



GOJO Sustainability Report 2012

2012: Our Deepened Commitment Accelerates Progress

Friends and Fellow Travelers on the Journey to Sustainability:

The journey of leading and learning continues. Our progress over the past 12 months was significant. It was a period of accelerated momentum as we found new ways to create social, environmental and economic value and developed strategies to further integrate sustainability into our core business processes.

We share this 2012 Sustainability Report with enthusiasm for the miles we've covered, the milestones we've achieved and the people whose contributions have made a positive impact for our company and for all those we touch.

We made great strides toward our 2015 goals of reducing water use, solid waste generation and greenhouse gas emissions. Read on to meet some of the team members who have made our results possible.

Driven by the GOJO Purpose — Saving Lives and Making Life Better Through Well-Being Solutions — a cornerstone of the GOJO commitment to sustainability is advancing social well-being. In 2012, we brought well-being solutions to more people, taking steps toward our long-term goal of delivering well-being to one billion people every day.

We further expressed this commitment in our efforts to nurture a workplace culture that is beneficial for our employees, and through collaborative efforts with organizations that advance sustainability, public health and education in the communities where we operate and around the world.

We're proud of our progress and the passion of the people who've helped us get to this point. We are motivated by the work that remains to be done.

We look forward to getting your thoughts, questions and ideas as we continue to honor our commitment to provide products that sustain life...made in sustainable ways.

Sincerely,



Joe Kanfer
Chairman and CEO



Marcella Kanfer Rolnick
Vice Chair



Joe Kanfer



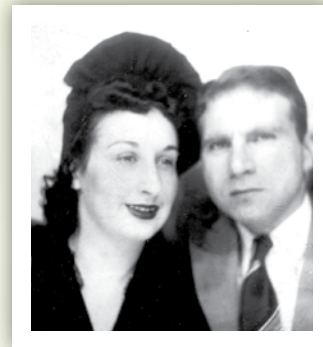
Marcella Kanfer Rolnick

THE GOJO PURPOSE IS SAVING LIVES AND MAKING LIFE BETTER THROUGH WELL-BEING SOLUTIONS.

Our Founders' Legacy of Social Value

Jerry and Goldie Lippman began practicing the principles of social sustainability long before the two of them — or anyone else — had ever heard of the term. In the 1940s, the young married couple created social value by enhancing quality of lives with hand cleaners that were safer, gentler and more pleasing than the harsh carcinogenic chemicals commonly used.

They also showed a strong sense of compassion for their employees. The two built a workforce that they treated like family — and that meant breaking bread together. The Lippmans provided bread and peanut butter on a daily basis for those who hadn't brought a lunch or who craved a healthy midday snack. Over time, milk, tea, hot chocolate and freshly popped popcorn were added to the complimentary menu at Jerry's Place — the name given to the break rooms and cafeterias at all major GOJO facilities.



Goldie and Jerry Lippman

That tradition of promoting employee well-being continues today and expands beyond "edible benefits." For instance, summer jobs are offered to the children of employees and post-secondary tuition assistance is available to workers' college-age kids.

Furthermore, our Employee Assistance Plan benefits GOJO team members and their loved ones facing personal challenges. We also sponsor on-site health and wellness fairs conducted in partnership with a leading area hospital.

These and other examples of workplace generosity reflect the company's spirit of social sustainability, the quality-of-life actions that make a positive difference for the lives we touch.

■ COMMUNITY INVOLVEMENT

Jerry and Goldie's compassion extended beyond our employee base and into the local community. With this legacy seamlessly imbedded in our culture today, we support in active ways the health and well-being of others within the communities where we operate. One longstanding example that began with Jerry is our collaborative relationship with the Akron-Canton Regional Foodbank.

We engage with the Akron-Canton Regional Foodbank through employee participation and collaborative efforts to promote sustainability. Periodically throughout the year, GOJO team members are able to purchase GOJO® and PURELL® products at less than the cost to produce them — with all proceeds going to the Akron-Canton Regional Foodbank. These very popular occasions provide a positive experience for employees and their families while raising thousands of dollars annually for an organization that feeds the local community.

“ This innovative collaboration reduces waste, meets a critical need and improves the quality of life for people struggling with poverty in our community. ”

Dan Flowers, Akron-Canton Regional Foodbank CEO

■ DELIVERING THE ESSENTIALS

Akron-Canton Regional Foodbank CEO **Dan Flowers** reflected on the sustainable value created through The Essentials Program, a collaborative effort to deliver surplus soap to the people of the community.

“Sustainability is at the core of the food bank movement's DNA. The Akron-Canton Regional Foodbank is proud to represent those values today. In partnership with GOJO, we work together to collect and package large volumes of surplus soap for distribution within our charitable network. This innovative collaboration reduces waste, meets a critical need and improves the quality of life for people struggling with poverty in our community.”

Sustainable Value Gains Traction as it Guides Our Journey

Sustainable value is a guiding principle we use to ensure the work we do creates social, environmental and economic value for our enterprise and stakeholders. Creating sustainable value is a process that requires planning, management and long-term commitment throughout an organization.

"At GOJO, we've been fortunate to have made great progress on our road to developing and delivering sustainable value," said President Mark Lerner.

"That's because we made it a priority, we committed to seeing it through, and we have passionate and dedicated people who have been willing to step up and lead us on the journey."

That journey has involved a strong corporate commitment to fully integrating sustainable value into core business strategies, communicating our expectations, generating opportunities and developing the tools and support to accomplish our goals. The result has been success in integrating sustainability into critical business initiatives.

Leading examples of sustainable value in action at GOJO include:

- Our business relationships with organizations such as Travis Association for the Blind and United Disability Services, both of which provide employment opportunities for the disabled (page 6)
- New dispensing systems engineered and manufactured with the principles of Life Cycle Assessment to achieve improvements in reducing environmental impacts from the design stage through end of product life (page 12)
- Collaboration with international certification bodies to establish meaningful standards and launch green certified soaps and hand sanitizers in South America (page 20)

"At GOJO, sustainable value is top of mind," said Mark. "It's a yardstick when any initiative is on the table. This clearly shows where we are on the sustainability journey. Our organization has embraced the sustainable value concept and it is guiding the way we work."

Challenges along the sustainable value journey

The pursuit of sustainable value can pose challenges, but perseverance pays off. For example, today's ready acceptance of alcohol-based hand sanitizer in the healthcare environment required a decade of work.

In the U.S. alone, approximately 2 million patients contract hospital-acquired infections annually. Nearly

100,000 people die every year from these infections, some of which are caused by poor hand hygiene habits by medical personnel.* Former guidelines mandated healthcare workers should wash their hands with soap and water between every patient visit. But for nurses who see up to 50 patients a day, that was not practical and, in fact, it would lead to rough, cracked, red, sore hands.

GOJO saw the problem and accepted the challenge with a better solution. Alcohol is nature's disinfectant and we invented an alcohol-based formulation to effectively kill germs while being gentle on the skin of even the most frequent users. That formulation was PURELL® Instant Hand Sanitizer, now a household name.

"We worked for almost 10 years with people in infection control," said Mark. "We worked with the Centers for Disease Control and Prevention. We did outcome studies. As a result, the CDC rewrote the guidelines to say it was acceptable and even preferred that healthcare professionals use alcohol-based hand sanitizer between patients."

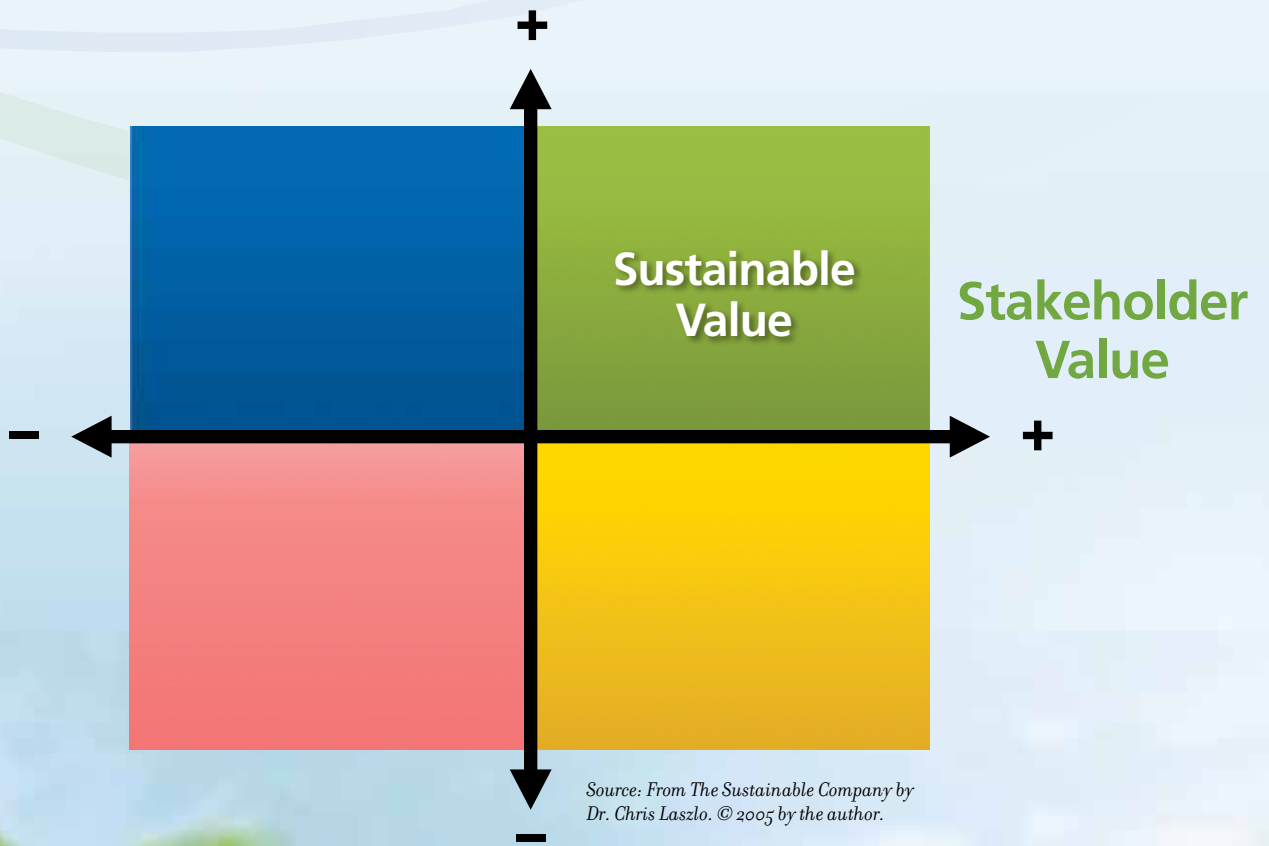
**Centers for Disease Control and Prevention (CDC), Estimating Health Care-Associated Infections and Deaths in U.S. Hospitals, 2002, March-April, 2007, Vol. 122, R. Monina Klevens, DDS, MPH; Jonathan R. Edwards, MS; Chesley L. Richards, Jr., MD, MPH; Teresa C. Horan, MPH; Robert P. Gaynes, MD; Daniel A. Pollock, MD, Denise M. Cardo, MD.*

Sustainable Value is about creating value for an enterprise and its stakeholders. It's about making business decisions that are good for life and the ecosystem while being profitable to an enterprise and its stakeholders.



MARK LERNER
President

Enterprise Value



Source: From *The Sustainable Company* by Dr. Chris Laszlo. © 2005 by the author.

People Matter – Our Human Focus on Social Well-Being

While sustainability is often viewed as an environmental matter, “organizations need to address all three domains — social, environmental and economic — to truly make significant change,” says GOJO Global Sustainability Marketing Director **Nicole Koharik**.

“GOJO combines great passion for our Purpose, saving lives and making life better through well-being solutions, with scientific exploration and discovery in hand hygiene and skin care. This leads to positive outcomes that make a difference in people’s lives.”

Below are examples of challenges to health and well-being that GOJO solutions address:

■ **School absenteeism** — Illness is responsible for more than **144** million lost school days per year, robbing students of valuable learning time. A study to measure the effectiveness of the regular use of PURELL® Instant Hand Sanitizer combined with hand hygiene education in the middle school environment was shown to reduce absenteeism by a whopping **51** percent¹.

■ **Healthcare Acquired Infections (HAI)** — According to the Centers for Disease Control and Prevention (CDC), about one in every **20** hospital patients gets an infection while hospitalized and up to **98,000** die each year. Numerous studies have shown the effectiveness of alcohol-based hand rubs (ABHR) such as PURELL hand sanitizers to kill germs and reduce the risk. The CDC and the World Health Organization

(WHO) have both issued statements supporting the use of ABHRs in healthcare settings^{2,3}.

■ **Occupational contact dermatitis** — Triggered by hand contact with strong solvents, this skin condition is a leading cause of work-related illness. A study published in *Dermatitis*, a publication of the respected American Contact Dermatitis Society, concluded that the regular use of an effective hand moisturizer as part of a skin care regimen improved skin condition in working environments prone to contact dermatitis⁴. GOJO developed HAND MEDIC® Professional Skin Conditioner, proven to show measurable improvements in skin condition in as little as **14** days⁵.

Partnerships That Turn Disability Into Ability

GOJO worked on numerous initiatives throughout 2012 to advance social well-being. Included in that work are the partnerships the company has developed with several organizations to help provide employment for disabled persons.

State-Use Community Rehabilitation Programs (CRPs) provide vocational training and productive employment opportunities for the mentally and physically challenged. GOJO is proudly advancing social sustainability by partnering with dozens of non-profit organizations that run state-use CRPs across the country.

One such relationship is with Travis Association for the Blind, which recently recognized GOJO as its Vendor of the Year for our collaborative relationship.

The GOJO-Skillcraft partnership has been terrific when it comes to providing employment for people who are blind,” says Executive Director Travis Association for the Blind **Jerry Mayfield**.

Travis Association for the Blind “is a fine example of how much good a well-run program can deliver for its clientele,” said GOJO Government Sales Vice President **Dan Edwards**. “People who historically would have been unemployed are able to do meaningful work in the program.”

GOJO ships dispenser components, hand sanitizer and soaps to the Texas-based organization, and its employees perform a variety of tasks to manufacture product for end users. Social sustainability benefits are realized through the jobs provided. Environmental value is created through the delivery of USDA BioPreferred® and green certified products. In economic terms, the cost-effective assembly work helps extend the reach of high quality and effective hand hygiene products into government markets.

“Programs like this are important, not only to GOJO, but to the employees of Travis Association of the Blind and its customers,” Dan said. “The people become tax-payers, gain self-esteem, contribute to their families and develop job skills that can help them advance careers.”

Another example of a state-use relationship that results in social value is the GOJO partnership with Akron’s United Disability Services (UDS). UDS operates a state-use CRP where its client employees do assembly and packaging work.

“Our support helped inspire UDS to expand its service to Ohio governmental buildings,” Dan said. “In addition to the social value, the economic benefit is that agencies can reinvest in the businesses to provide new opportunities, more jobs, and income for their employees.”



NICOLE KOHARIK
Global Sustainability Marketing Director



JERRY MAYFIELD
Executive Director Travis Association For the Blind

GOJO Social Sustainability Goal:

Bring Well-Being to One Billion
People Every Day

Sealed Soap Systems for Health and Well-Being

Working with university scientists and its in-house team of hand hygiene specialists, GOJO made further advancements in the effort to learn and educate about the risks of contaminated bulk soap.

GOJO has been a strong supporter of the work of **Dr. Charles Gerba**, the University of Arizona Professor of Microbiology whose research points out the potential health risk of refillable bulk soap dispensers.

These are soap dispensers that are usually refilled from a jug of soap. Each dispenser includes a permanent nozzle that is rarely cleaned and can attract germs through its exposure to the elements.

"There is a strong possibility people can get infections from bacteria in refillable soap dispensers," said Dr. Gerba.

Dr. Gerba's research shows that approximately 25 percent of public restrooms' bulk soap dispensers have high levels of bacteria, and there are more fecal bacteria on those dispensers than anywhere else in a public restroom. "The irony is that as you wash your hands, you are trying to get fecal bacteria off, but with a bulk dispenser, you are actually putting bacteria on your hands."

GOJO and the Center for Biofilm Engineering at Montana State University conducted one of the most recent studies of the contamination threat posed by refillable bulk dispensers.

"Results showed that in contaminated dispensers, either rinsed with hot water or rinsed and thoroughly scrubbed with cleaning chemicals, bacterial populations recovered to pretest contamination levels within a few days," said Researcher **Lindsey Lorenz**.

In fact, the 2012 paper reported that there was no protocol for cleaning and sanitizing open refillable bulk soap dispensers that was proven effective against the germ biofilm that can coat the nozzles and insides of refillable bulk dispensers. Not even cleaning with bleach kept the contamination from quickly returning.

This was a critical finding, said **Dr. Darla Goeres**, "because biofilms are notoriously more difficult to kill or remove than non-biofilm bacteria."

This research supports conclusions drawn earlier by the Centers for Disease

Control and Prevention. The CDC added this warning to the CDC Hand Hygiene Guidelines for Healthcare: "Do not add soap to a partially empty soap dispenser. The practice of 'topping off' dispensers can lead to bacteria contamination."

In response to the threat of refillable bulk soap systems, GOJO invented SANITARY SEALED™ refills. These factory-sealed recyclable soap cartridges snap quickly and easily in place in the dispenser and lock out germs.

Customers who've switched to factory-sealed GOJO® SANITARY SEALED™ refills love them, according to GOJO Global Sustainability Manager **Stephanie Bock**. "They say they look great and are mess-free and easy to service. That kind of feedback further drives our efforts to educate customers and handwashers about the threat of refillable bulk soap."

Advancing Social Well-Being

Stepping up to deliver aid after Hurricane Sandy

In the aftermath of the devastation that resulted when Hurricane Sandy hit the United States' East Coast in 2012, GOJO arranged to get PURELL® Instant Hand Sanitizer to the scene.

Three truckloads of PURELL hand sanitizer (nearly 700,000 bottles) were delivered to two American Red Cross locations in New Jersey. The product was distributed in New York City boroughs and New Jersey locations as part of a large distribution effort to families affected by Hurricane Sandy.

Donations of PURELL hand sanitizer from GOJO during such times of natural disaster as Hurricane Sandy, the Gulf Coast oil spill cleanup and the 2011 earthquake recovery effort in Japan were recognized by the American Red Cross. The organization awarded GOJO the Circle of Humanitarian Award, which is given to companies and individuals whose contributions provide lifesaving support through Red Cross programs.

Safety at work is social sustainability at work

When employee well-being is the highest priority, everyone in the organization benefits.

"It really is a huge effort here at GOJO, to make sure that employees

go home safely every night," said **Doug Detwiler**, Human Resources Director, Supply Chain. "We have a safety record that has been very good – about one-third of the industry average with respect to lost-time or OSHA reportable incidents."

Partnering to advance community well-being

In 2012 GOJO supported the following organizations through employee involvement and other resources:



In 2012 GOJO provided economic and/or product support to aid in the disaster relief efforts of:



In 2012 GOJO supported the following organizations efforts to promote public health:



GOJO is a sponsor of:



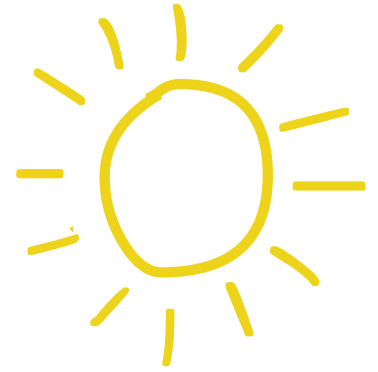
¹ AJIC: American Journal of Infection Control. 30(4): 217-220. June 2002. Guinan, Maryellen a,b; McGuckin, Maryanne Dr.ScEd. MT (ASCP) c; Ali, Yusef PhD d

² Pittet D, Donaldson, L. Clean Care is Safer Care: the first global challenge of the WHO World Alliance for Patient Safety. Infect Control Hosp Epidemiol 2005; 26:891-894.

³ World Health Organization. WHO Guidelines for Hand Hygiene in Health Care (Advanced Draft). Geneva, Switzerland: World Health Organization, 2006.

⁴ "Effectiveness of a Hand Care Regimen with Moisturizer in Manufacturing Facilities Where Workers Are Prone to Occupational Irritant Dermatitis." Dermatitis, Vol. 15, Issue 01, March 2004. James W. Arbogast, Eleanor J. Fendler, Brian S. Hammond, Todd J. Carter, Michael D. Dolan, Yusuf Ali, Howard I. Malbach.

⁵ Arbogast JW - Dermatitis - 01-MAR-2004; 15(1): 10-7



Sustainable Ways of Working (SWOWSM) Helps Deliver on the GOJO Promise



SCOTT LEVIN
CFO and Chief Administrative VP

Sustainable Ways of Working (SWOWSM) is about integrating sustainability into our daily work to achieve results. As **Scott Levin**, CFO and sponsor of the Sustainability Enterprise Team (SET), says, At GOJO, “SWOW is more than a phrase. Our team members give it life, meaning and leadership. SWOW enables GOJO to do what we say we will do.”

The SET sets the course for the sustainability journey. The team, first formed in 2011, identifies and oversees priorities from the Sustainable Value Business Plan to ensure progress against corporate goals.

SWOW helps put sustainability thinking into all that we do. Senior Regulatory Affairs Specialist **Kristin Hartzell** notes sustainable value is at the core of everything once it's part of the culture.

Her work on developing a Sustainable Chemistry Strategy to embed green chemistry practices and material selection principles into the product design and development process is the evolution of the longstanding GOJO commitment

to providing the safest, most effective products and a prime example of SWOW collaboration.

“In developing our Sustainable Chemistry Strategy, we collaborate with a cross-functional team and external stakeholders including customers, vendors, procurement partners, regulators and third-party organizations to ensure we are drawing upon diverse perspectives.”

Work continues on expanding the list of raw materials that GOJO will no longer use. “We work with our suppliers to ensure the fragrances don't contain harmful ingredients such as phthalates and we're moving toward more natural fragrances,” she said.

Experience proves to Kristin and her team that they need not sacrifice performance for sustainability. “Our goal at GOJO is to bring well-being to one billion people every day. To do that, we have to ensure that our products are the safest products possible, for both human health and the environment.”



KRISTIN HARTZELL
Senior Regulatory Affairs Specialist

Our goal at GOJO is to bring well-being to one billion people every day. To do that, we have to ensure that our products are the safest products possible, for both human health and the environment.

Kristin Hartzell, Senior Regulatory Affairs Specialist



Sustainability Policy

Purpose Driven Commitment

The GOJO Purpose is to save lives and make life better through well-being solutions. We believe that our enduring commitment to sustainability is imperative to achieving our Purpose.

At GOJO, our commitment to sustainability includes how we interact with our environment, as we strive to advance sustainability in all that we do, balancing the social, environmental and economic impacts of our actions.

Social Well-Being

As the global leader in hand hygiene, it is our privilege to positively impact world health and enhance the quality of people's lives by helping reduce risks to health and well-being. While we already touch billions, our goal is to bring well-being to one billion people every day through hand hygiene and skin care.

In addition to the impact we have on social well-being through the nature of our business, we express our commitment to social well-being by investing in and creating a workplace and supportive culture for our employees and partnering with organizations that advance sustainability, public health and education in the communities where we operate.

Sustainable ways of working (SWOW™)

Sustainable Ways of Working, or SWOW, is the term we use at GOJO to describe our approach to changing the way that we think and work, embedding sustainability into everything we do. We believe our business, and everyone touched by it, will benefit from SWOW through our profitable new growth, disruptive innovation and resource efficiency.

We believe Sustainable Ways of Working will create value for GOJO and our stakeholders – employees, customers, suppliers, partners, communities, society, and our ecosystem – now and for generations to come.

GOJO is committed to the following SWOW principles:

Leading and Learning – We dedicate ourselves to leading our industry in sustainable practices and solutions while continuously expanding our knowledge and commitment to finding better ones. We are dedicated to leading the skincare category in promoting the health and safety of people while protecting the environment. We do our best within the changing current reality and we innovate to lead the way.

Proactive Continuous Improvement – Sustainable Ways of Working means establishing ways of thinking and working that drive progress today, while taking into account the needs of future generations. We consider life cycle principles to inform decisions and strive to predict and proactively manage the impacts of our actions. We constantly track, improve, measure and communicate our results.

Economic Responsibility – We use sound judgment, integrity and creativity to make prudent economic decisions that generate a return on investment for our company and stakeholders.

Environmental Management and Compliance – GOJO facilities and operations comply with all applicable government requirements. We establish and maintain appropriate environmental management procedures and pollution prevention practices for the nature of our operations, while identifying and managing environmental risk responsibly. Sensible and responsible environmental management is an objective for every GOJO employee. Our employees are expected to be familiar with and practice Sustainable Ways of Working.

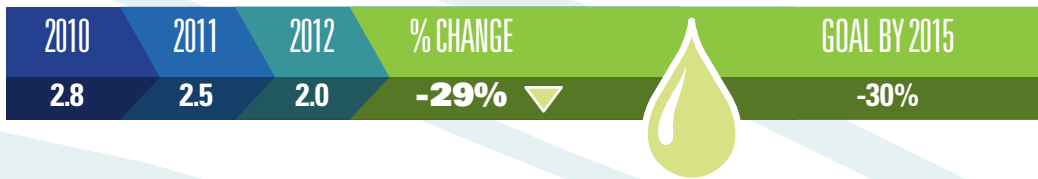
Stakeholder Collaboration – At GOJO, we listen to our stakeholders and purposefully engage in meaningful dialogue to advance sustainability objectives. We seek relationships with a full spectrum of stakeholders to create attachment, accomplish breakthrough results and lower risk. Through stakeholder collaboration we find common ground and create win-win situations.

Sustainability Metrics

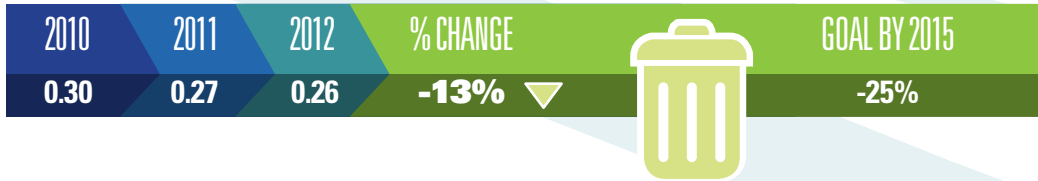
HAND HYGIENE DELIVERED IN EQUIVALENT USES – MILLIONS OF USES/DAY



WATER – GALLONS/1,000 USES PRODUCED



SOLID WASTE (ALL GENERATED) – LBS/1,000 USES



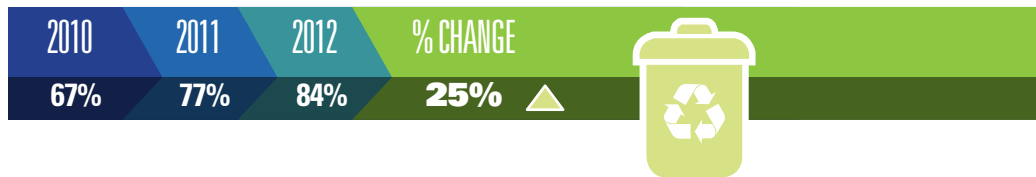
GHG EMISSIONS (UTILITIES ONLY) – KG/1,000 USES



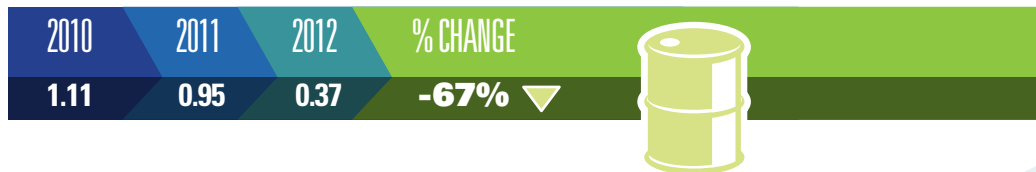
SALES FROM SUSTAINABLY CERTIFIED PRODUCTS – % OF SALES \$ MIX



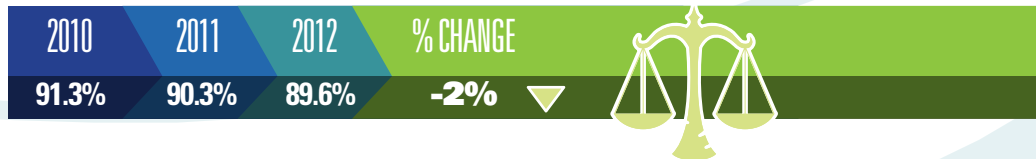
% WASTE RECYCLED – % OF WASTE NOT TO LANDFILL VS TOTAL WASTE GENERATED



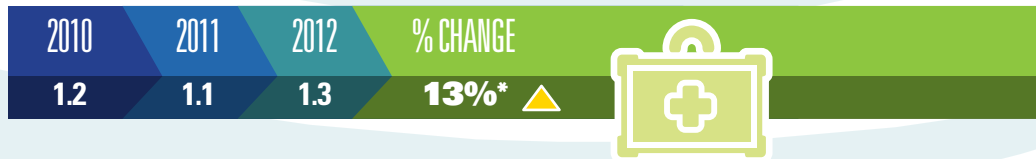
WEIGHT OF HAZARDOUS WASTE TREATED OR TRANSPORTED – LBS/1,000,000 USES



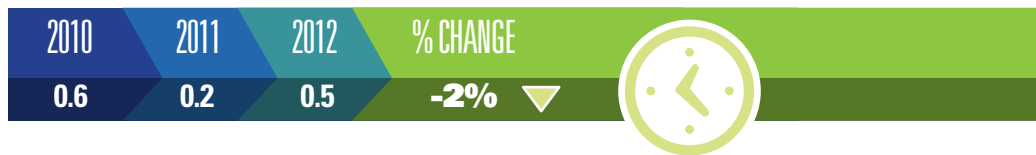
MATERIALS USED BY WEIGHT OR VOLUME – % WEIGHT FORMULA



ACCIDENTS (OSHA REPORTABLE) – PER FTE/YR



ACCIDENTS (LOST TIME) – PER FTE/YR



*GOJO 2012 results are 41% below the NAICS industry average.

As our journey of leading and learning continues, our methodologies have evolved, resulting in more effective measurements against our 2010 baseline. Each year reported above is consistent with the updated methodology and can be used for comparison.



Leading Products Deliver Social, Environmental and Economic Value



When you combine customer insights with sustainable design decisions, the result is more value for customers and less impact to the environment. This value is made tangible by recent products, including the innovative new touch-free GOJO® LTX™ Dispensing System with the GOJO Lifetime Performance Guarantee — a dependability promise that even includes the batteries.

The LTX system design results in sustainable value for customers by providing:

- Smart electronics that extend dispenser battery life, eliminating the need to change batteries during the life of the dispenser in most installations
- Sealed PET refill bottles that use 30% less material than traditional HDPE bottles and are easy to recycle

- A complete portfolio of green certified, high performing soaps and sanitizers designed to meet or exceed leading third party standards to protect human health and the environment

- Intelligent and aesthetically appealing dispensers that encourage responsible use and promote good hand hygiene

Rick Henry, Product Management Director, Dispensing Systems at GOJO, cited several advantages of the LTX Dispensing System, which he calls “the highest standard of touch-free performance in our industry.” First, the system dispenses the appropriate amount of product for an effective handwash in a single dose, without waste. “It’s also highly efficient in terms of reliability and ease of service,” said Rick. “In most installations, our customers won’t have to change

the batteries for the life of the dispenser (projected at 7 years), and if they must, a replacement set of batteries will be provided at no-charge.”

Green Certified Produces Dispensed with Less Energy

The GOJO Lifetime Performance Guarantee for LTX is a result of engineered reliability and maximizing the energy efficiency of the system. The LTX system uses patent-pending technology to determine the optimal amount of energy required per activation.

Sustainability leadership is further exemplified in our global portfolio of third-party certified products. PURELL® Advanced Hand Sanitizer recently earned certification in Brazil by ABNT and Australia by GECA, after first earning certification by EcoLogo in the United States in 2012.

Life Cycle Assessment Adds Up to Sustainable Value

Through a process called Life Cycle Assessment, LCA Sustainability Specialist, **Tom Marting** quantifies environmental impacts.

“We use LCA to make more sustainable product design decisions, from the very beginning — the ‘cradle’ — through manufacturing and distribution, all the way to the end of the product’s life,” said Tom.

Tom is instrumental in advancing Sustainable Ways of Working at GOJO. His work also includes establishing educational programs to embed life cycle thinking to help employees understand and apply design principles that lead to greater sustainable value for GOJO and customers.

“I’m in a position to bring new perspectives, to challenge some long-held myths about sustainable design, and help enrich and fortify the design process to result in new products that are more sustainable at commercialization,” Tom added.

Packaging Solution Saves Tons

GOJO team members seek opportunities to create sustainable value in both new product development and the optimization of existing products.

For example, in 2012, GOJO Engineer **Brad Schellhase** and his display-less bag-in-box team developed a higher quality packaging solution with an enhanced sustainability profile resulting from the elimination of the inner carton display.

In most installations, our customers won’t have to change the batteries for the life of the dispenser (projected at 7 years), and if they must, a replacement set of batteries will be provided at no-charge.

Rick Henry, Product Management Director, Dispensing Systems



RICK HENRY
Product Management Director, Dispensing Systems



TOM MARTING
Sustainability & Life Cycle Assessment Specialist

SUSTAINABLE VALUE BENEFITS OF THE PROJECT INCLUDE:

- Annual savings of 177 tons of cardboard packaging material — equivalent to saving 6.7 acres of trees
- Reduction of 15 metric tons of greenhouse gases a year

Customer Focus – Camp Pendleton Salutes Sustainable Hand Hygiene Solution

Job Options Facilities Division Manager **Margaret-Ann Peña** said GOJO dispensers, soaps and hand sanitizers were specified in the large-scale conversion project to carry out Executive Order 13514 that requires federal agencies to purchase environmentally preferred products and services. In response, Job Options replaced refillable bulk soap dispensers with GOJO touch-free systems using green certified soaps in SANITARY SEALED™ refills that lock out germs.

Here's why, according to Margaret-Ann: "When do you ever clean a bulk dispenser? Never. In the last 18 years, I've never taken them down to clean them. We just kept pouring new soap in. The perception is, 'It's soap. It's got to be clean.' But if you look closely, you can sometimes see mold growing in the reservoir!"

Margaret-Ann recognized the health threat. "Bacteria can get in these older, pour-style bulk soap dispensers. It was extremely important that we eliminate this risk, and that's why we use the GOJO SANITARY SEALED snap-in refill cartridges."

"Selecting GOJO as our partner was a no-brainer," Margaret-Ann said. "GOJO is known as the industry leader in sustainability, so that was a plus in our fulfilling the Executive Order."

The Cost Advantage

In addition to delivering social and environmental benefits, the conversion led to economic value for the customer. "We've actually reduced our costs since switching to GOJO SANITARY SEALED systems," said Margaret-Ann. "The thicker foam soap and touch-free dispensers provide the right amount for effective hand washing, while controlling the amount of soap people use, and the new system has really simplified our maintenance routine. It's much easier to manage inventory, and the refills are easier to store, transport and service. The lifetime batteries provide another cost and convenience advantage."

Healthier, Happier Marines

Reaction at Camp Pendleton has been very positive. "They like the look of the dispenser and how the product works," Margaret-Ann said. "Camp Pendleton has a lot of Marines, a lot of civilians, and needs a lot of soap to keep everyone healthy. There is a high level of demand on the dispensers and the lifetime batteries are working great."

"Our customer is happy that we have created a cleaner, healthier atmosphere in the base's restrooms, and the fact the experience of the user is enhanced is known to increase the likelihood of people washing their hands after visiting the restrooms," Margaret-Ann added.

The success at Camp Pendleton served as inspiration for a new Job Options endeavor, conversion to GOJO touch-free dispensers and hand hygiene products for the 25,000 people who daily cross through the San Ysidro Port of Entry on the California-Mexico border. Known as the busiest land border crossing on the planet, San Ysidro now is becoming another sustainability success story.

GOJO is known as the industry leader in sustainability, so that was a plus in our fulfilling the Executive Order.

Margaret-Ann P. Peña, I.C.E., RBSM
Facilities Division Manager Job Options, Inc.



MARGARET-ANN P. PEÑA
Facilities Division Manager Job Options, Inc.



Practicing Environmental Stewardship

GOJO implemented an Environmental Management System (EMS) in 2012. The EMS initiative includes a cross-functional team and structured approach to proactively managing our sustainability impacts at GOJO Lippman Campus, our manufacturing center. This system incorporates root-cause analysis to seek out new opportunities to reduce water use, generation of waste and greenhouse gas emissions.

EMS first-year accomplishments were instrumental in the Ohio EPA, making GOJO one of only five businesses in the state to receive its prestigious Environmental Excellence Award for 2012.

GOJO recognition by the Ohio EPA was for demonstrating environmental stewardship in the following categories:

- Success in reducing our environmental impacts through water, waste and greenhouse gas reductions:
 - Water reduction of **3.75 million** gallons
 - Solid waste reduction of **1 million** pounds
 - Hazardous waste reduction of **10,000 pounds**
 - Increasing waste recycling by **15 percent**
 - Reducing **1.56 M kg** of greenhouse gases

- Implementation of our Environmental Management System as further endorsement of our commitment to continual improvement, pollution prevention and compliance with applicable laws and regulations
- Voluntary initiatives in place to reduce our environmental impact by:
 - Reducing water use by **30 percent**
 - Reducing solid waste by **25 percent**
 - Reducing greenhouse gas (CHG) emissions by **5 percent**
- Employee involvement via numerous cross-functional teams focused on Sustainable Ways of Working
- Management commitment to sustainability
- Taking a holistic approach to continuous improvement
- Our commitment to Life Cycle Assessment (LCA), with a primary focus on understanding and minimizing our impact beyond the manufacturing and distribution operations

“We look forward to keeping up the momentum and continuing our record of success in the upcoming year,” said **Sunshine Scherer**, Environmental Manager. “We’re going to expand our EMS activities and bring an even greater sense of environmental stewardship to our corporate office.”



More Than 1.5 Million Water Gallons Saved

GOJO continued to reduce the amount of water used in daily operations in 2012 through conservation, equipment upgrades and improved processes — and gained major recognition by the Environmental Protection Agency (EPA) for doing so.

Reducing water usage is a corporate objective and Environmental Manager **Sunshine Scherer** is one of its many champions. The GOJO water reduction team members have worked together to enact a dramatic 29 percent reduction in water usage in GOJO operations since the baseline was established in 2010.

We saved more than 1.5 million gallons of water last year through the following accomplishments:

- Installation of more efficient nozzles in hard-to-clean, high-production tanks
- Improvements in water pretreatment and softening
- Installation of high-efficiency spray nozzles for hose reels
- Monthly preventative maintenance aimed at identifying and fixing leaks
- Modifications in waterlines and operating procedures

The installation of the more efficient nozzles was noteworthy in terms of employee involvement. "Extensive testing was required during the process and a testimony to the dedication of GOJO employees to sustainability is the fact we had people coming in on their vacation time to make sure we could conduct the tests," said Sunshine.

This kind of involvement can be seen across GOJO. "People really are dedicated to what we do. They come to me with ideas and we make improvements that contribute to reducing the water we use and other resources we require in our operations."

Water Reduction Goal Gains Momentum

The GOJO Lippman Campus Manufacturing Center Water Reduction Team identifies and implements

activities that continue to drive improvements toward the 2015 water reduction goal of 30 percent. With last year's work netting a 29 percent improvement, this commitment has real momentum.

Delivering hand hygiene to water-restricted regions and groups

In many regions of the world, water is so scarce that basic hand hygiene is difficult, if not impossible. Affected groups and individuals also include migrant workers, deployed military personnel and victims of natural disasters. GOJO advances its social sustainability goal by working with customers and organizations to make PURELL® hand sanitizing products available when access to soap and clean water is severely restricted and human health is at risk.



WATER – GALLONS/1,000 USES PRODUCED

2010	2011	2012	% CHANGE	GOAL BY 2015
2.8	2.5	2.0	-29% ▼	-30%



People really are dedicated to what we do. They come to me with ideas and we make improvements that contribute to reducing the water we use and other resources we require in our operations.

Sunshine Scherer, Environmental Manager



SUNSHINE SCHERER
Environmental Manager

Reducing Waste Creates Value for People and the Planet

GOJO continued to make significant progress toward its goal of reducing solid waste by 25 percent compared to the 2010 baseline by 2015. In two years since establishing that goal, we've cut waste by 19 percent. In addition, 84 percent of the waste generated last year was recycled or diverted for another use.

Repurposed product touches millions



GOJO was the proud recipient of the "Green Giving Award" from the charitable organization, Matthew 25: Ministries for the second consecutive year.

In our continued pursuit of Sustainable Ways of WorkingSM (SWOW), we've found innovative ways to avoid sending waste to landfill. Our collaboration with Matthew 25: Ministries illustrates the value achieved when environmental and social sustainability objectives intersect.

In support of its mission to care for the poorest of the poor, the Cincinnati, Ohio-based Matthew 25: Ministries encourages corporations to donate unused

SOLID WASTE (ALL GENERATED) – LBS/1,000 USES

2010	2011	2012	% CHANGE	GOAL BY 2015
0.30	0.27	0.26	-13% ▼	-25%



products which might otherwise be wasted. GOJO provides soap that Matthew 25 distributes to regions of the world where the availability of soap and clean water are limited, such as Nicaragua and Haiti. GOJO-donated products are perfectly usable, though there might be packaging misprints or other errors that do not meet our standards for commercialization.

"GOJO products have a tremendous impact on our work," said Matthew 25: Ministries CEO **Tim Mettey**. "Some 2.4 billion people worldwide don't have access to adequate sanitation, and two million children die every year from diarrhea caused by unsafe drinking water and poor hygiene. Supplying a hospital or public facility with GOJO soap can significantly improve the overall hygiene conditions and allow healthcare workers to provide a better recuperative experience for their patients."

These high-quality products from GOJO are also dispensed in rural villages to individual families for household use.

Matthew 25: Ministries is ranked in the top 10 among 4-star rated charities by Charity Navigator and has been ranked by Forbes Magazine as one of America's most efficient large charities. It was also awarded the "Best Charities in America" seal from Independent Charities of America.

"We're all passionate about reducing the waste stream and Matthew 25: Ministries is an extremely valuable partner in that effort," said GOJO Environmental Manager **Sunshine Scherer**. "Our work together has been a wonderful example of collaboration that simultaneously advances environmental and social sustainability."

GOJO products have a tremendous impact on our work... Supplying a hospital or public facility with GOJO soap can significantly improve the overall hygiene conditions and allow healthcare workers to provide a better recuperative experience for their patients.

Tim Mettey, Matthew 25: Ministries CEO



TIM METTEY
Matthew 25: Ministries CEO

Greenhouse Gas Emissions Continue Downward Trend

Equipment upgrades, process improvements and heightened awareness about sustainability considerations contributed to a marked reduction in greenhouse gas (GHG) emissions in GOJO operations in the past year.

Projects designed to reduce GHG have succeeded, and a 40 percent improvement has been realized since measurement began in 2010. **Tom Scarberry**, Supply Chain Engineering Director, expects further success in reducing emissions as sustainability became even more embedded in thinking in 2012.



STEVE COLVIS
Social Business Director and Business Intelligence



TOM SCARBERRY
Supply Chain Engineering Director

GHG EMISSIONS (UTILITIES ONLY) – KG/1,000 USES



“Sustainability is not just an add-on,” Tom said. “Making processes more efficient is now our normal way of working.”

Major 2012 initiatives that helped reduce the GHG emissions include:

- Upgrading air compressors in the manufacturing plant: Three old compressors were replaced with one new high-efficiency, energy-saving compressor
- Adding a second reverse-osmosis system: The system was installed in a controlled-access area with energy-efficient upgrades, high-efficiency HVAC and LED lighting
- Bringing a component supplier closer to the manufacturing center: Relocation of the supplier to within a few miles of the plant resulted in fuel savings and other efficiencies
- In-line shipper printing: Instead of putting printed shipping materials in inventory, GOJO now can load blanks and print the materials on the packaging line

Tom also noted the replacement of halide light fixtures with T-8 fluorescent lights is an ongoing project that continues to improve the GHG numbers. Each change-out represents a 65 percent reduction in energy consumption.

Steve Colvis, Social Business Director and Business Intelligence at GOJO, works to develop reliable measurements of progress: “Regarding greenhouse gases, we’re working to understand how we might produce things more efficiently and effectively, and how we can continue to reduce emissions.”

GOJO continues to re-evaluate what needs to be achieved and how progress is measured. This has resulted in a culture in which the status quo is encouraged to be challenged.

“We accept the fact that we don’t have all the answers right away,” Steve said.

For instance, learnings based on initial experiences in calculating GHG emissions — and improvement in that area — helped drive new thinking about ways to reduce emissions and how to measure the results.

Sustainability is not just an add-on. Making processes more efficient is now our normal way of working.

Tom Scarberry, Supply Chain Engineering Director

GOJO Sustainability Leadership Recognized by Thought Leaders

Work continued in 2012 to fortify the sustainability leadership GOJO has established in our category with an emphasis on learning and collaboration. This helped drive social, environmental and economic value for GOJO and our stakeholders.

The leading-and-learning approach of GOJO is acknowledged by leading sustainability experts

- **Dr. Chris Laszlo**, Case Western Reserve University Professor, included GOJO in his co-authored book, "Embedded Sustainability: the Next Big Competitive Advantage" (Stanford University Press) and is building a teaching case based on our sustainability story.
- **Jack Geibig**, a Chemical and Environmental Engineer and President of EcoForm, a leading environmental consulting firm, was so impressed with GOJO performance that he joined our Sustainability Enterprise Team as an advisor.
- **Guy Ladvocat**, Title System Certification Manager for ABNT, the Brazilian national product certification agency, became an

advocate for GOJO after learning about our sustainability commitment during the certification process through which GOJO became the first company to earn the ABNT ecolabel for products in Brazil.

Sustainable value drives business advantage

Dr. Chris Laszlo observes many companies are only focusing on the "low-hanging fruit" such as energy efficiency, waste reduction and recycling, and not benefiting from the value that can be attained by building sustainability into their product design and business processes and their cultures.

"The sustainable value model that GOJO has adopted and is using to shape its business strategy going forward is one that promotes both stakeholder value creation and enterprise value creation," Chris said. "That means value for society and the environment and value for the business and the customers of the business."

"One of the reasons I find GOJO to be a good example of a sustainability leader is that it's not just focusing on reducing its carbon footprint and its water footprint. It also is intrinsically a sustainability

business because it's providing solutions to global social issues such as health, hygiene and safety," Dr. Laszlo said.

Companies that are smart about sustainability create social and environmental value in ways that create even more value for customers and stakeholders. "So, there's really a synergy there," he said.

Dr. Laszlo and his colleagues at The Fowler Center for Sustainable Value are developing a teaching case based on the GOJO sustainability story.

"I really like the GOJO story of starting with a one-step hand cleaner in 1946, which was focused on helping to remove heavy soils and keeping the skin healthy."

GOJO has remained focused on public health and its leadership results in development of new products that provide solutions for global problems such as sanitation, while also working on reducing the company's environmental footprint.

"There are only a few companies today where the core business is about providing solutions to global problems," said Dr. Laszlo. "This is why I put GOJO among the leaders in the types of businesses that I hope to see in tomorrow's world —



The Huffington Post recognizes GOJO as 'Agent of World Benefit'

View the online 2012 GOJO Sustainability Report at GOJO.com to access the article.



DR. CHRIS LASZLO
The Fowler Center for Sustainable Value



companies that will be coming up with positive impacts on global problems and actual solutions, rather than just doing less harm.”

Beyond ‘good products’

Jack Geibig is President of EcoForm, a leading provider of analytical services that help clients focus on the environmental performance of their operations and products. Geibig has supported our progress in sustainability for four years.

“The GOJO approach is unique in today’s world,” Jack said. “It’s not just a company that makes good products. GOJO is a company that embraces sustainability and strives daily to be the sustainability leader and advance well-being for its stakeholders.”

He explained that his experience shows GOJO is truly dedicated to the idea of building sustainability into the fundamental activities of the business. “They aren’t just checking off the boxes. Sustainability is manifested in every aspect of their business.”

Jack cited the GOJO initiatives in sustainable chemistry and packaging as examples of leading and learning. “These are areas not just for a select product to gain a green certification, but rather to influence how EVERY product and EVERY package is made,” he said. “This requires real commitment, and in the long run, it will put GOJO ahead of everyone else.”

Leading a nation toward higher standards

When Brazil certification agency ABNT decided to re-energize its ecolabel program several years ago, it turned to GOJO for guidance. Guy Ladvoat, ABNT Title System Certification Manager, said GOJO provided significant technical knowledge and expertise to help define the standards.

“GOJO helped us improve the credibility of ABNT in the Brazilian market, and it brought us media interest to help us become more visible by showing that an American company was seeking certification here in Brazil,” Guy said.

GOJO led the way for ABNT. “GOJO ranks in first place among our collaborative partners,” he said.

GOJO also was the first company to gain ABNT’s ecolabel certification in any category, for PURELL® Advanced Hand Sanitizer, and now the ADX™ and LTX™ product lines are ABNT certified.

“The experience of GOJO in social and environmental sustainability helped us expand our thinking,” Guy said. “They helped us improve our knowledge in all aspects of the areas covered for certification and became the first to apply and gain certification.”

Today, the list of ABNT certified products is growing across categories.

“We have more than 200 products certified from 30 companies — including steel, office furniture, plastic products, tires and more. Our experience with GOJO was very important, as other companies saw what was possible and decided to apply,” Guy said.

“That first certification by GOJO was key to getting us going and prompting others to follow their lead for the good of the people of Brazil.”

GOJO is a company that embraces sustainability and strives daily to be the sustainability leader and advance well-being for its stakeholders.

Jack Geibig, President of EcoForm

GOJO Earned Special Recognition in 2012



American Red Cross
of Summit and Portage
Counties

American Red Cross—GOJO received the Circle of Humanitarian Award from the American Red Cross in recognition of donations of PURELL hand sanitizer during natural disasters such as Hurricane Sandy, the Gulf Coast oil spill cleanup and the 2011 earthquake recovery effort in Japan.



Matthew 25: Ministries—The organization awarded GOJO with the Green Giving Award for the second consecutive year. GOJO donates product that Matthew 25:Ministries sends to regions of the world where the availability of soap and water are limited, such as Nicaragua and Haiti.



Ohio EPA Award—GOJO received the prestigious Environmental Excellence Award from Ohio EPA in recognition of our success in reducing environmental impacts through water, waste and greenhouse gas reductions, implementation of the Environmental Management System, employee involvement, commitment to Life Cycle Assessment and other accomplishments.



PR News CSR Awards—The organization recognized the 2011 GOJO Sustainability Report at a special Washington, D.C., event saluting America's best corporate sustainability communication work.



GOJO Delivers Sustainable Value Across the Globe

Sustainable value continued to gain momentum across GOJO global regions in 2012. Employees and distributors around the world shared experiences and learnings to build sustainability leadership in their own regions and to inspire others with their successes.

The achievements included new green product certifications and successful collaborative efforts led by GOJO employees with national sustainability leaders.

Advancing certification in Europe

Work continued in 2012 by GOJO Europe to achieve additional certifications for soaps and to add PURELL® Advanced Hygienic Hand Rub to their certified portfolio to complement the launch of the newest dispensing systems. "We're extremely proud that we will be the first company in all of Europe to achieve UL

EcoLogo certification for a sanitiser product," said **Suzanne DeMaine**, Marketing Manager for GOJO Europe.

"There is a growing demand in Europe for products proven to be more sustainable by a third party," said Suzanne. "Customers really value evidence of a strong sustainability commitment with products that perform and deliver sustainability benefits."

GOJO Regulatory Affairs Specialist, **Dr. Bonnie Okeke** exemplifies GOJO sustainability leadership with his election in 2012 to the EcoLabel Board, an agency of the European Commission. His technical expertise and experience serve well in guiding sustainability policies and decisions.

"As Europe tackles important issues like addressing sustainable chemistry through product certifications, our experience at GOJO will be valuable to the EcoLabel Board as they shape future policy," Bonnie said.

GOJO Europe gained ISO 14000 certification in 2012, with **Shane Noble**, Warehouse Manager for GOJO Europe leading the effort to gain the international standard for environmental management systems. "ISO 14000 shows we are aware of the need to continuously improve our processes and systems, and demonstrates that GOJO is living and breathing sustainability," Shane said.

GOJO provides leadership for sustainability in Brazil

When ABNT sought assistance in revitalizing and launching the ecolabel product certification process in Brazil, GOJO Brazil Director **Flavio Leal** stepped up. "They were looking for a company to embark on their journey and help them achieve their first certification," he said. "We've learned, they've learned, and the end result is that PURELL and GOJO soap are the first green certified products out of any product category in Brazil."



“Customers really value evidence of a strong sustainability commitment with products that perform and deliver sustainability benefits.”

Suzanne DeMaine, Marketing Manager GOJO Europe

PURELL® Advanced Instant Hand Sanitizer joined the list of global certifications when ABNT granted certification for the product in 2012. Such achievements are important, as sustainability continues to gain momentum in Brazil.

“It’s not only about our product and how we make it, but Brazil sees sustainability in all senses: energy efficiency, waste management, reverse logistics, best practices, even planting trees to offset pollution,” Flavio said. “In Brazil, I believe a key driver also is our social sustainability story, which includes the infection risks associated with bulk soap, hand sanitation in healthcare settings and in areas where water is scarce, and in our pursuit of well-being for all people.”

Flavio identifies Brazil as being on par with Europe and Australia regarding the importance of sustainability. “We see the sustainability story everywhere here,” he said. “Last year we had a global EcoLabel Network Summit in Brazil, and GOJO was able to partner with ABNT to support the event.”

Partnering to promote certification is good for Brazil, Flavio said. “We were able to connect with standard bodies from Russia, Japan, Southeast Asian, and others from Europe, Central and South America. PURELL was everywhere, and by being the first one to get ABNT certification, that definitely positioned GOJO and Brazil as global leaders. It was a great moment.”

Collaboration with customers in Australasia

GOJO works closely with one of the largest distributors of recycled and environmentally preferred products and systems to deliver sustainable choices with environmental, social and economic benefits in Australasia. Like GOJO, sustainability is at the heart of the company’s business. They work together to provide better choices for customers throughout the region.

“GOJO and our company are both purpose-driven, and that is a more sustainable way of doing business.”

said the CEO of the GOJO distributor in Australia. “Social sustainability is about making what we do and how we do it better, so the world is a better place, better than the way we found it.”

One example the distributor cites is the portion-controlled dispenser, “so you get just the right amount of product for effective hand hygiene without waste.” He also listed GOJO leadership in sustainable chemistry and packaging — a “complete green product line” — as a sustainability benefit throughout his region.

GOJO innovation delivers mutual value. “More than anyone else in this industry, GOJO is constantly raising the bar, challenging the status quo,” said the Australian distributor. “Business really should be about stepping up to the responsibility of social and environmental sustainability. That’s what we believe, and it’s what GOJO believes. Our customers feel the same way and that’s why this is such a good relationship.”



To learn more about the GOJO portfolio of products that have earned global ecolabel certifications visit GOJO.com

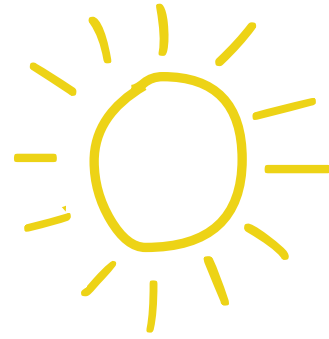
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Flavio Leal, GOJO Brazil Director



FLAVIO LEAL
GOJO Brazil Director

Products that sustain life...
made in sustainable ways.™



Our promise

With the world's largest portfolio of green certified soaps and sanitizers, GOJO continues our commitment to lead the world toward a healthier future. New PURELL® Advanced Green Certified Hand Sanitizer features a natural, plant-based moisturizer and is clinically proven to maintain skin health.*



Learn more at www.GOJO.com/sustainability.

*Clinical field studies #2011-F10232 and #2011-F10233, April 2011

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