaning time, things like water, energy and labor expenses will decrease. When the chemistry is used in conjunction with dispensing equipment, the biggest benefit is in the area of worker safety, but controlled product dispensing also brings benefits in minimizing overuse of chemical, which affects the Planet and Profit areas of sustainability.

Our BrandGuard® food safety program provides our customers with the tools to become GFSI accredited and at the same time increase sustainability in their plant by improving their bottom line and reducing their carbon footprint.

## Case study

A partner in the aseptic beverage industry has many CIP tanks that utilize a great deal of water daily between product needs and cleaning and sanitation. An opportunity was identified to reduce water by reusing some of the water in the CIP tanks. 1,752,000 gallons of water annually were saved with this process change.

Another process change involved a reduction in time for acid washes. This brought a savings of 8 washes per day totaling 70 minutes. A reduction in time improved labor, water, energy and chemical costs, and freed up time for additional production.

## Total realized annual savings: \$127,394

### Re-use water in CIP tanks

Annual gallons saved	1,752,000
Annual dollars saved	\$4,187

### Reduced wastewater from first step

Annual gallons saved	1,752,000
Annual dollars saved	\$10,932
Reduction in acid washes (8 washes per day)	7,008 gallons, \$21,024
Increased production output with reduction in sanitation time	3,650 units, \$91,250

### People

Improved cleaning time and reduced exposure to chemicals improves worker safety

### Planet

Reduced water and wastewater use  
Improvements in chemical use and waste

### Profit

Reduction in labor  
Less water and wastewater  
Improved sanitation costs  
Increase in production output  
Improves life of equipment

# Facility Supplies

Rochester Midland's Facility Supplies Division has long been a pioneer in sustainable, third party certified green product development for institutional and industrial cleaning. Certifying over 30 products with GreenSeal, EcoLogo, and USDA Biopreferred over the past 15 years, Rochester Midland has always been an industry leader.

Throughout that period Rochester Midland also developed a Certified Green Housekeeping training program and Sustainability Certification program to ensure institutional and industrial consumers had the best training and support tools for their sustainability initiatives within cleaning and sanitation programs.

**2015 marked opportunities for the Facility Supplies Division to innovate with new product development for even more 3rd party certified products and programs supporting our customers' sustainability efforts. The products below were developed and submitted to GreenSeal, EcoLogo or Carpet and Rug Institute for third party certification:**

- DfE Sabre – Bio-catalytic cleaner and degreaser
- Perfecto 7 – Neutral cleaner and degreaser
- Proxi® Encap – Hydrogen peroxide carpet encapsulation cleaner
- DfE Alpha 3 – Industrial cleaner and degreaser
- Enviro Care® Floor Stripper – improved formulation
- EZ-Mix™ – off the wall dispensing system featuring multiple 3rd party certified products
- Closed packaging systems for Supermarket sanitation cleaners and sanitizers

These innovative formulations continue to expand upon Rochester Midland's commitment to offer customers 3rd party certified products that perform exceptionally well while offering safer chemistry with less impact on the environment and consumers' bottom line. Additionally, with training and support Rochester Midland programs assist consumers' sustainability efforts with measureable improvements in safety, environmental impact, cost savings, and energy and resource consumption through cleaning and sanitation programs.

# Water Energy

## Solid Sustainability Does Not Come in a Drum

Traditionally, water treatment companies have relied on liquid product forms to protect, maintain and extend the life of their customer's equipment. Liquid formulations work well. However, they do have drawbacks from a safety, ergonomic and environmental point of view. Liquids must be handled carefully as they tend to spill. When spills happen, trips and falls can and do occur. Another safety concern is spill clean-up. When a spill occurs, workers are highly focused on absorbing the liquid. They can splash themselves or get the material on clothes or skin and the burns or skin reactions can be severe.

In addition to slips and spills, moving five hundred pound drums with a dolly can also get operators into trouble as back strains and knee injuries are common with this activity. Provided the drums get into place in the mechanical room with no injuries, the next concern is the clutter these packages cause. Eventually, there is no room to move around and navigation requires "stutter steps" and squeezing through small openings. Consequently, the safety and ergonomic aspects of liquid formulations leave some customers unsatisfied with their chemical program, which is understandable. To this point, the "people" concerns with liquid chemical programs have been summarized, but there are also "planet" problems with liquids. Liquid formulations are normally 50-90% water and water is heavy. That means that the five hundred pound drum contains between two hundred and fifty and four hundred and fifty pounds of water weight that has to be transported by truck. That adds up to hefty shipping bills that are ultimately paid by the customer and lots of extra CO<sub>2</sub> in the atmosphere from truck fuel.

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At RMC the Water Energy Division is committed to sustainable offerings wherever possible. Pails, drums and totes are still available-along with safety training. Alternatively, practical and effective paste and disc solids are also available. The latest generation of solids has made significant advances, including: uniform dissolution rates, complete solubility, and robust, dependable applicators. The safety benefits of solids are much higher relative to liquids as packages weigh less than fifty pounds. Individual paste jars or solid discs are twelve pounds or less and there is no liquid to spill. The applicator units are wall mounted, secure and neat and this can dramatically improve the tidiness of any mechanical room. The benefits of solid technologies in the areas of safety and ergonomics are clear, but there are also hefty environmental benefits.

Consider the example of a 2 drum order shipped by LTL a distance of 100 miles versus an equivalent order of a solids formulation containing 8 gallons of paste solids. The drum order has to go on a diesel box truck that gets 8 mpg. The solids order goes on a UPS truck that gets 13 mpg. Assume both use diesel fuel and that the fuel costs \$2.50/g. The box truck travels the 100 miles using 12.5 gallons of diesel. The UPS truck uses 7.63

gallons, so the savings in fuel is 4.75 gallons or \$11.87. Not bad, but there are also nice savings in the greenhouse gases generated. Assuming a savings of 4.75 gallons and that each gallon of diesel burned creates 22.2 lbs. of CO<sub>2</sub> (EPA), the total savings for the planet is 4.75 gallons of diesel that can be used elsewhere and 105.4 lbs. less of CO<sub>2</sub> in the environment. Now, imagine that this trip is repeated thousands of times a year in the normal course of RMC's business...

At RMC, we are proud to serve our customers with the option of more sustainable products. Sustainability enhancement requires that improvements are better for people (safety and convenience), planet (lower fuel consumption and greenhouse gases) and profit (saving customers time and resources). Solids are one way we can provide effective asset protection with more sustainable technology. In fact, RMC has an active R & D program dedicated to solids technology and is making significant progress in the area of increased solids concentration and energy reduction in the manufacturing and curing process. These developments will result in increased convenience, safety, fuel and greenhouse gas savings, and lower total costs to RMC customers.

### Sustainable Benefits of Solid Technology



#### People

- No liquids to spill – reduces the risk of slips and falls
- No offensive odors
- No heavy drums to handle – reduces the risk of injury and workers' compensation claims
- Less testing and drum handling means more time for important projects in the plant



#### Planet

- Solids use equals reduced fuel usage and CO<sub>2</sub> in the atmosphere
- Reduced water usage preserves a valuable resource
- Reduced chemical usage means less contaminants returning to the environment



#### Profit

- Reduced weight of solids equals reduced shipping costs
- No drum disposal costs with solids
- Frees up floor space
- Solids may be used to qualify for LEED® certification points

## CleanAir adopting an innovative & sustainable air quality fragrance delivery system

### Comparing Aerosol technology to Oxygen powered fuel cell technology

One of our primary focuses of the CleanAir Division in 2015 was the promotion of environmentally friendly and sustainable oxygen based fuel cell technology called "Oxy-gen". This technology is not dependent on using harmful pressurized gases, instead its ingenious design works against gravity to continuously and silently dispense measured quantities of pure fragrance oil, 24/7/365, to neutralize odors and enhance indoor work and living environments. Unlike other air care products which could be affected by air-flow, room temperature, humidity and even altitude Oxy-gen is mostly immune to these environmental factors. This new dispenser does not mask odors but neutralizes them thus preventing odors from re-emerging. This technology is not dependent on the use of high pressure propellants making it safer to use around human beings and helps reduce the impact on our environment.

This new product is environmentally friendly and sustainable since all components including the refill cartridges are 100 % recyclable, the refills contain only pure non-toxic fragrance oils, it is easy to set up and does not require frequent servicing, it does not result in chemical spills, and it does not generate harmful emissions or gasses. These features make Oxy-gen air fresheners an ideal product for buildings that aim to obtain the environmentally friendly LEED certification.

Today, RMC services over 2,200 locations across Canada and the U.S. each month. Based on the approximate consumption across these locations, by use of this new technology, CleanAir contributes to the preservation of the environment by preventing the release of approximately 112,500 lbs of VOC's annually into the environment. Additionally, by using our Oxy-gen refills which require changing once every two months, these locations are able to prevent approximately 2,200 empty aerosols cans from being added to our landfills each month.

CleanAir Sales Managers are engaging with and educating our customers about the benefits of using fuel cell technology such as Oxy-gen for odor control in the washrooms. More and more customers are adopting our fuel cell technology based Oxy-gen units. Not only are existing customers switching to Oxy-gen but new customers are also being acquired based on the benefits of our product and technology. CleanAir continues with its customer engagement and marketing efforts to popularize and strengthen the position of this win-win-win solution where the customer gets a better environmentally friendly product requiring less frequent maintenance, the environment is positively impacted and CleanAir wins new business.

- Contains Neutralox Odor neutralizer
- Low VOCs: No harmful emissions, solvents or propellants
- Can reduce the amount of VOCs being emitted by up to 90% when compared to aerosol cans
- The refill is 100% recyclable and safe to dispose of in your regular plastic recycling waste
- Less waste, safer storage
- Works against gravity so the fragrance oil won't pool or leak
- Consistent Service Program



# Operations

Total electricity use in our plants declined slightly during 2015 from 2014 (-1.6%), even with the double digit production increase. Natural gas use also decreased 4.3% from 2014 which is another positive sign of our focus on sustainability. Because of this, our total greenhouse gas emissions (GHG) (as metric tons of CO<sub>2</sub> equivalents) decreased 2.5% from 2014 to 2015, again showing improved sustainability through the use of fuel and electricity. 2015 was a very good year for improved manufacturing and distribution since we increased production at a double digit rate while reducing our carbon footprint (GHG) by 2.5% from 2014 and 31% from our baseline in 2011. We were able to surpass our 2015 GHG reduction goal of 25% by 6%.

Although shipments of universal waste increased from 854 pounds in 2014 to 1900 pounds in 2015, current shipments are a fraction of what they were in earlier years from 2010-2012. Universal waste continues to be recycled in a new and highly successful recycling program instituted in 2013 for all facilities. Cascade Recovery reports that we have reduced waste management costs by 8.6% year over year. Hazardous waste shipments in 2015 were up 66.5% over 2014 due to manufacturing plant consolidation and the requirement to dispose of obsolete raw materials and finished goods.

Finally, RMC's safety record continues to be very impressive, however we went up to 4 lost - time incidents reported for all plants in 2015. Our safety performance is 1.66 (days away, restricted, or transferred) when compared to the industry average DART rate of 2.5 (days away, restricted, or transferred), showing a strong commitment to safety and an overall favorable performance when compared to this national metric.

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RMC continued its recycling programs in 2015, placing recycling containers and tasteful awareness graphics throughout the Ogden manufacturing facility. This was a key component of RMC's Green Team program to quantify cost savings from our sustainability efforts. Training seminars were conducted for all staff to inform them of the new program, and provide instruction as to what and where materials could be recycled. Our partner in the reduce, reuse and recycle program, Cascade Recovery, reported that RMC was able to save \$2,117 in 2015 through cost avoidance and recovery and absorb the increased production from sales growth and plant consolidation. RMC intends to expand this program to our IL plant and advance the company to a "Zero Waste to Landfill" status.

RMC also continued its partnership with the Sustainable Material Management Group of Cascades Recovery to increase the efficiency of our recycling program in 2015 as noted above. As a result of this effort, the following results were achieved:

- 98.2 tons of material recovered
- 453.5 cubic yards of landfill volume saved
- 802,150 KWH of electricity saved
- 408.2 metric tons of CO<sub>2</sub> of greenhouse gases reduced
- 679,342 gallons of water saved
- 471.9 barrels of oil not used
- 1513 mature trees saved

Rochester Midland is committed to the utilization of raw materials with recycled content and increased 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 expanded the use of the sustainability certification training program that had been provided for all sales personnel since 2013. As a result of this initiative, we believe that RMC will continue to develop, manufacture, and sell more green products, so less hazardous chemicals will be used in production and thus less discharged as waste materials. RMC merged its ISO 9001-approved Quality Management System (QMS) with our Canadian subsidiary's ISO 9001-approved QMS in 2015, resulting in increased effectiveness with the use of a single system. 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.

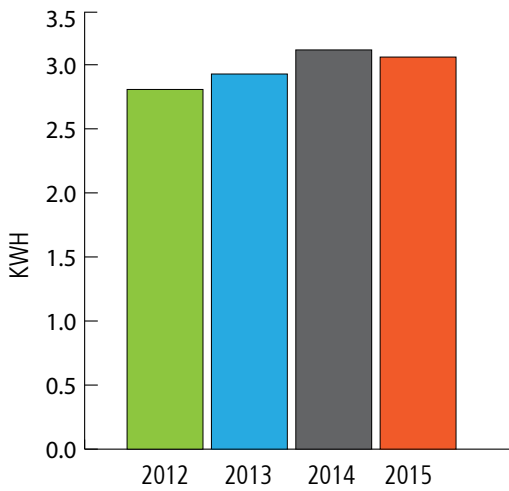
Finally, RMC continued the compilation of metrics started in 2012 for all four of our major facilities in the United States – Ogden, New York; Riverside, California; Randleman, North Carolina; and Aurora, Illinois. The Riverside facility manufactures paper products and serves as a distribution center. The Randleman facility serves as both a customer service and distribution center, although no manufacturing occurs at that location. Metrics for both 333 Hollenbeck Street (which was sold in 2013) and Ogden are reported for New York State for the years 2012 and 2013. 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 based on consumption of electricity and natural gas, and reported in metric tons of CO<sub>2</sub>-equivalents using the EPA Center for Corporate Climate Leadership GHG

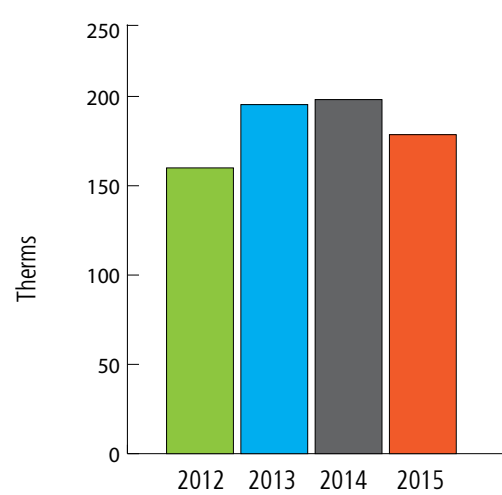
# Operations

The Operations report for 2015 summarizes use for all North American facilities from 2012 through 2015.

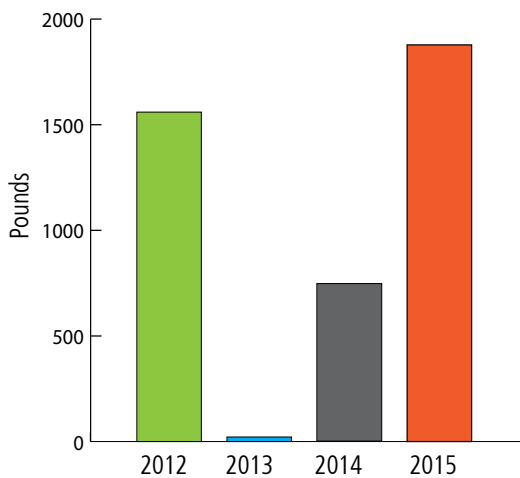
### Electricity Consumed



### Natural Gas Consumed

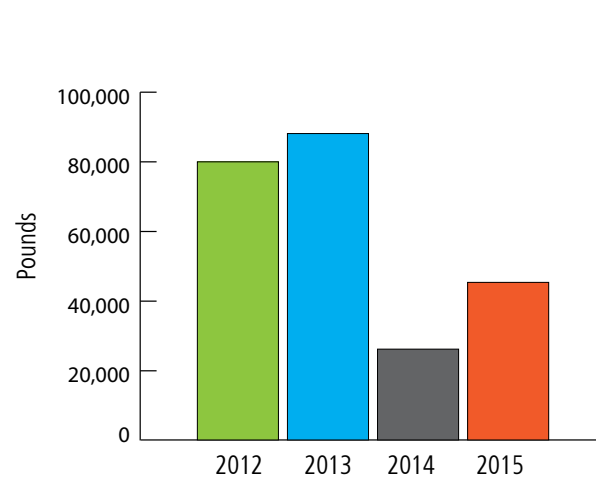


### Universal Waste Shipped

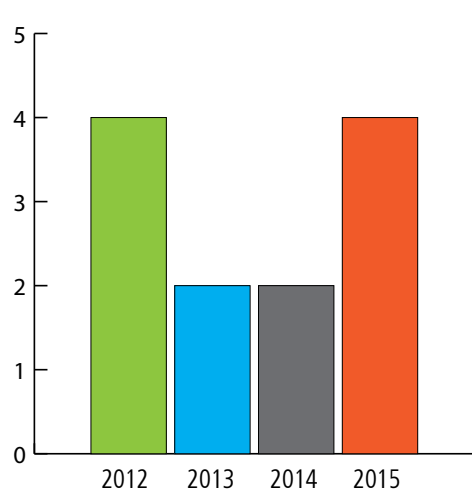


\*No Universal Waste was shipped out of either New York or Illinois in 2013.

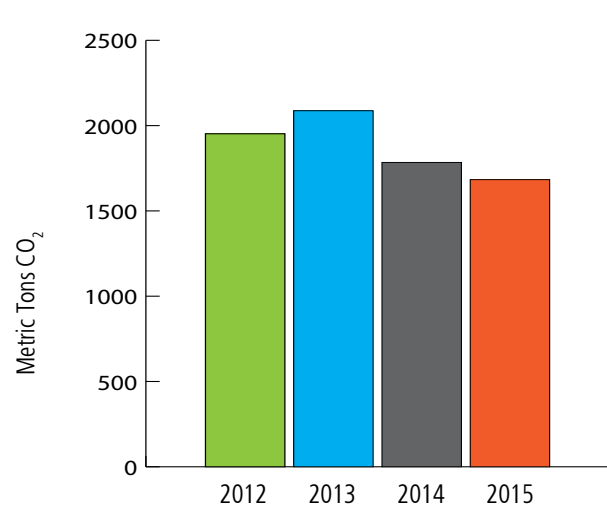
### Hazardous Waste Shipped



### Lost Time Incidents



### Greenhouse Gas Emissions



# Operations

The Operations report for 2015 summarizes use for all North American facilities from 2012 through 2015.

## 2015 Metrics for US Facilities

Metric	Units	New York	Aurora	California	Randleman	Total
Natural Gas	therms	140,667	41,114	0	6,630	188,411
Electricity	KWH	2,088,418	417,607	489,900	86,542	3,082,467
Water	gallons	3,459,000	756,100	11,662	0	4,226,762
Wastewater	gallons	2,911,994	894,000	0	0	3,806,000
Hazardous Waste	pounds	44,400	1000	0	0	45,400
Universal Waste	pounds	1900	0	0	0	1,900
Greenhouse Gases	metric tons CO <sub>2</sub> equivalents	989	505	136	78	1708
Lost Time Incidents	#	0	2	0	2	4

Metrics for each plant were summed for 2012 through 2015 and are reported below to show progress in sustainability initiatives.

## Comparison of Consolidated Metrics for US Facilities

Variable	Units	2012	2013	2014	2015
Natural Gas	therms	164,369	193,266	196,945	188,411
Power	KWH	2,850,198	2,887,200	3,133,943	3,082,467
Water	gallons	4,327,411	4,789,032	6,067,142	4,226,762
Wastewater*	gallons	889,011	782,676	3,021,146	3,806,000
Hazardous Waste	pounds	79,575	86,542	27,219	45,400
Universal Waste	pounds	1,650	23	854	1,900
Greenhouse Gases	metric tons CO <sub>2</sub> equivalents	1,949	2,107	2,037	1708
Lost Time Incidents	#	4	2	2	4

\* Wastewater data was not available for Rochester for 2012 and 2013.

As noted from the above charts, this data shows mixed results.

- Total natural gas consumption for all plants decreased 4.3% from 2014 to 2015.
- Total electricity consumption also decreased slightly (1.7%) during the same period while total production for all facilities increased as a further positive sign of progress on our sustainability goals.
- Water use decreased by 31.1%, largely due to better control of sanitation and rinse procedures in chemical manufacturing facilities, which consume more water. This was accomplished while increasing production at a double digit rate between 2014 and 2015. In addition, irrigation requirements in Riverside also were better controlled in 2015 versus 2014. With water increases in chemical production facilities, it can be expected that wastewater generation will increase as well, and this was also noted. We plan to link future sustainability goals to a variable in our operation. For example, wastewater as a percent of total chemical production.

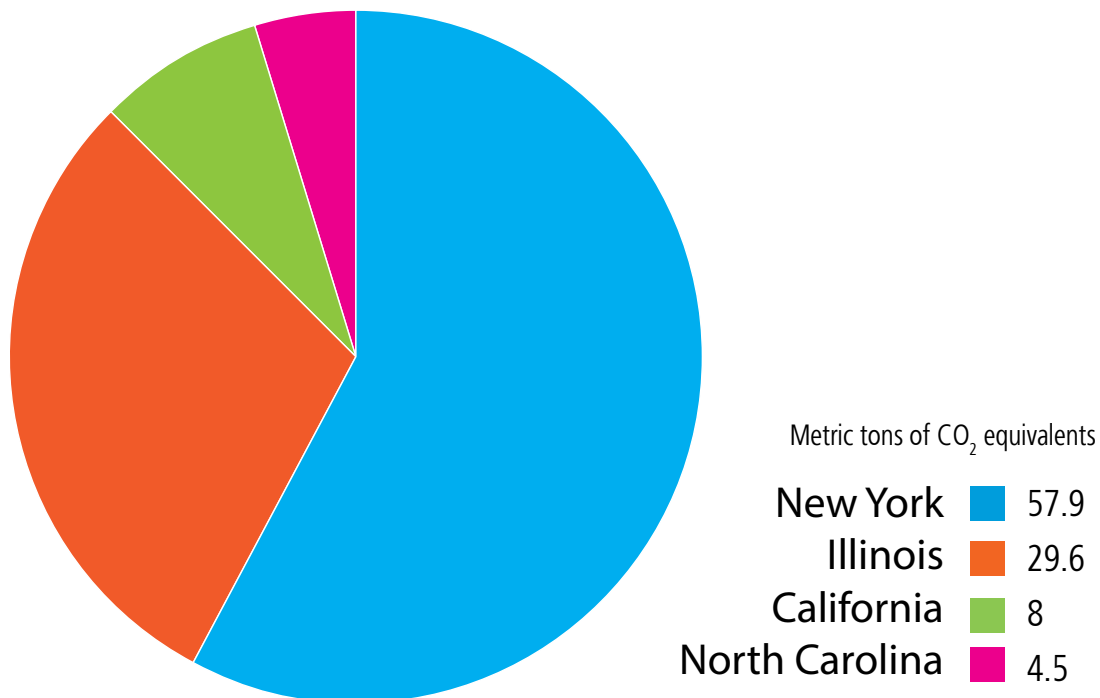
- Although hazardous waste generation levels increased from 2014 to 2015, they are still well below 2012 or 2013. The increase over 2014 was primarily due to plant consolidation and chemical inventory reduction. The same pattern was noted for universal waste for the same reasons.
- Wastewater volume increased as a result of the closing of the Canadian plant and consolidation of production into our Ogden, NY facility. The company is evaluating the conversion of this metric to a percent of liquid product production of all plants to gain better correlation of waste water to liquid production.
- RMC did show a 30.1% reduction in greenhouse gases from consumption of natural gas and electricity, even though production increased and energy use was slightly higher, primarily due to increased efficiencies of power plants that serve RMC facilities.
- Finally, the success of our safety program launched in 2013 continued to show excellent overall results, however the 4 lost time incidents reported for 2015 is a major increase from the previous year and safety training and awareness programs have been ramped up. It should also be noted that the OSHA standard DART rate (days away, restricted, or transferred) for RMC is only 66.4% of the average industry rate, a significant achievement even with the increase in incidents over 2014.

RMC has estimated its carbon footprint from the four facilities listed above for 2015 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

During 2015, Rochester Midland generated 1708 equivalent metric tons of carbon dioxide from combustion of natural gas and electricity consumption in the four 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 the sustainability report, greenhouse gas emissions decreased 30.1% from their 2014 value of 2,037 tons, despite increases in overall production that consume more energy, a very promising development. Therefore, RMC met the five year sustainability goals described later in this report.

2015 Greenhouse Gas Emissions



# 2015 Goal Attainment

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- Reduce GHG by 25% from Ogden by 2015 using calendar year 2011 as our baseline for Rochester Operations. The Ogden operations were able to reduce GHG by 31% (1428 to 989 metric tons as CO<sub>2</sub>) from the 2011 baseline set for this metric so we achieved this goal. This was accomplished through energy conservation, solid waste GHG credits and wind power GHG credits.
- Reduce Energy consumption for Ogden by 20% by 2015 using calendar 2011 as our baseline for Rochester Operations. The Ogden operations were able to break even on energy consumption (2011 baseline = 2,095,186, 2015 = 2,088,418), however this included absorbing significant added production due to the consolidation of our Oakville, ON Canada plant production into the Ogden operation plus increased domestic production demand. The 2016 goal will be a ratio to production to provide a more fair assessment of progress.
- Reduce hazardous waste generation in Ogden by 30% by 2015 using calendar year 2011 as our baseline for Rochester Operations. Hazardous waste generation actually went up 83% from our baseline (2011 baseline = 24,252, 2015 = 44,400). However, this increase was driven by the absorption of the raw material and finished goods inventory from Oakville, ON, Canada laboratory, production and distribution consolidation. Again, the 2016 goal will be a ratio based on production to provide a more fair assessment of progress.
- Reduce lost time accidents by 15% in Ogden by 2015 using calendar year 2011 as our baseline for Rochester Operations. The Ogden plant was able to reduce lost time accidents in 2015 to zero – achieving this goal.
- Obtain ISO 9001 certification. The entire North American company was able to gain and recertify under ISO 9001:2008 ahead of schedule, achieving this goal.

# 2016 Sustainability Corporate Goals

- Reduce GHG by 5% by the end of calendar 2016 using calendar year 2015 as our baseline for North American operations. Both data points will be factored by degree days.
- Maintain hazardous waste generation by North American operations at 0.2% of chemical production in calendar year 2016.
- Perform at a DART Rate below the OSHA Standard with an improvement over the prior year.
- Increase employee volunteer hours by 5% for the company by 2016, using 2015 as our baseline.
- Expand our solid waste management program to our IL plant to gain savings.
- Develop a baseline carbon foot print for the company leased fleet to use as the starting point for a reduction metric in future years.
- ISO recertification to the ISO 9001:2008 standard.



# GRI/G3 content index

## Profile

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Report Parameters	3.1-3.10	24-29
Governance, Commitments, and Engagement	4.1-4.7	12-19, 24-29

## 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, 20-29
Product development is focused on products that meet more sustainable criteria, using biobased or renewable ingredients.	EN26	4, 7-8, 19-23
We use recycled packaging material and dispensing methods that reduce waste.	EN2	4, 8, 9, 10, 19-23
We formulate super concentrated products reducing package material and transportation resources.	EN4, EN16	10, 19-23
We work hard to minimize environmental impact of our products through any discharges or spills.	EN27, EN21	24-29

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## 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, 11, 19-23
We provide sustainable solutions that save our customers money.	EC-1, EC9	10, 19-23
We invest in our employees through benefits, training and wellness program.	EC1, EC3	12-18

## Social Indicators

We are committed to protection of the environment, natural resources and safety of our community at all times and we support the communities where we live and work with charitable giving and community involvement.	SO1	12-18
We will always do the right thing in business and meet our commitments.	SO1, SO5, SO8	4-6, 26
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	6-10, 19-23
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, 18





Sustainable solutions for health, productivity and the environment.

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