



GOJO 2020 SUSTAINABLE VALUE PROGRESS REPORT

CHANGING HOW THE WORLD STAYS WELL



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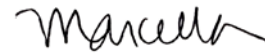
# A MESSAGE FROM OUR EXECUTIVE CHAIR

2020 was a remarkably challenging year for people, businesses, and society at large. We battled what we hope will be a once-in-a-generation pandemic, were reminded that systemic racism and social inequality are still painfully prevalent, and were further divided by a contentious U.S. presidential election. As a steward of a growing, 75-year-old purpose-driven business, I grapple with our role in helping society come through these issues stronger and healthier.

Throughout this year's update, you will see our responses to some of these challenges as well as examples of our commitment to meaningfully and positively impacting the world. I believe our practice of asking these questions and trying new ways of answering them is a central reason we are one of the rare family enterprises not only fortunate enough to celebrate a 75th anniversary but also well positioned for the future.

During the last five years we've grown and changed in ways we both planned and couldn't have anticipated, making some of our original 2020 Sustainable Value targets challenging to achieve. I'm proud we exceeded six of the eight quantitative Sustainable Value targets we set prior to the onset of COVID-19. Unfortunately, we have been unable to sustain our momentum on three of those goals during the pandemic given the challenging conditions we faced.

As we finalize our next set of Sustainable Value strategies and goals, it is the dedication and track record of our more than 2,500 team members around the world that give me continued confidence in our ability to help people and communities thrive and to be the best company we can be. Thank you for your interest in GOJO Industries and our commitment to creating Sustainable Value. Your participation in, and support of, our efforts are truly appreciated and treasured.



**Marcella Kanfer Rolnick**  
GOJO Executive Chair



# A MESSAGE FROM OUR PRESIDENT AND CEO

Like so many others, I began 2020 with a sense of excitement.

For me, it was around being offered the incredible opportunity to take on the role of a lifetime as President and CEO of GOJO. However, after only a few weeks, COVID-19 changed everything. But while my new role was challenging in ways I couldn't have anticipated, I remained fortunate as I was able to find inspiration from the more than 2,500 team members who supported our company, even as they faced their own difficulties. The GOJO team made incredible contributions toward improving human health and well-being. Together, we were able to meet the virtually infinite demand that appeared overnight for our needed products. By investing \$400 million, we prepared our organization for future surges and ongoing demand.

We focused those investments — 10 years' worth of typical capital spending — on our infrastructure, exponentially expanding and enhancing our operational capabilities, to better position us to continue to help people stay healthy and well, including:

- Adding in-house manufacturing of bottles and pumps, and securing captive ethanol production to reduce lead times and ensure supply of critical materials
- More than doubling our overall manufacturing and distribution footprint
- Investing in dedicated manufacturing for our fast-growing PURELL® Surface Spray and new PURELL® Surface Wipes products

Our new capabilities and capacity enable us to pursue our Purpose of Saving Lives and Making Life Better Through Well-Being Solutions like never before — all while continuing to advance sustainable value and innovation to progress toward our goals.

2020 was a difficult year for everyone. Beyond challenges, far too many people faced unimaginable hardships and tragedies. In all, it resulted in a changing world. The year changed our company, too, and was a critical inflection point — one that galvanized us all to tackle enormous obstacles to support the community around us. We were called to play a vital role in public health, and we answered that call while paving the way for an incredibly bright future for both GOJO and our stakeholders, one filled with renewed excitement.



**Carey Jaros**  
President and CEO



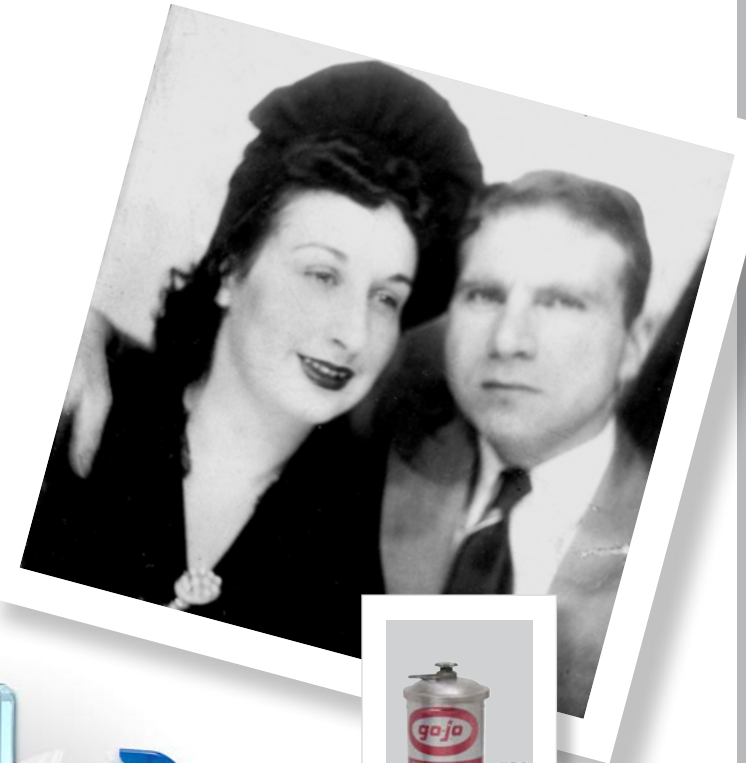
# OUR COMPANY

## CELEBRATING 75 YEARS OF GOJO

### GOJO Industries helps the world experience greater health and wellness

by leveraging our 75 years of experience to continually introduce better ways to keep hands, and the surfaces they frequently touch, clean. GOJO was founded in 1946 with Goldie and Jerry Lippman's simple goal to "get dirty hands clean." It's fitting our milestone 75<sup>th</sup> anniversary follows one of the busiest years we've had to date. In 2020, we tackled numerous challenges because of the COVID-19 pandemic. Thanks to the entrepreneurial spirit engrained in us by Goldie and Jerry, we were able to rise to the occasion as we supported public health needs.

As we reflect on our history and what we've accomplished, we are even more motivated to reach our sustainability goals. Our long history of resourcefulness and sense of stewardship is a major influence, and we remain inspired to continue that legacy. By combining determination, curiosity, and a can-do attitude — just as Goldie and Jerry did — we strive to keep moving forward. In 2022, we're excited to be launching a new Sustainable Value Strategy and we're eager to see how this next set of goals and targets will continue to transform our company.



*In 1946, GOJO invented Original Formula Hand Cleaner, a new and safer way for factory workers to clean hands from tough soils like grease and tar. Today, The PURELL SOLUTION™ offers a comprehensive approach to hand hygiene and surface disinfection – and offers many options for third-party certified products with high performance for people and the planet.*



# OUR PRODUCTS

## SAFE AND EFFECTIVE WITHOUT COMPROMISE

The GOJO Purpose, **SAVING LIVES AND MAKING LIFE BETTER THROUGH WELL-BEING SOLUTIONS**, drives every decision our Family Enterprise makes. It inspires our commitment to better solutions, high-quality ingredients, and safe chemistry.

GOJO scientists work with thought leaders around the world on research, publications, and studies that advance the science of hygiene. Together, we compare the impacts of different methodologies, understand the implications of specific ingredients, measure the success of hand hygiene compliance programs, and quantify outcomes in real world environments. This allows us to drive company-wide innovation and serve critical markets such as healthcare and foodservice with industry-leading hand hygiene and surface disinfection products and solutions.

In 2020, more than 300 PURELL® hand sanitizer SKUs became Cradle to Cradle Certified® Gold with Platinum Material Health rating, the highest material health rating possible.

This achievement is an outcome of our long term sustainable chemistry strategy, and our uncompromising approach to advancing safety while maintaining efficacy. It validates our processes for evaluating and selecting ingredients that the best available science tells us are among the safest available to us.





# OUR REPORT

## CREATING VALUE FOR ALL THROUGH STRATEGIES AND GOALS

At GOJO, our commitment to sustainability is aimed at creating Sustainable Value. Sustainable Value creation requires making business decisions that are good for life and the ecosystem while being profitable for GOJO and its stakeholders.

**We view sustainability as having three key dimensions:**

**Social** – Enhancing people’s quality of life and reducing risks to health and well-being

**Environmental** – Increasing positive impacts and reducing negative impacts on our ecosystem

**Economic** – Building economic strength and prosperity for GOJO and our stakeholders

This report shares final progress against our 2020 Sustainable Value Goals. We have voluntarily reported annually since 2011 and aligned our report to GRI reporting guidelines for five of those years. As with our 2019 report, we chose not to align to the GRI G4 framework this year. The metrics have been calculated with the same rigor as in any other year. As part of our commitment to continuous optimization of these annual releases, for our next report we are identifying ways to align with ESG reporting framework best practices.

We are proud of our accomplishments during the past five years. We expanded our view of our impact beyond our operations, infused Sustainable Ways of Working into our culture, elevated our public health thought leadership, and established GOJO as a leader in advancing safer chemistry. There were also many lessons learned that will strengthen our future efforts. The next time we report, it will be about a new set of goals and metrics, which are to be launched in early 2022.

## GOJO SUSTAINABLE VALUE STRATEGIES



INNOVATE TO  
CREATE SUSTAINABLE  
VALUE



ELEVATE PUBLIC  
HEALTH  
AND WELL-BEING



STEWARD  
A THRIVING  
ENVIRONMENT

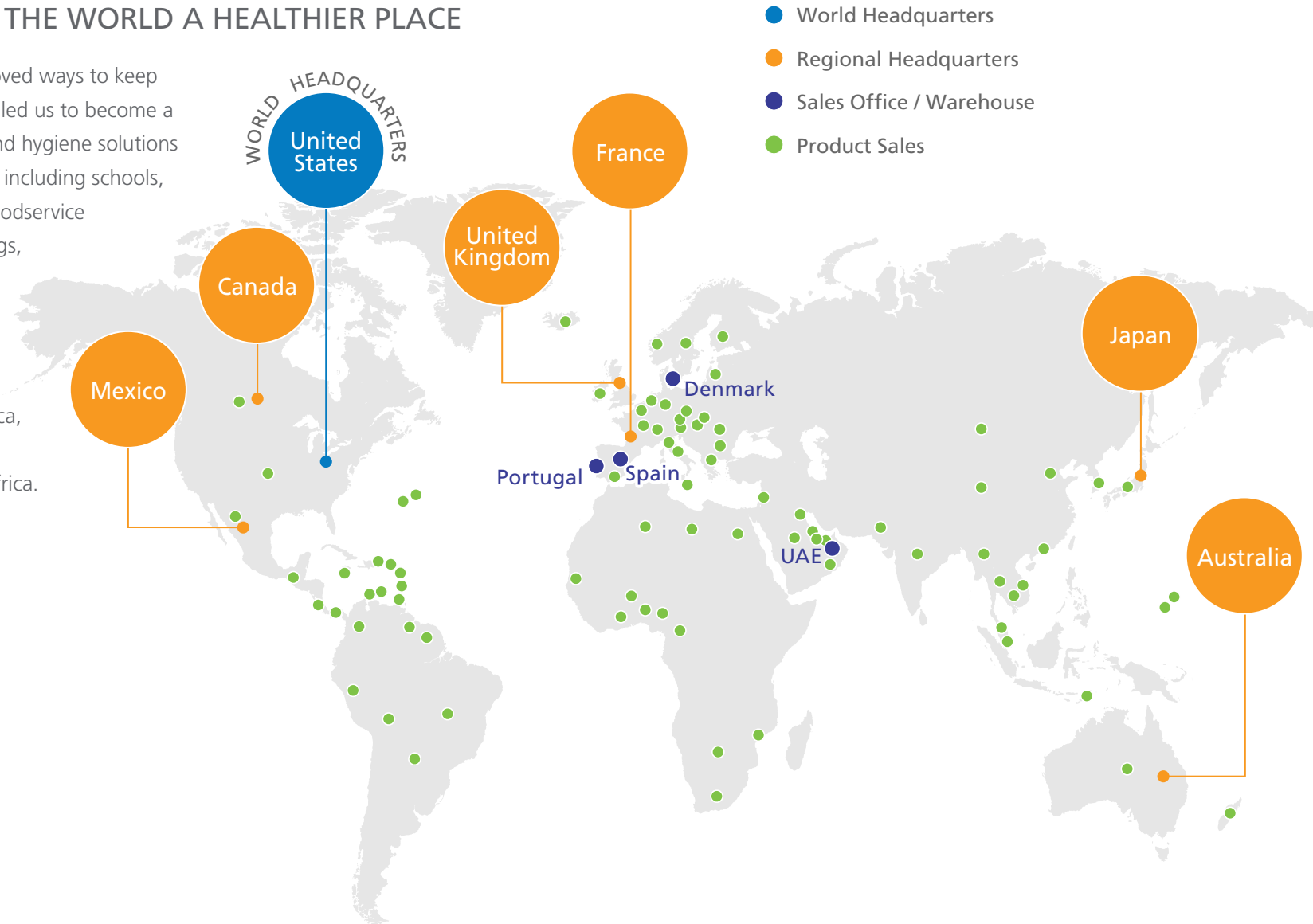


FOSTER A CULTURE  
OF SUSTAINABLE  
VALUE

# OUR REACH

## HELPING TO MAKE THE WORLD A HEALTHIER PLACE

Continually introducing improved ways to keep hands and surfaces clean has led us to become a global leader in skin health and hygiene solutions for a wide variety of markets, including schools, healthcare facilities, hotels, foodservice establishments, office buildings, and manufacturing facilities. We continue to expand our presence around the world, with sales in more than 83 countries across North America, Latin America, Europe, Asia, Australia, Middle East, and Africa.



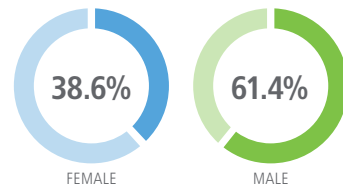


# OUR TEAM

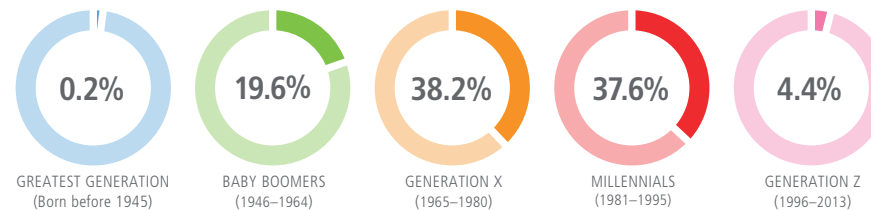
In 2020, more than 2,500 team members worldwide worked together to design, manufacture, distribute, and market our innovative portfolio of products and services. The GOJO Purpose, Saving Lives and Making Life Better Through Well-Being Solutions, connects us.

## DEMOGRAPHIC DATA: U.S. OPERATIONS

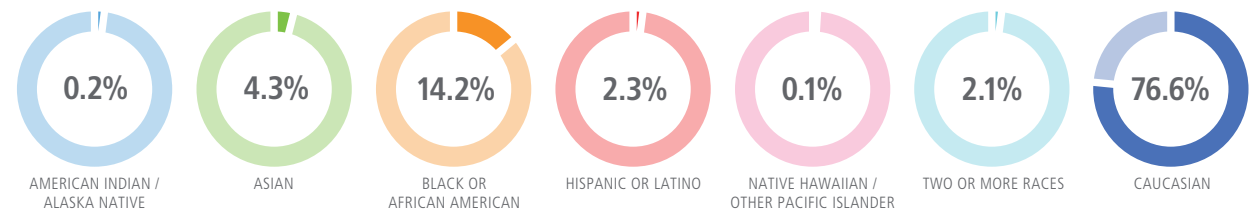
### GENDER



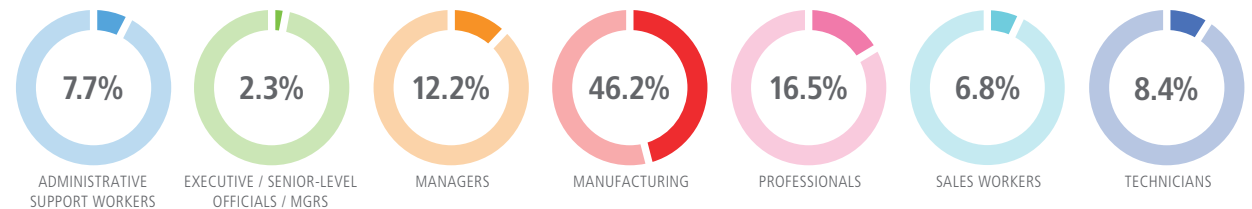
### GENERATIONS



### ETHNICITY



### ROLES



Due to privacy laws in some countries where we operate, demographic data reported here is for U.S. operations only. We have rounded the above numbers to use a single decimal. Totals may not equal 100%.

# 2020 PROGRESS HIGHLIGHTS

## TAKING STRIDES TO A SUSTAINABLE FUTURE

At GOJO, we continue to make significant strides to advance sustainability. Below are just a few of the significant accomplishments we completed in 2020.

### 2020

#### Diversity, Equity, and Inclusion

- Became certified by the Women's Business Enterprise National Council (WBENC) as a Women's Business Enterprise (WBE).
- Hired a Diversity, Equity, and Inclusion Senior Director to develop our long-term DEI strategy.

#### Product Innovation

- 318 PURELL® hand sanitizer SKUs became Cradle to Cradle Certified® Gold with Platinum Material Health rating. We estimate that over 80% of our sanitizer sales now come from third-party-certified products.
- 21 SKUs of PURELL® HEALTHY SOAP with CLEAN RELEASE® Technology became Cradle to Cradle Certified® Gold with Platinum Material Health ratings.
- Implemented new pumice grade with lower crystalline silica impurity profile.
- Maintained our commitment to high-quality, USP-grade ethanol during the pandemic.

#### Supply Chain

- GOJO doubled its capacity to respond to the COVID-19 pandemic with hand hygiene and surface disinfection products.
- Began raising \$400 million of capital investment towards our manufacturing expansion.
- GOJO Wooster Campus began manufacturing PURELL hand sanitizer in a new blend operation, eliminating about 500 tanker trucks per year between facilities. This will prevent an estimated 168 metric tons of GHG emissions, equivalent to 36 cars driven for one year.

#### GOJO COVID-19 Philanthropic Response

- Formed The Goldie Lippman GOJO Team Member Relief Fund for helping individuals in our organization who face an acute need, which was seeded with \$100,000 and then opened to employees and stakeholders to contribute to as well.
- Collaborated with Lubrizol to donate more than 16,000 liters of PURELL® Hand Sanitizer to hospitals in Northeast Ohio.
- Contributed an additional \$200,000 to the Akron-Canton Regional Foodbank to help them expand to distribute more food.
- Contributed \$50,000 to the WHO COVID-19 Solidarity Response Fund.
- Contributed \$50,000 to the CDC Foundation Emergency Response Fund.

#### GOJO COVID-19 Safety and Support Measures for Team Members

- Supported the health and well-being of the team by preparing to host on-site employee COVID-19 vaccination clinics ahead of their projected rollout and providing free flu vaccines to all team members.
- Adjusted manufacturing lines to promote social distancing and implemented best-in-class health, cleaning, and safety measures to help our in-person workforce stay safer during the pandemic.
- Increased PURELL® product giveaways to provide team members with a steady supply of hand soap, surface disinfectant, and hand sanitizer.
- Rapidly adjusted face-to-face work culture to enable virtual collaboration through Microsoft Teams and facilitated remote work when possible.
- Continued to provide free psychological and financial counseling for team members to support them through the pandemic.

# GOJO 2020 SUSTAINABLE VALUE STRATEGIES & GOALS



## STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE

- Reduce Our Chemical Footprint by 50%
- Double Global Sales from Products with 3rd-Party Certifications
- Reduce Packaging Material by 15%



## STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING

- Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in Our Industry
- BHAG: Bring Well-Being to One Billion People Every Day



## STRATEGY: STEWARD A THRIVING ENVIRONMENT

- Recover and Reuse or Recycle 50% of Dispenser Materials
- Implement a Zero-Waste Fulfillment Process for Dispenser Installation
- Ensure 90% of GOJO Strategic, Preferred, and Collaborative Suppliers Meet Sustainable Value Responsible Sourcing Criteria
- Power GOJO U.S. Distribution Operations by Renewable Energy



## STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE

- Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOW<sup>SM</sup>)
- Engage 40% of GOJO Team Members in SWOW Every Year



Grounded in our Sustainable Value Strategies, we created the GOJO 2020 Sustainable Value Goals in 2015. We aligned our strategies and goals with the United Nations' Sustainable Development Goals (SDGs), which are designed to address the ways in which countries, companies, and citizens improve the lives of people around the world.

# 2020 PERFORMANCE SUMMARY



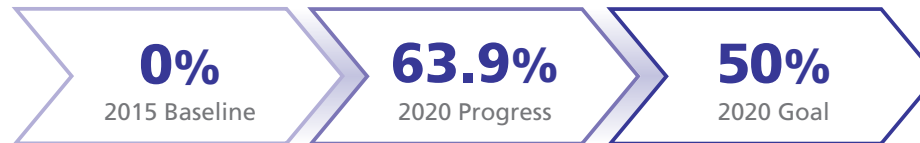
## STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE



### MATERIAL TOPIC IMPLEMENTING SUSTAINABLE CHEMISTRY

2020 GOAL: Reduce Our Chemical Footprint by 50%

Percent reduction in chemicals of high concern per 1,000 uses



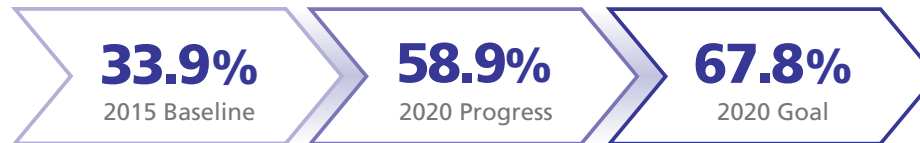
We achieved the metric in the final year of reporting. Titanium dioxide (TiO<sub>2</sub>) and crystalline silica together made up over 65% of the 2015 baseline of chemicals of high concern and were a focus for reduction.



### MATERIAL TOPIC OBTAINING RELEVANT PRODUCT CERTIFICATIONS

2020 GOAL: Double Global Sales from Products with 3rd-Party Certifications

Percentage of GOJO global sales from our 3rd-party certified products



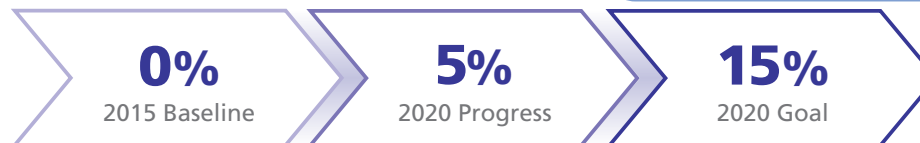
Our certified sales for traditional product SKUs exceeded the 2020 target of 68%, supported by SKUs certified through the Cradle to Cradle Certified® Products Program. In our reporting metric, we included sales of new “emergency response” SKUs created to meet pandemic demand, product bottled in non-traditional packaging, a process that enabled us to rapidly supply more products, but did not allot time for certification, temporarily lowering the final percentage for this year.



### MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

Pounds of packaging per 1,000 uses



Improvements of 5% have been made from our 2015 baseline. Improving data collection and quality increased the accuracy of our reporting in 2020 but eroded some previously reported progress. In addition, in 2020 we made a shift away from some 100% recycled pallets that had created quality issues in 2019. Pandemic factors, including component shortages that led to releasing temporary emergency response SKUs in less packaging efficient packaging, were also at play.

# 2020 PERFORMANCE SUMMARY



## STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING



**MATERIAL TOPIC** ELEVATING THOUGHT LEADERSHIP IN HYGIENE EDUCATION AND PROMOTING PUBLIC HEALTH

### Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in Our Industry

People reached by our media impressions, speaking engagements, scientific communications, and social media conversations



FORWARD MOMENTUM

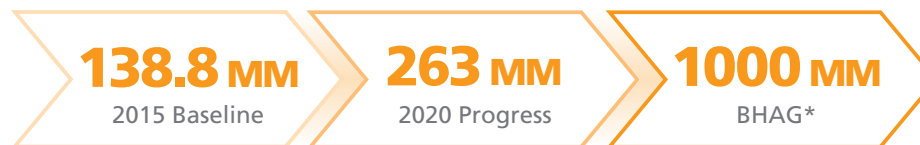
Our 7.8 billion impressions represented a marked increase over previous years, due in large part to the exposure of cleaning and sanitization during the COVID-19 pandemic. GOJO was highly engaged in thought leadership, particularly pertaining to hand sanitizer use and ingredient quality and safety. GOJO also published six articles in peer-reviewed journals.



**MATERIAL TOPIC** ELEVATING THOUGHT LEADERSHIP IN HYGIENE EDUCATION AND PROMOTING PUBLIC HEALTH

### BHAG\*: Bring Well-Being to One Billion People Every Day

Estimated number of million direct uses of our products every day



FORWARD MOMENTUM

*\*Big, Hairy, Audacious Goal*

We continued to make progress on our BHAG in 2020, with 263 million direct uses of our products on average each day, 62% more than in 2019. During 2020, GOJO invested \$400 million to substantially increase our capacity to respond to the additional demand and prepare for future crises. We are inspired by our Purpose of Saving Lives and Making Life Better Through Well-Being Solutions.

# 2020 PERFORMANCE SUMMARY



## STRATEGY: STEWARD A THRIVING ENVIRONMENT



### MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

#### 2020 GOAL: Implement a Zero-Waste Fulfillment Process for Dispenser Installation

PAUSED TARGET

Percentage of dispenser installations leveraging our Zero-Waste Fulfillment Process



Due to resource constraints in our supply chain, this program was temporarily put on hold during 2020. We hope to finalize the design for the returnable packaging and the logistics as resource constraints lift in the near future.

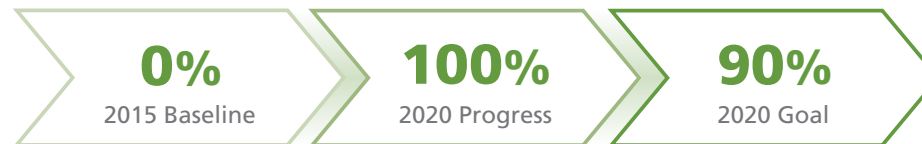


### MATERIAL TOPIC ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

#### 2020 GOAL: Ensure 90% of GOJO Strategic, Preferred, and Collaborative Suppliers Meet Sustainable Value Responsible Sourcing Criteria

ACHIEVED TARGET

Percentage of strategic, preferred, and collaborative suppliers submitting a GOJO Supplier Sustainability Scorecard and meeting criteria



In 2020 we surpassed our 90% target, with 56 (100%) of our strategic, collaborative, or preferred suppliers responding to our sustainability survey. Our engagement of suppliers on sustainability continues to drive productive discussions, enabling GOJO to elevate the sustainability profile of its products. Engagement specific to GHG emissions will be a major future emphasis.



### MATERIAL TOPIC MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

#### 2020 GOAL: Power GOJO U.S. Distribution Operations by Renewable Energy

MISSED TARGET

Percentage of GOJO distribution operations' energy coming from renewable sources



We had achieved this goal, but no longer meet 100% of our U.S. distribution electricity demand from renewable energy.



# 2020 PERFORMANCE SUMMARY



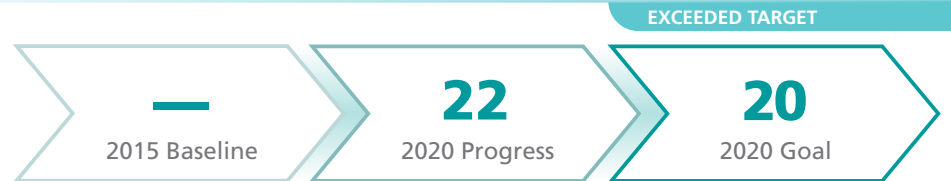
## STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE



### MATERIAL TOPIC INFUSING SWOW<sup>SM</sup> THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOW<sup>SM</sup>)

Number of GOJO processes infused with SWOW



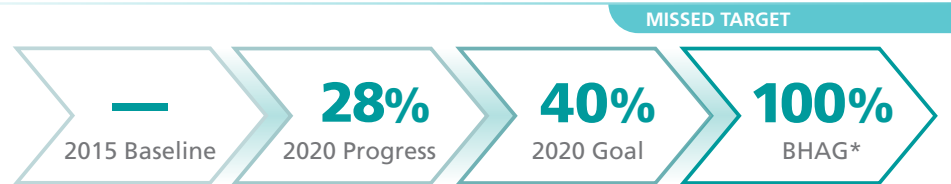
As the GOJO footprint grew during 2020, previous processes infused with Sustainable Ways of Working helped to scale sustainable impact.



### MATERIAL TOPIC INFUSING SWOW<sup>SM</sup> THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Engage 40% of GOJO Team Members in SWOW<sup>SM</sup> Every Year

Percentage of team members who participate in SWOW events or Sustainable Value projects



*\*Big, Hairy, Audacious Goal*

In 2020, traditional workplaces and ways of communicating with and engaging workforces evolved. Even as on-site protocols changed, and much of the workforce moved to remote positions, we remained committed to 'Engaging team members in Sustainable Ways of Working,' a goal we've met the prior two years. We found new ways of doing this and still impressively made it more than half way to hitting the annual target of engaging 40% of the workforce.



## GOJO 2020 SUSTAINABLE VALUE PROGRESS REPORT

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### CHANGING HOW THE WORLD STAYS WELL

For more information about Sustainable Value at GOJO,  
visit [GOJO.com/Sustainability](https://www.gojo.com/Sustainability) or contact Dylan Beach at [beachd@gojo.com](mailto:beachd@gojo.com).