

WHAT MATTERS most

GOJO 2014
SUSTAINABILITY
REPORT





WHAT MATTERS MOST

As the concept of sustainability continues to evolve, we have greater opportunities to create social, environmental and economic value for our business and those we serve. Our sustainability commitment allows us to do just that by pushing us to always focus our efforts on what matters most. Deeply understanding the needs and preferences of our team members, customers, partners and the world around us is the key to remaining a leader in sustainability and to driving continuous improvements.

We understand that beyond our business, lives the world we touch every day. It's a world filled with life we respect so greatly that we made it the focus of everything we do. That focus allows us to evolve our sustainable actions into a deeper connection with humanity. Connecting the people we serve with better health for their businesses, lives and world. **To us, that's what matters most.**

Ever since Arthur Bebler was born with cerebral palsy, his mother has used GOJO products to keep him clean. Not only have they kept Arthur healthy, they've also brought his mother peace of mind.





Joe Kanfer
Chief Executive Officer

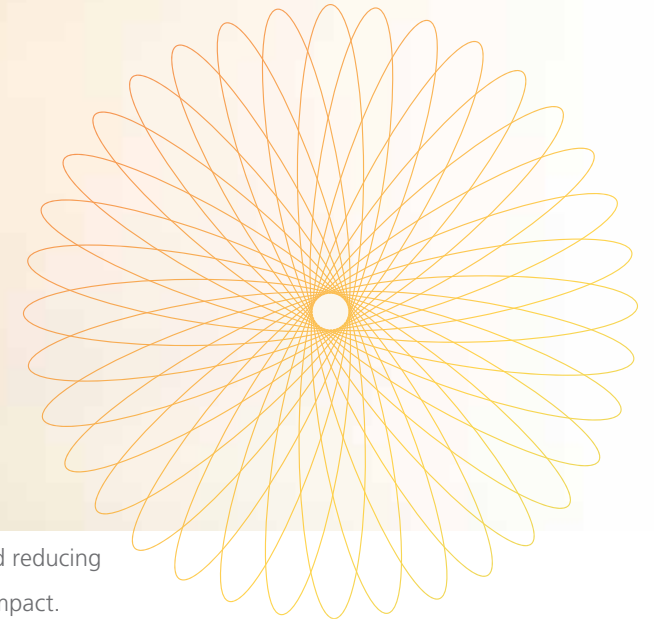


Marcella Kanfer Rolnick
Vice Chair

We have had another amazing year of learning, growth and progress on our sustainability journey. Sustainability is an imperative of the GOJO Purpose: **“Saving Lives and Making Life Better through Well-Being Solutions.”** As we have worked to rise up to the challenge of this imperative, we have learned that what is needed and expected by our customers and other stakeholders constantly evolves. This awareness has likewise led GOJO to evolve in order to advance forward in creating ever greater social, environmental and economic Sustainable Value.

We’re creating new sources of Sustainable Value for our customers by cultivating partnerships, innovating in our solutions and our processes, and increasing transparency in our communications.

In our 2013 report, we shared inspiring results that pushed us well beyond our voluntary 2015 targets of reducing water use, solid waste generation and greenhouse gas emissions. During the same time period, we achieved a significant increase in hand hygiene delivered, enabling us to make meaningful progress against our social sustainability goal: **“Bring Well-Being to One Billion People Every Day.”**



A MESSAGE FROM OUR CEO & VICE CHAIR

We also shared examples of our social and ecological “handprint” that moves us beyond reducing the negative impacts commonly referred to as a “footprint” to expanding our positive impact. The focus is on both sustaining life and the ecosystem within which we live.

In this year’s report we illustrate more successes of our positive ecological “handprint.” We also highlight many examples of Sustainable Ways of Working (SWOWSM)*, our unique approach to integrating sustainability into everything we do. Whether it’s helping kindred spirits at the University of Washington create a more eco-friendly campus or building a foundation for the next generation of workers with SkillsUSA, it’s amazing how much we can accomplish when our team members, animated by the GOJO Purpose, seize opportunities to generate Sustainable Value! (With SWOW, it’s all hands on deck!)

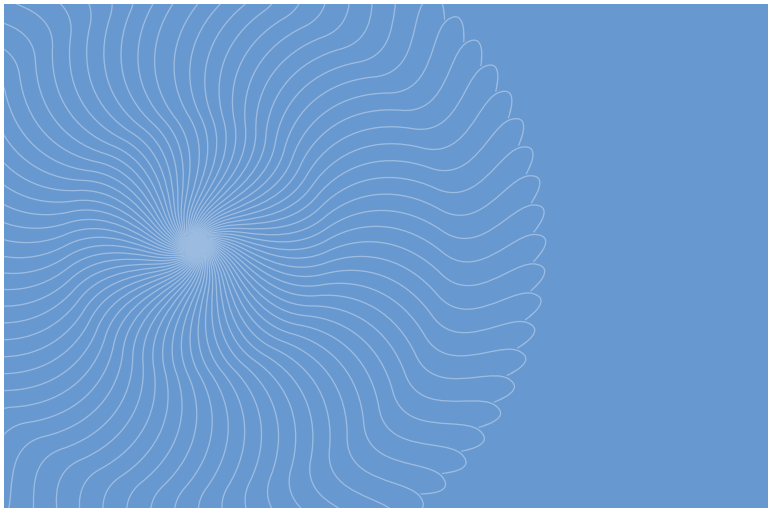
You will see our progress in 2014 through the positive outcomes generated for those we serve—outcomes that can only be achieved when we collaborate with our stakeholders in the spirit of advancing a shared vision: healthier people and a healthier world for generations to come!

Sincerely,

Joe Kanfer
Chief Executive Officer

Marcella Kanfer Rolnick
Vice Chair

We welcome your thoughts, look forward to your questions and invite you to join us as we continue creating positive outcomes for our business and all those we touch.



OUR SUSTAINABLE FOUNDATION

The GOJO sustainability story is founded on care for others.

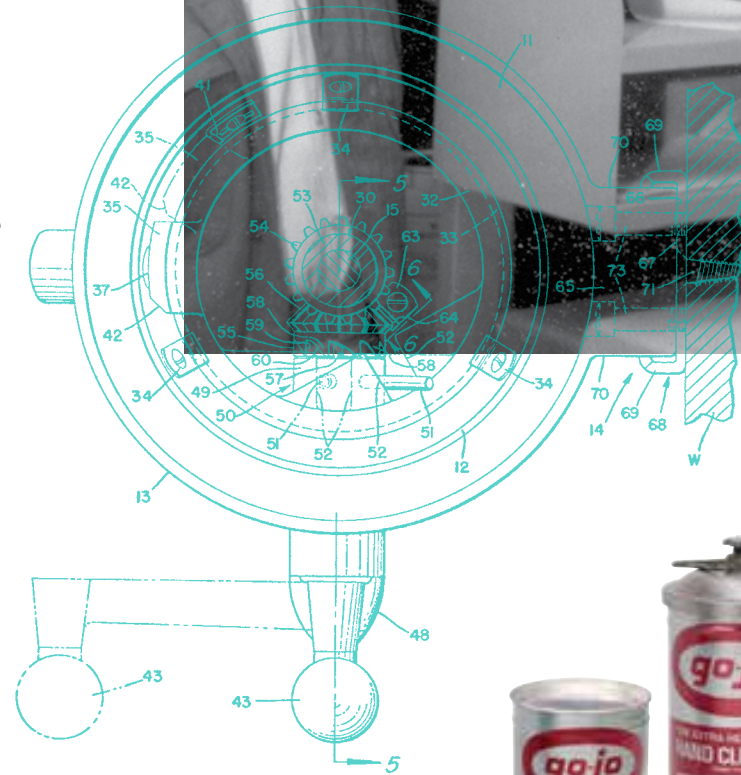


Goldie & Jerry Lippman
Co-Founders

It was Goldie Lippman's work at a rubber factory in Akron, Ohio, during World War II that left her coming home at night with skin damaged by harsh carcinogenic chemicals she used to remove the soils from her hands. It was Jerry Lippman's care for his wife and workers in the community that led him to develop a new kind of cleaner - one that Goldie and her coworkers could use without leaving their hands raw and damaged.

Jerry's desire for a better hand cleaner proved to be the beginning of GOJO. Our founders' care and compassion for others extended to their community and employees, whom they treated like family. For example, the Lippmans provided bread and peanut butter daily, a practice of care which lives on today in the break rooms and cafeterias at GOJO facilities that bear our founder's name - *Jerry's Place*.

Jerry and Goldie knew what mattered most and made sure GOJO would be rooted in family, community and care for the well-being of others.



In 1952, Jerry Lippman invented and patented the world's first portion-control hand cleaner dispenser to solve the customer-identified problem of product waste.



Our company, founded on a safer way to clean working hands, has evolved to become a global leader in hand hygiene, staying true to our founders' legacy of making life better. More than half a century later, GOJO remains family-led with a culture built on the sustainable foundation established by Jerry and Goldie.



Jennifer Bruin
GOJO QC Technician II



Yvonne Foster
GOJO Machine Operator I

SUSTAINABLE WAYS OF WORKING

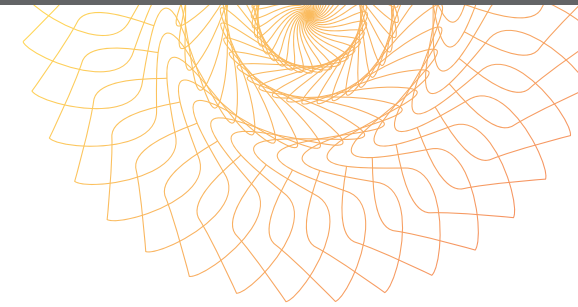
Sustainable Ways of Working (SWOWSM) is our unique approach of integrating sustainability into everything we do. With SWOW, GOJO team members evaluate the social, environmental and economic impacts of decisions and day-to-day work, and make improvements accordingly. This thoughtful consideration results in new sources of value for both GOJO and our stakeholders, including all those we touch and the environment.

5

There are five core principles that make SWOW work so well:



Ashley Lowdermilk
GOJO Healthcare Account Specialist I



LEADING & 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 & COMPLIANCE

GOJO facilities and operations comply with all applicable government requirements. We establish and maintain appropriate environmental management procedures and pollution prevention measures 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.

Through SWOW, we have produced some amazing results, not just for our company, but, just as importantly, for our partners, those who use our solutions, and society at large. The stories of success in this report are proof that Sustainable Ways of Working is a better way to do business.



Brad Gilham
GOJO Mix Technician

If you would like to know more about SWOW visit www.GOJO.com



SUSTAINABILITY

A DRIVER OF INNOVATION

When innovative thinking meets a deep commitment to sustainability, we see abundant possibilities for solutions that go beyond their core function to deliver greater social, environmental and economic value in line with the needs of our evolving markets and our ever-changing world.



Casey Krysiak
GOJO Product Systems Manager

Innovation that expands the possibility of health with the **PURELL ES™ Everywhere System**

Our flagship innovation of 2014 is the PURELL ES™ Everywhere System, a new product that increases access, efficiency and overall well-being. A sleek redesign of traditional PURELL dispensers, the PURELL ES™ Everywhere System is versatile enough to adapt to almost any situation, with a compact design that's only a few Command® strips away from being mounted on whatever surface you like.

The main goal of the PURELL ES™ Everywhere System is to provide unprecedented access to hand hygiene, which in turn, is helping our long-term sustainability goal of bringing well-being to one billion people each day.

Global-scale thinking can lead to human-scale comfort. The PURELL ES™ Everywhere System is tailor-made for everyday situations, like self-checkout counters, ATMs and condiment areas, where larger dispensers and pump bottles wouldn't fit. Whether it's on the public transportation you take to work, at your child's school or in the van of the cable installer coming into

your home, it's a system that provides well-being and peace of mind.

Thanks to thoughtful design, it also provides a sustainable, efficient solution for business and the environment. A refill for this system contains almost twice as much product as a standard 8 fl oz bottle of PURELL Advanced Hand Sanitizer, and can dispense almost 90 more uses than a standard 12 fl oz PURELL bottle. By packing more germ-killing product into a similar-sized footprint, our innovative design makes it easier than ever to care for the health of business and the world in which we live.

A focus on Sustainable Ways of Working led GOJO to create an innovative, sustainable and market-friendly solution. It was also a rapid one: Whereas most engineering cycles take three to five years, the end-to-end design of the PURELL ES™ Everywhere System was finished in two years, thanks to a continuous emphasis on efficiency, leadership and better outcomes for the things that matter most.



HEALTHCARE

HOSPITAL

A Midwest hospital used the PURELL ES™ Everywhere System to replace bottles and aerosol canisters that were in tight confined areas. Not only were they "So pleased" to receive better hand hygiene in difficult areas, they also increased their own sustainable business practices by eliminating aerosol canister use.

U.S. RENAL

We worked with First Healthcare Products and U.S. Renal, a nationwide dialysis center, to design a unique bracket to hold the PURELL ES™ Everywhere System on their dialysis/computer carts. Now, for the first time, U.S. Renal's healthcare workers and patients will have sanitizer nearby during dialysis treatment.



GOJO SOCIAL SUSTAINABILITY GOAL
Bring Well-Being to **"ONE BILLION"**
People Every Day by 2020.



RETAIL

WEGMANS GROCERY

With the PURELL ES™ Everywhere System, Wegmans Grocery was able to offer sanitizer in store locations they have never been able to in the past. They installed the PURELL ES™ Everywhere System at every checkout register for employee use, as well as many other areas throughout the store. They have already seen a real love for the system from employees and customers alike.



CIRCLE K

Circle K implemented a complete PURELL® hand sanitizing program featuring the PURELL ES™ Everywhere System. The compact size and placement adaptability of the PURELL ES™ Everywhere System were vital to the strong usage stores have seen. Employees and customers alike have quickly developed an appreciation for having sanitizer easily available for their convenience and their health.

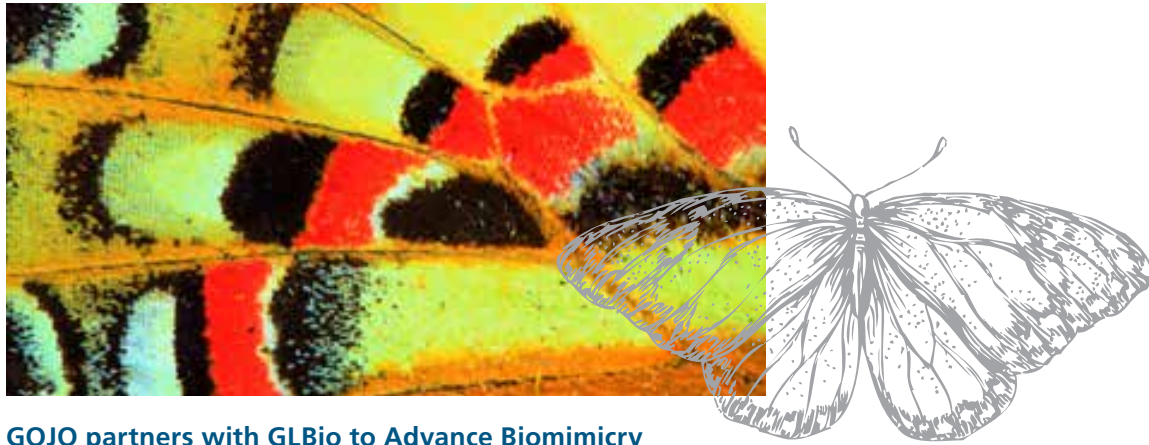


SUSTAINABILITY: A DRIVER OF INNOVATION



Tom Tyrrell
Founder and CEO of GLBio

INNOVATIVE PARTNERSHIPS



GOJO partners with GLBio to Advance Biomimicry

When it comes to sustainability, there's no better teacher to learn from than the rhythms and adaptations of natural flora and fauna.

GOJO has begun a partnership with Great Lakes Biomimicry (GLBio), a like-minded nonprofit that closely analyzes the tools deployed in nature to find long-term answers to sustainability problems. GOJO was an early collaborator, starting with an offsite research and development workshop at the Akron Zoo and our cooperation with GLBio has blossomed from there. Biomimicry has become a new leadership platform for sustainability innovation at GOJO, and has led to opportunities to learn and share with other major corporations such as Sherwin-Williams, who is actively implementing the biomimicry process shared by GOJO.

Our collaboration with GLBio has given us ways to significantly reduce energy consumption and incorporate greener chemistries in our next generation of products. More details about these workshops, including the six patent applications that resulted from our partnership can be found at the Great Lakes Biomimicry website. glbiomimicry.org



Supplier Collaboration Makes North American Refill Component Project a Success

Long-term sustainability success requires commonly united people, businesses and partners working together. Recently, we partnered with a supplier to advance the Dispenser Refill Component Project. The objective was to provide a smooth transition from Chinese-assembled components to domestic assembly at GOJO, without adversely affecting supply. By assembling these components in North America, we are able to reduce shipping and fuel costs, and have a flexible supply chain that's agile enough to meet our customer demands with reduced lead time.

This innovative stock-keeping technology not only allows us to have shorter lead times with lower inventory, but has also led to significant sustainability gains. Better monitoring of our product has led to a 96 percent reduction in shipping distance/volume and a 91 percent reduction in shipping weight/volume, while the reduction of SKUs means reduced air freight and reduced inventory storage quantity.

INNOVATIVE THINKING



Tom Marting
GOJO Facilities & Resource
Management Director

Moving from truck to rail lowers GHGs

There are approximately 420 miles between our ethanol suppliers in Illinois and Indiana and Cuyahoga Falls, Ohio. A tanker trailer making that trip can carry 22 tons of ethanol at a time. While impressive, it pales in comparison to the 100 tons of ethanol a more sustainable rail tanker car can carry—a mode of transportation that's 10 times more fuel-efficient than using tanker trailers.

In 2014, GOJO went from using tanker trailers for ethanol transportation to using 95 percent rail freight and 5 percent trucks. Using EPA guidelines, we avoided putting nearly two million kilograms of CO₂ into the air this year—the equivalent of taking 310 cars off the road—leading to an 87 percent reduction in fuel emissions and a more efficient and sustainable transportation solution.

INNOVATIVE PROCESSES

OVER \$500,000
WASTE & COST REDUCTION
Scrap Improvement Team Yields Waste & Cost Savings Results Across all products & manufacturing lines.



Dale Loree
GOJO Packaging Engineering
Director - VCI

GOJO Sustainable Packaging Policy Implementation Progresses

Sometimes the only way to tackle a big problem is to turn your attention to smaller problems. That's what we did with our sustainable packaging policy implementation work in 2014. In addition to removing expanded polystyrene foam from our packaging, we also managed to create a smaller, less expensive, less wasteful and less frustrating package for the benefit of our customers and the environment.

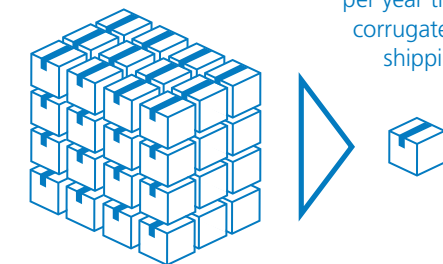
Using an advanced scorecard based on best practices, external examples and internal knowledge, we could positively compare the impact of one packaging process on the environment against another. The scorecard educated team members across several different departments on sustainability, making a potentially overwhelming topic both tangible and actionable.



Component assembly on PURELL® LTX-12™ Refill

391 TREES SAVED

per year thanks to eliminating corrugated boxes for labels, shipping and storage.



SUSTAINABILITY: SUSTAINABLE LEADERSHIP



John Stubbs
GOJO Facility Maintenance Supervisor

Our company was founded on care for the well-being of others, and even as we've grown to an international scale, we've retained that focus. We see our position as an industry leader as a great responsibility. As such, we strive to lead by example through our work in cultivating positive partnerships with like-minded organizations and the development of innovative and sustainable solutions.

AN INDUSTRY FIRST: GOJO leads the way with SafeWater

While GOJO Process Engineer Natalie Firmanchuk was attending a trade show, she and a fellow engineer saw an intriguing product on display: SafeWater by EAU Technologies, Inc. Using a simple combination of low-level chemicals, salt, water and electricity, a company had developed an alternative to chemical-heavy detergents and bleaches – one that could be made at ambient temperatures. Critically, the formula eliminates chemical waste waters and disposal, creating a non-toxic solution that can safely go down the drain.

Because of our reputation for innovation and interest in sustainability, we were approached by the distributors of SafeWater, and eventually adopted the cleaner and sanitizer technology in 2014, after rigorous testing and proof of concept. On a macro level, the newly reduced carbon footprint is a big step in the right direction for our environmental impact. On a micro level, as GOJO QA Validation Analyst Michael Battle noted, SafeWater also greatly reduces heat in the lab, making life a lot easier for employees, since excess energy is reduced.

The environmental bonuses of SafeWater are obvious, but it was Firmanchuk's colleague, longtime GOJO Facility Maintenance Supervisor John Stubbs, who pointed out the true sustainable value of adopting this kind of product. With houses stocked with chemical cleaners all over America, helping to make a healthy sanitizing product like SafeWater viable in the market could lead to a ripple effect of greater health and well-being across the country—and in time, the world.

"It's a big cycle with everybody," Stubbs said of the GOJO internal sustainability process. "It's the incoming chemicals, it's the processes, it's the distribution. But it's all part of that big picture, and everybody's piece has to work in the end." From that point of view, it's not a stretch to say that everyone, from international corporations like GOJO to individuals everywhere, has a role to play in the interconnected process of global sustainability.

"We like to be leaders," Firmanchuk said of the GOJO sustainability goals. "I'd like to hope that other people see our success and actually consider using it and consider the concept of being able to look at technologies like this and be innovative. We aren't the makers of this technology, but it was innovative for us to use it and evaluate our processes."



Natalie Firmanchuk
GOJO Process Engineer

Michael Battle
GOJO QA Validation Analyst

Successful pilot of the new GOJO end-of-life/dispenser recycling program

Among the many sustainability efforts at GOJO is end-of-life planning for our dispensers. In other words, making them easier and more efficient to recycle. When old soap dispensers needed to be replaced, we retrieved them and provided documentation that they would be recycled responsibly, providing even more value to our partners and customers. True to our word, more than 20,000 used dispensers have been recycled, resulting in 10 tons of waste diverted from landfills – and many dispensers find second lives as birdhouses, piggy banks and more through fun craft projects.



Nicole Koharik
GOJO Global Sustainability Marketing Director

SUSTAINABLE PARTNERSHIPS

From waste to product

After successful efforts in 2013 to reduce GOJO hazardous waste output—upgrading GOJO from a Large Quantity Generator to Low Quantity Generator status—one hazardous waste stream still remained in 2014. Once environmental specialists within GOJO determined that we could not replace a certain chemical in our quality control labs, we did what we always try to do: **Find a sustainable solution.**

Our contract with our hazardous waste management partner stipulated that they seek a sustainable use for this hazardous chemical, and in November of 2014, we determined that this waste could be converted into a substitute for commercial line flushing product, which cleans out buildup from pipes. Last year, approximately 800 pounds of waste were converted into commercial line flushing product.

LEADING BY EXAMPLE

GOJO was one of the first participants in the Chemical Footprint Pilot

In Dec. 2014, the BizNGO conference focused on the pilot results of a new measurement system to measure corporate progress toward safer chemicals use: The Chemical Footprint Project. GOJO was among the first organizations to pilot the Chemical Footprint tools and provide feedback. We saw the pilot as an opportunity to progress toward our own sustainability goals, and help shape a system that provided a consistent set of understandable hard data to guide the industry toward better chemical management.

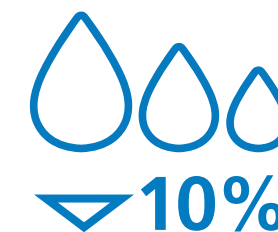
We were asked to speak about our experience with the Chemical Footprint pilot at the BizNGO conference. "The Chemical Footprint Project pilot gave us the tools and framework to conduct a robust self-assessment that will be instrumental in the forward progression of our sustainable chemistry policy," Nicole Koharik from GOJO said at the time. "As a company founded on providing safe solutions to clean hands, we are greatly benefiting from the rich dialogue our CFP pilot participation is generating internally and externally regarding optimal strategies for providing the safest, most effective products for human health and the environment."

In 2015, GOJO will participate in the Chemical Footprint Project after launch.



2014 SWOW SUPERSTAR AWARD WINNER

Our Scrap Improvement Team - For reducing waste, eliminating downtime due to unavailable components, and improving the costs to manufacture finished goods.



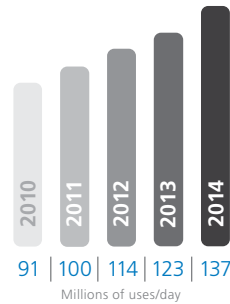
GOJO water savings study shows 10% less water per hand wash with foam soap vs. liquid soap

GOJO 2014 SUSTAINABILITY SCORECARD



Hand Hygiene

(Delivered)
+51% change since 2010
skin care product shipped in equivalent uses



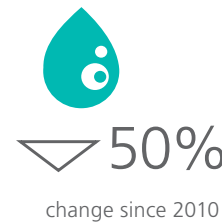
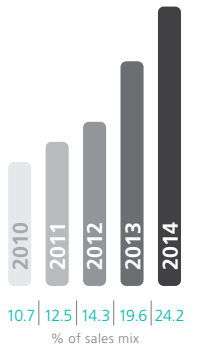
In 2010, GOJO announced voluntary goals to improve our environmental impacts. We set 2015 targets of:

- Reducing water use by 30 percent
- Reducing solid waste by 25 percent
- Reducing greenhouse gas (GHG) emissions by 5 percent, compared to the 2010 baseline



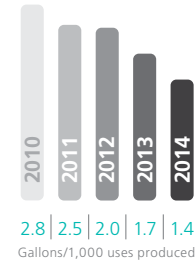
Certified Products

126% change since 2010
sales from sustainably certified products



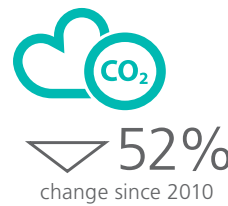
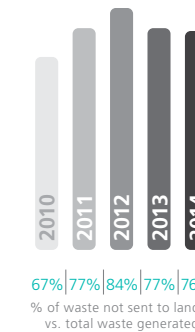
Water Use

-50% change since 2010
gallons/1,000 uses produced



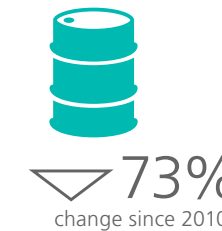
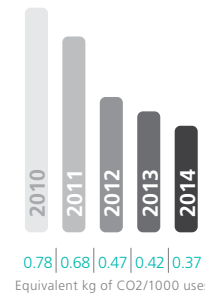
Waste Recycled

13% change since 2010
Ratio of waste recycled vs. waste produced



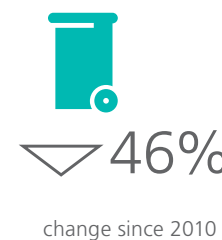
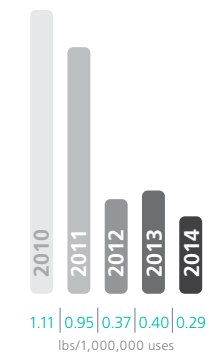
GHG Emissions

(Scope 1&2)
-52% change since 2010
equivalent kg of CO₂/1,000 uses



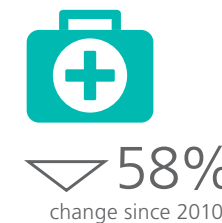
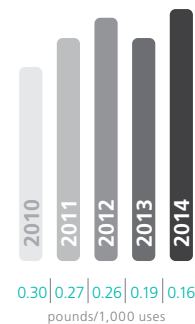
Hazardous Waste

-73% change since 2010
weight of hazardous waste treated or transported



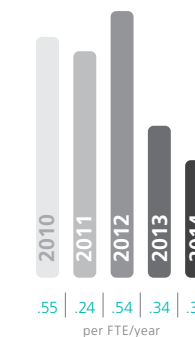
Solid Waste

(All generated)
-46% change since 2010
pounds/1,000 uses



Accidents

(Lost Time)
-58% change since 2010



SUSTAINABILITY: SUSTAINABLE LEADERSHIP



Workplace improvements

Starting in 2014, the GOJO Workplaces team began installing touch-free faucets in the company restrooms. Powered by a small generator that recharges the faucet batteries, the shift to the new faucets has eliminated the disposal of both lithium and alkaline batteries.

In addition to the touch-free faucets, we've embarked on other workplace sustainability efforts, including replacing company light bulbs with LED and fluorescent lamps and installing sit-to-stand desks. These new desks improve circulation, and can alleviate back pain associated with being seated for an extended period of time.



University of Washington
Seattle, WA



Nicole Bonikowske's son was born 12 weeks early. After leaving the NICU, doctors recommended replicating a hospital environment. The happy, healthy Bonikowske family now has six PURELL Advanced Instant Hand Sanitizer stations around the house.

SUSTAINABILITY AND OUR CUSTOMERS

Customers across markets are embracing sustainability and are looking to suppliers for support in achieving their sustainability goals. At GOJO, we listen to our customers and actively seek opportunities to gain insights, share our expertise and partner to advance sustainability.



Gene Woodard
University of Washington
Director of Building Services

Partnering to achieve green goals With the University of Washington

From students to faculty to administration, the flagship university in the State of Washington – and GOJO customer – The University of Washington (UW) has made environmentally sustainable solutions a top priority in the face of economic difficulties posed by the recession. In December 2014, the university's efforts were recognized by American School & University magazine, earning UW the title of Grand Winners of the Green Cleaning Award in Higher Education.

Gene Woodard, director of building services for UW and a UW employee for 30 years, deserves much of the credit. As head of both custodial and composting services for the university, Woodard made what he refers to as "little" changes, emphasizing thorough training and retraining for all custodians, adopting water-based squirt bottles instead of aerosol spray bottles and spearheading new recycling and conservation efforts, all of which contributed to the recognition.

Woodard and UW's achievements are made even more impressive by the difficult circumstances surrounding them. During the great recession, Woodard said, "Our funding was reduced by 26 percent...which resulted in about 65 fewer positions. We had to change our business model and our whole approach to cleaning. We were a bit frustrated that might not have been able to provide the same cleanliness and quality of service that we were able to when we had more people. It's amazing that the campus is as clean as it is. The campus has grown... and even through all of that, all the budget reductions, we continued our focus to be green and to provide more training and involvement of our staff."

Part of UW's success can be attributed to the fact that the campus was made aware of its sustainability efforts. After years of using unsanitary and ineffective soaps, Woodard searched for months for

a healthier, greener alternative. Woodard noted the influence that adopting GOJO products had on the community. "Due to the fact that it was fragrance-free, Green Certified and a much-improved dispenser system, we were more confident now that we were providing sanitary hand soap to all the people who are washing their hands in our university restrooms," Woodard said. "The fact that we were able to put a Green Certified sticker on the dispenser at that time... it helped us send a message that we are embarking on this effort to provide a clean environment, and doing so in the greenest way that we can."

GOJO found more than a satisfied customer in Gene Woodard and the University of Washington. It found a kindred spirit. "I'm at the age where I have grandchildren, and they're going to have grandchildren, and I want this world to still be a place where they can be healthy and live long lives and

be safe," Woodard said. "You don't see the immediate results, necessarily, but the cumulative effect and the long-range effect is what this world needs. I'm glad to create partnerships with like-minded organizations and companies. I think that's the only way to make things better."



SUSTAINABILITY AND OUR CUSTOMERS



LA CONVENTION CENTER

LA Convention Center adopts GOJO GREEN HYGIENE Solutions as part of its sustainability program

It's difficult to reduce the environmental impact of a **720,000 square-foot** building, but that's exactly what the Los Angeles Convention Center strives to do every day. That involves more sustainable practices and raising awareness of the need for energy efficiency, but it also involves adopting innovative new technology. In 2014, that included GOJO GREEN HYGIENE™ Solutions, which is part of why the massive convention center has been recognized by both the EPA and the United States Green Building Council.



CHICAGO PUBLIC SCHOOLS

A first for Chicago City Schools and GOJO

In 2014, Chicago Public Schools adopted GOJO GREEN HYGIENE SOLUTIONS, bringing a more sustainable cleaning solution to kids across one of America's great cities. Chicago's GOJO dispensers are among the first in the world to have a well-defined end-of-life recycling plan in place, which adds up to **10,180 lbs.** of recycled material since installation was completed toward the end of the year.

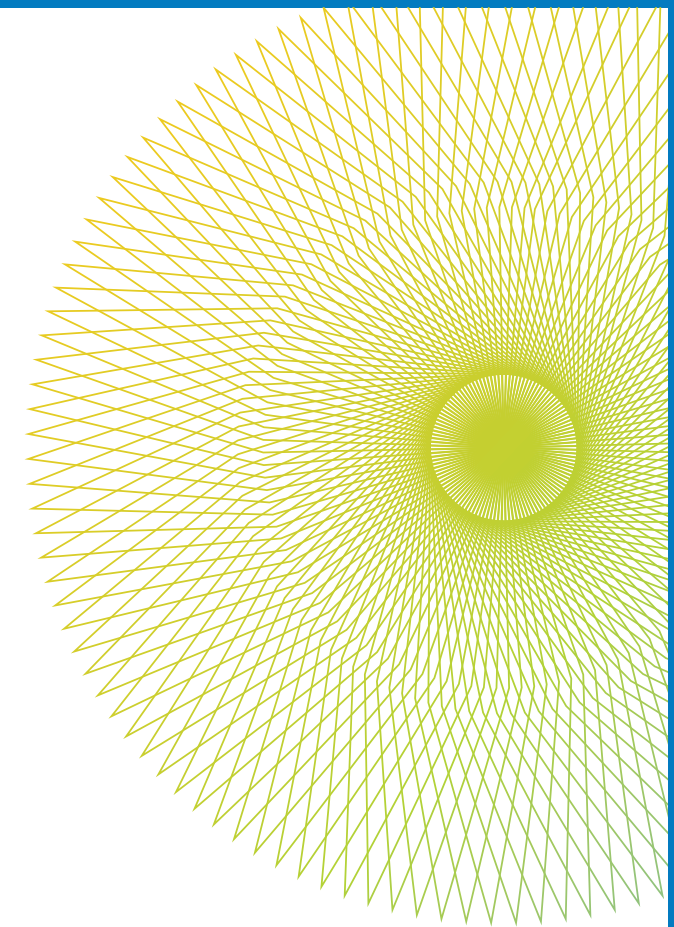
The client, Aramark, also felt that GOJO exceeded expectations by adapting to their aggressive timeline for installation, and were particularly complimentary regarding the responsiveness, helpfulness and versatility of the installation team.

HCA HOSPITAL CORPORATION OF AMERICA

HCA Hospital GOJO dispenser recycling program

We're serious about taking responsibility for the impact of our actions and our products at every stage of the product life cycle, including the end of life when many products are discarded and end up in landfills.

Thanks in part to a new GOJO service offering, including rigorously defined end-of-life processes, HCA Healthcare has experienced great success with its large-scale recycling programs, including the demolition and recycling of entire buildings. From 2012 to 2014, HCA recycled more than 114,000 tons of debris from its buildings—the equivalent of 59,325 mid-size cars—and ensured that the debris was properly recycled instead of being sent to a landfill. GOJO is proud to have contributed to the sustainability success of this forward-thinking customer.



WALMART

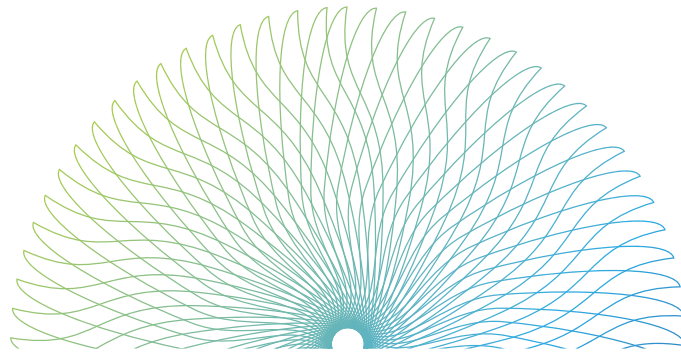
GOJO dispensing efficiency sets the standard

Many of our customers understand that sustainability is not only good for people and the environment – it's also good for business. That's what convinced Walmart to adopt the GOJO® FMX-20™ dispensing system over a one-liter antibacterial soap refill from competitors. Thanks to life cycle data collection, we were able to demonstrate that the FMX-20 ABS soap dispenser is more efficient (with twice as many washes per refill and twice as much product at the same freight weight) and cost-effective (reducing labor costs by nearly half). Thanks to the FMX-20's reduced storage density, Walmart would be able to reduce their packaging waste by 33 percent, totaling 150,000 lbs. less waste per year.



**Three of the Seven
2014 American School and University
Green Cleaning Schools Award
Winners were GOJO customers.**

OUR GLOBAL SCOPE



Sustainable Ways of Working encourages innovation and efficiency in the market and serves as a catalyst for GOJO to lead on a global scale. As an industry leader, we have numerous opportunities to promote healthier and more thoughtful business practices across the world.

The fight against antibiotic resistance With the World Health Organization

Clean hands save lives. That’s the message of “Clean Your Hands: Stop the Spread of Drug-Resistant Germs,” a presentation by Professor Didier Pittet, director of the Infection Control Programme & World Health Organization Collaborating Centre on Patient Safety at University of Geneva (Switzerland) Hospital.

GOJO has partnered with the World Health Organization (WHO) since we became a founding member of the WHO initiative, Private Organizations for Public Safety (POPS). Since its inception, the POPS collaboration has focused on reducing healthcare-associated infections through better hand hygiene education, awareness and availability. PURELL® Instant Hand Sanitizer’s unparalleled effectiveness has helped the initiative immensely, reducing infection rates in long-term care facilities by 30 percent¹ and in hospitals by 36 percent.²

Now however, an alarming global health challenge has made GOJO involvement even more critical: Antibiotic resistance. The medical community’s increasing reliance on antimicrobial drugs, such as antibiotics, has led certain types of bacteria, fungi, viruses and some parasites to become frighteningly resilient. Some organisms, known as Multi-Drug Resistant Organisms, have even evolved to resist medicines specifically designed to stop them.

As intimidating as the antibiotic-resistant organisms may seem, the solution is to get back to basics. That’s where GOJO comes in. In a world where diseases are more potent than ever, hand hygiene compliance – in other words, adhering to established handwashing and sanitizing guidelines – is both an effective and cost-saving answer. According to Dr. Pittet, one hospital achieved a 51 percent reduction in MRSA

infections due to increased hand hygiene compliance—and saved the hospital \$276,500. At this point, more than 17,000 hospitals in 171 nations and global regions have registered with the WHO’s Clean Hands initiative.

Our dedication to fighting antibiotic resistance doesn’t stop there, however. Along with our WHO partnership, we have also pledged our long-term support to promote antibiotic stewardship. GOJO, along with more than 150 other organizations, met at the White House Forum on Antibiotic Stewardship to help ensure the responsible use of antibiotics in the United States. This coordinated program promotes the appropriate use of antibiotics, improves patient outcomes, reduces microbial resistance and decreases the spread of infections caused by multi-drug resistant organisms. It’s a strong first

step in fighting antibiotic resistance and it directly aligns with the GOJO Purpose of Saving Lives and Making Life Better Through Well-Being Solutions.

All across the world, our emphasis on sustainability is leading to more accessible, more effective and more affordable hand hygiene solutions. And with hand hygiene as important as it’s ever been, sustainability is saving lives.



GOJO Australasia is first to achieve Global GreenTag

Global GreenTag is an independent, international organization that verifies the life cycle sustainability of products around the world, and is part of Global Ecospecifier and they are recognized in 78 countries. In August of 2014, GOJO hand cleaner, hair wash and PURELL Advanced Instant Hand Sanitizer were all GreenTag certified. Though that’s a major accomplishment in itself, PURELL Advanced is the first hand sanitizer in the world to receive this certification, which is a special point of pride for our company and a milestone in our sustainability leadership around the world.

Supporting World Health Organization’s SAVE LIVES: Clean Your Hands Global Annual Campaign

Among the World Health Organization’s Clean Care is Safer Care goals in 2014 was to add five countries to the hand hygiene campaign registered list. Because of our relationship with the WHO, we carefully evaluated where GOJO could influence a hospital registration. When Barbados became a target, we coordinated with Bryden Stokes, our local supplier of the PURELL® Hand Sanitizer and GOJO products to Queen Elizabeth Hospital (QEH) in Bridgetown, Barbados, to secure the country registration.

Queen Elizabeth Hospital was registered soon afterward, and we were recognized by both Barbados and Dr. Didier Pittet for our efforts.



Partnerships: The fight against Ebola

GOJO stood up during a time of world crisis to support efforts to fight Ebola. We donated more than **96,000 bottles** of PURELL Advanced Instant Hand Sanitizer to the World Health Organization for distribution to those in need. We also worked with our distributor partner in Nigeria to supply alcohol-based hand rub to help reduce the chances of outbreaks at a local level.



GOJO was recognized as a **flourishing organization** at the Global Forum, hosted by the Case Western Reserve University Fowler Center for Sustainable Value, where Mark Lerner (President & Chief Operating Officer) and Marcella Kanfer Rolnick (Vice Chair) shared the GOJO perspective on how businesses today can contribute to prosperity for their employees, themselves and those they impact every day.

A SUSTAINABLE COMMUNITY

At GOJO, our Sustainable Ways of Working approach considers the long-term effects of our actions on our business, our industry, our customers and within the communities where we operate.



Mark Susanek
GOJO Industrial Marketing Associate

Building a foundation for the future With SkillsUSA®

SkillsUSA is a national organization of students, teachers and businesses working together to support career and technical education, helping to ensure America has a skilled workforce. As of 2014, that partnership includes the GOJO FUTUREPRO™ program, with SkillsUSA providing the perfect outlet to reach the next generation of skilled, technical workers and further support of our goals of reducing sickness and absenteeism.

The partnership officially began in June, when GOJO sponsored SkillsUSA's Community Service Project, a part of the organization's National Leadership and Skills Conference in Kansas City, MO. Approximately **500 volunteers** spent a hot summer day packing food for the regional food bank, cleaning and painting at the city mission and landscaping city parks and recreation areas.

In addition to reducing communicable disease among workers, GOJO products also promote overall well-being. Just like when Goldie Lippman was working at a rubber factory during WWII, workers in the manufacturing industry use abrasive cleaners that leave their hands rough and damaged. Thanks to our founding mission, we can provide a better solution: Cleaner hands without the abuse.

For Mark Susanek, GOJO marketing associate for the industrial channel and coordinator of the GOJO FUTUREPRO™ program with SkillsUSA, that's the best part of his job. "What I enjoy most is hearing the stories of how we impact people's everyday lives," Susanek said. "The husband who for the first time in years holds his wife's hand out in public. The mechanic who no longer keeps his hands in his pockets because he's no longer self-conscious of how they look."

Susanek also explained the long-term view that factors into our partnership with SkillsUSA and that is critical for understanding our sustainability efforts. It's about education, access and sustained well-being. It's about better health, better workers, better lives.

"These students are the next generation of America's skilled workforce. These are the future automotive mechanics, carpenters, machinists, electricians, welders, plumbers, masons, nurses, chefs [and] police officers," Susanek said. "Being able to directly teach these students the importance of proper hand hygiene and helping to keep them healthy and on the job will create sustainability for our customers and our society for years to come."



NEW PURELL® Advanced Hand Sanitizer Retail Product Benefits City of Hope



Located in Southern California, City of Hope is one of the most well-respected cancer research hospitals in the United States. For decades, GOJO has supported the hospital's mission through different donations and fundraisers, and escalated efforts in 2014 by donating proceeds from PURELL® Instant Hand Sanitizer Spring Bloom. For every bottle sold, GOJO donated 30 cents to City of Hope, which researches diseases, like diabetes and cancer. By the campaign's end in June of 2015, GOJO raised **\$50,000** for cancer research.

TOYS FOR TOTS

GOJO Employees and Toys for Tots

Every year, as the holiday season approaches, the GOJO marketing department has a luncheon to enjoy each other's company outside of work. In 2014, our marketers changed up their traditional white elephant game and bought toys to donate to Toys for Tots instead, ultimately leading to **hundreds of toys donated**.

GOJO Healthcare team works with Haven of Rest

Founded in 1943 as a small storefront rescue mission, Haven of Rest is one of the largest private social agencies serving the homeless and poor in Ohio. On Dec. 20, several members of the GOJO healthcare team volunteered to help others by wrapping more than 240 presents to send out into the community on Haven of Rest's behalf, which made for a happy Christmas surprise for more than 20 kids in the area.



Brittany Darrow
GOJO Healthcare Marketing Associate

"Being a part of the Healthcare team and knowing that our jobs are helping to save lives every day is what matters to us," said Healthcare Marketing Associate Brittany Darrow, who helped organize the gift-wrapping effort. "It's that feeling of accomplishment after a busy day and knowing when you wake up in the morning your job affects so many other lives. There is also an undeniable sense of satisfaction and happiness that can only be experienced when you are putting other people first. It was a great experience volunteering with the Healthcare Team at the Haven of Rest and it's the little things we can do to help make life better for others."

GOJO Partners with Champions for Kids to Establish the PURELL® Lend a Hand Program

From July 28 to August 8, GOJO partnered with the nonprofit organization Champions for Kids to create the PURELL Lend a Hand Program. This program sought to ensure that kids had the school supplies they needed for the fall semester. In our hometown of Akron, residents dropped off food and school supplies at the Akron-Canton Regional Foodbank.

"Millions of American children do not have the proper resources they need to succeed in the classroom," Kathleen Leigh, marketing director of PURELL Consumer, E-Commerce, Shopper Marketing, said at the time. "By supporting this simple service project from Champions for Kids, we hope to be able to provide students with the nutrition and tools they need, such as pencils, notebooks and markers, to start the year off on the right foot."



GOJO 2020 SUSTAINABLE VALUE STRATEGIES & GOALS

At GOJO, we see sustainability as a business imperative and the right thing to do. We set high standards to stretch ourselves as we work to create new sources of Sustainable Value to delight stakeholders in a rapidly changing marketplace.

It is the GOJO Purpose that drives us, combined with insights from listening to customers, that led to the creation of our new 2020 Sustainable Value Strategies and Goals. Our goals for the next five years will promote leadership and continuous improvement, allowing us to advance the following strategic priorities:

- **Innovate to Create Sustainable Value**
- **Elevate Public Health and Well-Being**
- **Steward a Thriving Environment**
- **Foster a Culture of Sustainable Value**



INNOVATE TO CREATE SUSTAINABLE VALUE

- Double global sales from products with 3rd party certifications by 2020
- Establish and maintain an industry-leading sustainable chemistry policy, including halving our Chemical Footprint by 2020
- Source reduce packaging by 15% by 2020



ELEVATE PUBLIC HEALTH & WELL-BEING

- BHAG: Bring Well-Being to One Billion People Every Day
- Be the most recognized advocate for well-being through hand hygiene in our industry by 2020



STEWARD A THRIVING ENVIRONMENT

- Recover and reuse or recycle 50% of dispenser materials from the value chain by 2020
- Ensure 90% of GOJO Strategic, Preferred and Collaborative suppliers meet GOJO Sustainable Value Responsible Sourcing Criteria by 2020
- GOJO distribution operations powered by renewable energy by 2020



FOSTER A CULTURE OF SUSTAINABLE VALUE

- Core processes are infused with SWOW™ to create sustainable value
- Engage all employees in Sustainable Ways of Working by 2020





1. Fendler EJ, Ali Y, Hammond BS, Lyons MK, Kelly MB, Vowell NA, The impact of alcohol hand sanitizer on infection control in an extended care facility. Am J Infect Control. 2002, 30:226-233.
2. Hilburn J. Texas Society of Infection Control Practitioners; Fendler EJ, Groziak PA, Hammond BS, The Use of Alcohol Hand Sanitizer as an Effective Infection Control Strategy in an Acute Care Facility. Am J Infect Control. 2002 Jun; 30(4): 226-33.

Learn more about our sustainability commitment
Visit GOJO.com/Sustainability

The Global Leader in Hand Hygiene & Healthy Skin
www.GOJO.com



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