



GOJO 2017-2018 SUSTAINABILITY REPORT

CHANGING HOW THE WORLD STAYS WELL





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CHANGING HOW THE WORLD STAYS WELL

The GOJO Purpose, **SAVING LIVES AND MAKING LIFE BETTER THROUGH WELL-BEING SOLUTIONS**, drives every decision our Family Enterprise makes, from the products we create to the ways that we work. From our founding on a safer way to clean working hands to our leading-edge approach to reducing the spread of disease-causing germs on hands and the surfaces they touch, our powerful Purpose inspires our commitment to better solutions. We continuously innovate to develop well-being solutions that create a healthier ecosystem and improve the lives of those we touch.

The GOJO 2020 Sustainable Value Strategies & Goals in this Report focus on creating social, environmental and economic value for our many stakeholders, including consumers, distributor customers, team members and suppliers. As we advance the GOJO Purpose and our 2020 Sustainable Value Strategies & Goals, we continually encounter new challenges that evolve our thinking and help us discover new ways to help the world stay well.



ABOUT OUR REPORT

GRI 102-46

Although GOJO is not required to report on sustainability progress, we believe it is important to keep ourselves accountable and keep stakeholders informed so they can see our 2020 Sustainable Value Strategies & Goals in action, understand the plan and influence work going forward.

SUSTAINABLE VALUE AT GOJO

Throughout this report, we use the term Sustainable Value. At GOJO, Sustainable Value is about 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 is our seventh Sustainability Report and our third year creating a GRI-referenced report. This report references the 2016 GRI Standards, which can be found in the GRI Content Index at the end of this report. GRI is an independent organization and global leader in sustainability standards. The GRI framework helps businesses, governments and organizations around the world measure and communicate consistently. We look to third parties, such as GRI, to hold ourselves accountable and to align our strategic sustainability priorities with the changing world around us.

This year, our Sustainability Report covers the two-year period of 2017-2018. In prior years, we issued reports in the Fall, covering the full prior year's progress and partial year's progress for the year in which the report was issued. To make our reports easier to understand, we are now reporting on complete calendar years. Future reports will be published in the Spring and contain only the prior year's progress.

Our 2017-2018 Sustainability Report highlights our successes, our challenges and our learnings as we continue to advance our 2020 Sustainable Value Strategies & Goals.



INNOVATE TO
CREATE SUSTAINABLE
VALUE



ELEVATE PUBLIC
HEALTH
AND WELL-BEING



STEWARD
A THRIVING
ENVIRONMENT



FOSTER A CULTURE
OF SUSTAINABLE
VALUE

A MESSAGE FROM OUR EXECUTIVE CHAIR

GRI-102-14



Every day, millions of people around the world rely on our solutions to help them stay well. Whether at work, at school, in public spaces or at home, keeping skin and surfaces clean and free of illness-causing germs is important because it allows people to freely engage in our fast-paced, highly interactive world.

The GOJO Purpose, Saving Lives and Making Life Better Through Well-Being Solutions, inspires us to continuously innovate and find new ways to enhance the lives of those we touch. We recognize our role in creating a healthy future and put great effort into understanding and proactively managing the social, environmental and economic impacts of our business.

As a Family Enterprise with deep roots and great aspirations, we established our 2020 Sustainable Value Strategies & Goals to stretch us and to drive innovative product development and ways of working. These ambitious goals require our team members to work with our customers, partners, suppliers and many other stakeholders to unearth insights and possibilities, and to find new ways to help the world stay well.

We are making steady progress on our 2020 Sustainable Value Strategies & Goals and have had many opportunities to learn along the way. Both 2017 and 2018 were exceptional for advancing Sustainable Value innovation. In 2017, we extended the PURELL® brand into the hand soap category with patent-pending technology formulations that deliver a breakthrough in hand soap efficacy with a strong sustainability profile. Paired with our PURELL® Surface Disinfectant and PURELL® Hand Sanitizer,

PURELL® Brand HEALTHY SOAP® products offer a whole-systems approach to reducing the spread of germs, eliminating the choice between products that are effective and products people feel great about using.

Continued on pg. 6

Continued from pg. 5

Our legacy of dispensing system innovation continued in 2017-2018, with systems offering environmental, risk-reduction and labor-saving benefits. PURELL ES® wall-mount hand hygiene systems launched in 2017, followed by PURELL



PURELL CXR REDIFOAM™
Touch-Free Top-Fill
Counter-Mount Soap
Dispensing Fixture

CXR REDIFOAM™ Touch-Free Top-Fill Counter-Mount Soap Dispensing Fixtures in 2018.

We are particularly proud of the labor savings and risk reductions offered by our new counter mount systems, as they eliminate risky and time-consuming tasks normally associated with refilling this type of dispenser.

I am also energized by accomplishments in advancing Sustainable Ways of Working (SWOWSM) through increased engagement of GOJO team members and suppliers. In 2017, we established the GOJO Supplier Awards, an annual event recognizing suppliers that strive to achieve top ranking on the GOJO Supplier Sustainability Scorecard and honoring those with the highest rating. And during Earth Week 2018, we had over 1,200 team members at the GOJO Sustainability Fair, an annual Northeast Ohio event that showcases progress on our 2020 Sustainable Value Strategies & Goals. This high level of team member engagement

is important to us, as it inspires teams to generate ideas for SWOW within and between work groups.

Like many stakeholders around the world, we take climate change seriously. We continually strive to do our part to increase energy efficiency while exploring alternative energy sources to power our facilities. We are thrilled to announce that in 2018, we completed installation of a 755-megawatt-hour solar array at our distribution center in Wooster, Ohio. The array powers our distribution operations and has enabled us to achieve our renewable energy goals two years ahead of schedule.

While we work hard to advance our 2020 Sustainable Value Strategies & Goals, we naturally encounter challenges, which serve as valuable learning opportunities and indicate the extent to which we have truly set stretch goals. A great example of this is our program to recycle used dispensers. While our initial goal inspired a vigorous exploration, we found that the net environmental and economic impact of recycling used dispensers outweighed the benefits of the program.

Our journey, however, led us to discover new ways to eliminate waste in the dispenser installation process, and we pivoted to a new waste reduction goal that we could act on immediately.

As you will see throughout this report, we are a team that embraces learning. We proudly push ourselves to consider the possibilities, even when they are out of reach in the short term.

On behalf of my father and business partner, Joe Kanfer, our entire family, and our tremendous colleagues around the world, we thank you for being on this journey with us. We celebrate our progress and our learnings, with you, our committed stakeholders. We are motivated by a constructive discontent to keep challenging ourselves to do more and do better. I feel a tremendous sense of possibility as we expand our collective wisdom and continue innovating in ways that change how the world stays well.



Marcella Kanfer Rolnick,
GOJO Executive Chair

ABOUT OUR COMPANY

GRI 102-2, GRI 102-5, GRI 102-6, GRI 102-7

OUR COMPANY WAS FOUNDED ON A SAFER WAY TO CLEAN HANDS

GOJO began with our co-founders, Goldie and Jerry Lippman's desire to solve a problem impacting the lives and well-being of employees working at an Akron, Ohio, rubber factory during World War II. Goldie and her co-workers struggled to clean their hands after a hard day's work in the rubber factory. They were using compounds such as kerosene, benzene and other harsh chemicals to remove the graphite and tar from their skin. Jerry was determined to formulate a healthier way for them to clean their hands. His innovative spirit and passion for creating an effective hand cleaner that was safe for workers' skin was the beginning of GOJO.

Since our founding in 1946, our reach has grown. GOJO now serves 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 and Australia.

We are particularly proud of our latest innovation, The PURELL SOLUTION™, a comprehensive portfolio of soaps, hand sanitizers and surface sprays designed to provide peace of mind in today's highly interactive world.



In 1946, GOJO Original Formula Hand Cleaner provided a safe way to clean hands. Today, The PURELL SOLUTION offers a comprehensive approach to reducing the spread of germs – one that's better for the environment compared to non-3rd party certified products.



OUR TEAM

GRI 102-4, GRI 102-6, GRI 102-7, GRI 102-8

GOJO is comprised of a team of people who have a passion for making the world a healthier place. Collaboration and a commitment to advancing the latest science have led us to become a global leader in skin health and hygiene solutions for away-from-home settings.

- World Headquarters
- Regional Headquarters
- Sales Office / Warehouse
- Product Sales



GOJO has world headquarters in Akron, Ohio, and regional headquarters in Australia, Canada, France, Japan, Mexico and the United Kingdom.

Sales offices, warehouses and sales teams are located throughout the world.

OUR TEAM

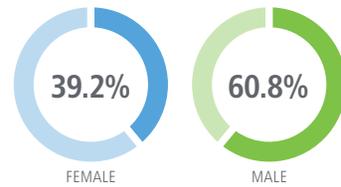
More than 2,500 team members worldwide work together to design, manufacture and market our innovative portfolio of products and services. The GOJO Purpose, Saving Lives and Making Life Better Through Well-Being Solutions, connects us.

GOJO values honesty and integrity in business operations and guides team member conduct through the GOJO Code of Ethical Business Conduct. Team members are expected to follow the Code, as are representatives, agents, distributors, suppliers and consultants operating on behalf of GOJO.

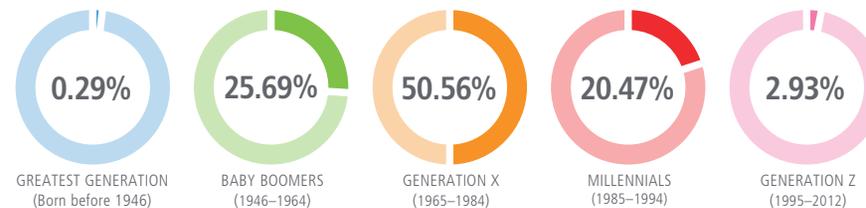
Team members are encouraged to report conduct that conflicts with the Code and can report it directly or anonymously through either the Code of Ethical Business Conduct call line or website. As standard process, code violations and their resolutions are investigated, resolved and reported to the GOJO Board of Directors.

DEMOGRAPHIC DATA: US OPERATIONS

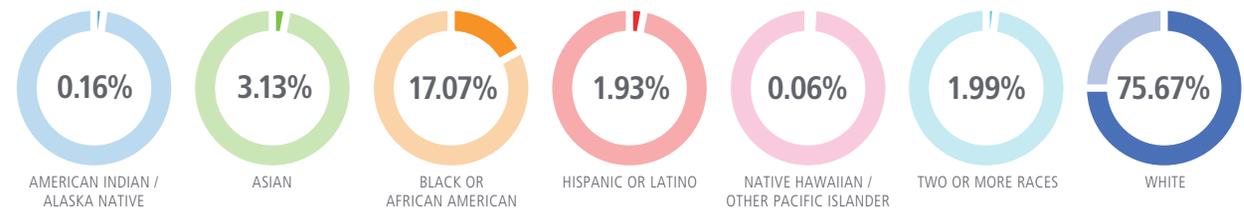
GENDER



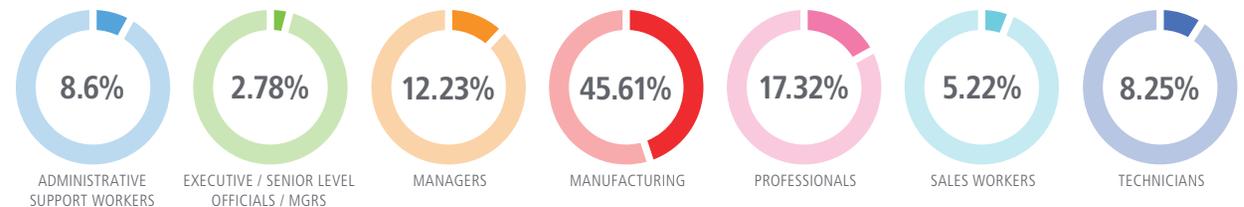
GENERATIONS



ETHNICITY



ROLES



Due to privacy laws in some countries where we operate, demographic data reported here is for US operations only.

GOVERNANCE OF OUR COMMITMENT TO SUSTAINABLE VALUE

The Enterprise Sustainability Governance Team (ESGT) is a cross-functional group that ensures social, environmental and economic sustainability are factored into GOJO business practices. Its membership consists of GOJO team members who have accountabilities to meet our 2020 Sustainable Value Strategies & Goals.

Through monthly meetings, the ESGT assesses opportunities, sets goals and develops plans to reach them. The insights and information that the diverse members of the team bring to each meeting help to work through challenges and discuss how to leverage opportunities. Each key Enterprise sustainability initiative has an executive sponsor, and the team works directly with those sponsors to move these initiatives forward.

When significant decisions must be made, the ESGT works with GOJO senior leadership to ask, "How Might We...?" address these new challenges as they arise. GOJO Executive Chair, Marcella Kanfer Rolnick, works very closely with the ESGT and GOJO Board of Directors, and an ongoing dialog keeps everyone aligned on initiatives, progress and strategic thinking.



Members of the Enterprise Sustainability Governance Team at GOJO Headquarters.

Along with the ESGT, GOJO has implemented a sub-team that focuses on our day-to-day activities. The Sustainable Ways of Working (SWOWSM) Engagement Team is a cross-functional group of over 20 members from across all three GOJO Northeast Ohio locations in Akron, Cuyahoga Falls/Stow and Wooster.

The SWOW Engagement Team was established in 2016 to incorporate Sustainable Value into our daily work at GOJO. Helping to advance progress toward our 2020 Sustainable Value Strategies & Goals, the team is focused on two primary goals: Infusing GOJO processes with SWOW and engaging GOJO team members.

The team is dedicated to understanding, capturing and navigating sustainability initiatives taking place across the Enterprise. They are also responsible for developing and implementing engagement opportunities designed to meet the various needs of GOJO team members, including those in manufacturing, sales and administration.

Together, these teams hold the Enterprise accountable for its sustainability goals, drive a sustainability mindset throughout the Enterprise, and allow us to find new ways to create Sustainable Value at GOJO.

STAKEHOLDER ENGAGEMENT & MATERIALITY

GRI 102-15, GRI 102-40,
GRI 102-42, GRI 102-43

In 2015, we conducted a materiality assessment to understand the sustainability issues that mattered most to our various stakeholder groups. This process helped us define the material topics to proactively manage and address within our 2020 Sustainable Value Strategies & Goals.

Working with a 3rd party facilitator, we objectively determined our sustainability priorities and by conducting industry research and peer benchmarking to determine where and how we could make the biggest impact socially, environmentally and economically. Additionally, we evaluated some of the most influential organizations in our industry for inspiration and guidance:

- American Cleaning Institute (ACI)
- American Sustainable Business Council
- BizNGO
- Environmental Working Group
- EU Ecolabel
- Healthy Schools Campaign
- Leading Retailers' Sustainability Chemistry Policies/Standards
- Practice Greenhealth
- RepRisk
- Sustainable Packaging Coalition
- The Chemical Footprint Project
- The Children's Environmental Health Network (CEHN)
- United Nations' Sustainable Development Goals (UN SDGs)
- US Department of Education – Green Ribbon Schools
- US EPA Design for Environment (DfE)
- US Green Building Council



STAKEHOLDER ENGAGEMENT & MATERIALITY

GRI 102-44

We brought together a cross-functional group of stakeholders to discuss and evaluate impacts, risks and opportunities across our value chain, from the raw materials we use to the products we make and how they're distributed.



To provide additional external perspective to our evaluation of sustainability topics, we collaborated with external thought leaders, distributors, suppliers and end-user customers from a variety of market segments, along with non-governmental organizations, industry associations and influencers. This external group of stakeholders helped to expand our thinking and contributed important market insights to our materiality assessment.

Our collaboration resulted in identifying the Sustainable Value material topics that were most meaningful to our broad group of stakeholders. These were the foundation of the GOJO 2020 Sustainable Value Strategies & Goals.



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%



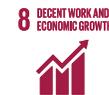
STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING

- 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 US Distribution Operations by Renewable Energy



STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE

- Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOWSM)
- Engage 40% of GOJO Team Members in SWOW Every Year



Grounded in our Sustainable Value Strategies, we created the GOJO 2020 Sustainable Value Goals. 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.

2017-2018 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 1000 uses



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



MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

Pounds of packaging per 1000 uses



2017-2018 PERFORMANCE SUMMARY



STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING



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

2020 GOAL: 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



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 direct uses of our products every day



**Big, Hairy, Audacious Goal*

2017-2018 PERFORMANCE SUMMARY



STRATEGY: STEWARD A THRIVING ENVIRONMENT



MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

2020 GOAL: Recover and Reuse or Recycle 50% of Dispenser Materials

SUNSET IN 2017

Percentage of dispenser materials recovered and recycled post-installation by the GOJO Field Services Team



After a thorough feasibility assessment and field trial, we concluded the conditions do not yet exist to make this goal economically viable and it has been put on hold.

*As a result of our exploration into recycling, we found significant opportunity to reduce waste. This led to a new 2020 goal, to **Implement a Zero-Waste Fulfillment Process For Dispenser Installation.***



MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

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

ADDED IN 2018

Percentage of dispenser installations leveraging our Zero-Waste Fulfillment Process



2017-2018 PERFORMANCE SUMMARY



STRATEGY: STEWARD A THRIVING ENVIRONMENT



MATERIAL TOPIC ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

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

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



MATERIAL TOPIC MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

2020 GOAL: Power GOJO US Distribution Operations by Renewable Energy

ACHIEVED EARLY

Percentage of GOJO distribution operations' energy coming from renewable sources



2017-2018 PERFORMANCE SUMMARY



STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE



MATERIAL TOPIC INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOWSM)

Number of GOJO processes infused with SWOW



MATERIAL TOPIC INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Engage 40% of GOJO Team Members in SWOWSM Every Year

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



**Big, Hairy, Audacious Goal*



GOJO STRATEGY

INNOVATE TO CREATE SUSTAINABLE VALUE

MATERIAL TOPICS:

- Implementing Sustainable Chemistry
- Obtaining Relevant Product Certifications
- Sourcing Sustainable Materials

GOALS:

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

SUSTAINABLE VALUE MATERIAL TOPICS:



STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE

MATERIAL TOPIC: IMPLEMENTING SUSTAINABLE CHEMISTRY

Boundary: GOJO Operations

Establish corporate governance for the regular review of product chemistry; adopt internal policies promoting the use of chemicals, processes and products with inherently low-hazard potential; redesign products and processes to avoid the use of and/or generation of hazardous chemicals — moving to safer chemicals (low to no toxicity and degrade into innocuous substances)

Stakeholder Groups Raising these Topics:
GOJO Team Members, Sustainable Chemistry Influencers, Customers, Distributors, NGOs, Industry Associations

MATERIAL TOPIC: OBTAINING RELEVANT PRODUCT CERTIFICATIONS

Boundary: GOJO Operations

Understand which 3rd party certifications are relevant and matter most to customers/end users; pursue certifications

Stakeholder Groups Raising these Topics:
GOJO Team Members, Customers, Distributors, Sustainable Chemistry Influencers

MATERIAL TOPIC: SOURCING SUSTAINABLE MATERIALS

Boundary: GOJO Operations

Factor environmental impacts into product and packaging design and materials sourcing; use more sustainable materials (e.g., biobased or plant-based ingredients versus petroleum-based); offer fragrance-free or naturally fragranced products; determine and source lighter footprint options

Stakeholder Groups Raising these Topics:
GOJO Team Members, Customers, Distributors, NGOs, Industry Associations

2017-2018 PERFORMANCE SUMMARY



STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE



MATERIAL TOPIC IMPLEMENTING SUSTAINABLE CHEMISTRY

2020 GOAL: Reduce Our Chemical Footprint by 50%

2017-2018
GOAL PROGRESS

0%

2015 Baseline

9.3%

Progress to Date

50%

2020 Goal



MATERIAL TOPIC OBTAINING RELEVANT PRODUCT CERTIFICATIONS

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

Measured in terms of percentage of GOJO global sales from our 3rd party certified products

2017-2018
GOAL PROGRESS

33.9%

2015 Baseline

43.1%

Progress to Date

67.8%

2020 Goal



MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

2017-2018
GOAL PROGRESS

0%

2015 Baseline

-10%

Progress to Date

15%

2020 Goal



MATERIAL TOPIC IMPLEMENTING SUSTAINABLE CHEMISTRY

2020 GOAL: Reduce Our Chemical Footprint by 50%

GRI 103-1

As a purpose-driven industry leader, GOJO embraces its responsibility for developing safe and effective products in ways that promote a healthy ecosystem. In 2015, GOJO committed to reducing our chemical footprint by 50% by 2020. This declaration made us the first company to publicly announce a quantitative chemical footprint reduction target.

Our sustainable chemistry strategy goes far beyond the required regulatory compliance in countries where our products are sold. We understand that reducing chemicals of concern results in products with reduced toxicity and that biodegrade into safe compounds. That makes them worry-free for our customers and better for the environment. We consider it a bonus that it also helps us manage business risks by staying ahead of potential regulations. In proactively implementing sustainable chemistry, we continue to set the pace and beyond as we change how the world stays well.





MATERIAL TOPIC IMPLEMENTING SUSTAINABLE CHEMISTRY

2020 GOAL: Reduce Our Chemical Footprint by 50%

GRI 103-2, GRI 103-3

OUR MANAGEMENT APPROACH

In 2013, the GOJO Sustainable Chemistry and Packaging Policy was established with guiding principles and fundamental approaches to inform our decisions and actions for implementing sustainable chemistry throughout our product portfolio.

In 2017-2018, our focus on Sustainable Chemistry led to significant progress toward our 2020 goals:

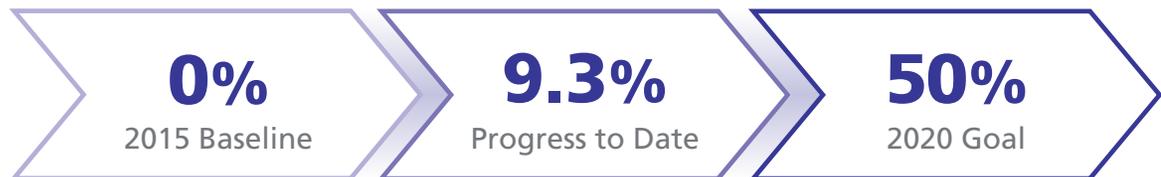
- Formed the Materials and Ingredients Stewardship Team (MIST), where GOJO team members from Global Sourcing, Regulatory, Product Development, Product Safety and Senior Leadership work together to help identify safer, more sustainable raw materials for use in our products.
- Continued our close collaboration with supplier partners to scrutinize the chemicals in our products, reduce Chemicals of Concern (CoCs) and source safer alternatives.
- Developed a process for measuring the mass and concentration of chemicals in our products, along with their impurities. The new process allows us to identify reformulation opportunities and calculate a key metric for the Chemical Footprint Project (CFP).
- Began work on our second-generation sustainable chemistry policy.
- Developed an internal tool to enable us to evaluate and prioritize raw materials on multiple dimensions and consider the availability of safer alternatives.

MEASURING OUR PROGRESS

In prior sustainability reports, GOJO reported progress on reducing CoCs as an absolute mass. In 2017, we adopted an intensity metric to be consistent with metrics throughout the report and to help us see the efficiency of our chemical management strategies given the evolution of our product mix.

PROGRESS TO 2020 GOAL:

Percent reduction in chemicals of high concern per 1000 uses.



GOJO Considers Both Upstream and Downstream Impacts of Formulation Choices

Reducing our chemical footprint by 50% is an ambitious goal with many challenges. For example, in 2017, we identified titanium dioxide as an ingredient that poses no risk to users of our products when it is encapsulated within a product, but can pose an inhalation risk in its pure powder form if not handled appropriately in the manufacturing process.

After prioritizing the ingredient for the reduction of our chemical footprint, we considered multiple approaches. While we strived for complete removal, products with a fully removed ingredient performed poorly in user tests. An alternate formulation with a significantly reduced amount of titanium dioxide was well received, so we chose that approach, and are working to introduce that reformulation as we find acceptable ways to replace the ingredient.

Since adding it back to our formulation, even at such a reduced level, understanding the risk associated with handling titanium dioxide is essential to minimizing risk and protecting team members who work with this ingredient. As a result, GOJO has implemented strict policies and procedures, and all team members who come in contact with it are given personal protective equipment to ensure their health and safety during the manufacturing process.

Through this process, we gained valuable insights on the importance of a balanced approach that enables us to achieve our objectives for reducing the GOJO chemical footprint, as well as meeting our customers' product experience needs. Because of this learning process, we now have a path forward for developing a product that our customers enjoy and that supports a safer environment for suppliers and team members.

The GOJO Materials and Ingredients Stewardship Team (MIST) is a cross-functional team that works together to identify safer, more sustainable raw materials for our products.





MATERIAL TOPIC OBTAINING RELEVANT PRODUCT CERTIFICATIONS

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

GRI 103-1

GOJO chooses to pursue 3rd party certifications to show customers our commitment to sustainability, while making it easy for them to make the best choices for their customers, patients and employees, and because it pushes us to continuously improve our products. Certified products are signals to our customers of credible and trusted claims of environmental performance.

This commitment is resonating with our customers. Our certified products have a higher growth rate, year over year, than our non-certified products. We see the benefit throughout our business, as 3rd party certifications contain significant environmental and social requirements. These standards help set a benchmark for our formulators to develop products that are safe, effective and better for the environment.



Heavy-Duty hand cleaner, surface disinfectant and hand soap are all different product categories in which GOJO has achieved product certification.



PRODUCT HAS BEEN CERTIFIED AS A USDA CERTIFIED BIOBASED PRODUCT



PRODUCT CERTIFIED FOR REDUCED ENVIRONMENTAL IMPACT. VIEW SPECIFIC ATTRIBUTES EVALUATED UL.COM/EL UL 2784 HAND CLEANERS





MATERIAL TOPIC OBTAINING RELEVANT PRODUCT CERTIFICATIONS

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

GRI 103-2, GRI 103-3

OUR MANAGEMENT APPROACH

The GOJO Sustainable Chemistry and Packaging Policy challenges our product development and formulation teams to prioritize 3rd party certifications. We now have formulation standards that require certification as part of new formulation, and we are working to identify existing formulations that can be reformulated with more sustainable ingredients.

In 2017-2018, our focus on pursuing 3rd party certifications led to significant progress toward our 2020 goals:

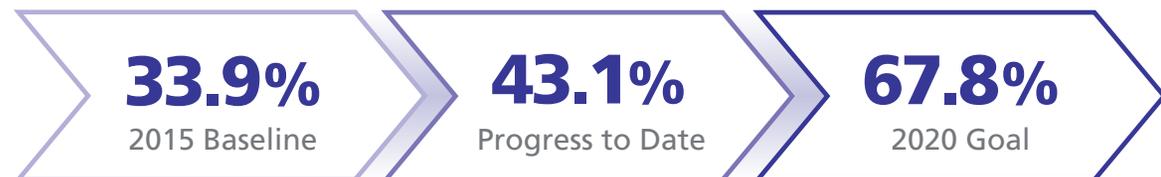
- Performed a comprehensive review of the non-certified portion of our product portfolio and identified products that are candidates for reformulation and proposed strategies to achieve certification
- Introduced 47 new PURELL® Brand HEALTHY SOAP® products that are ECOLOGO® Certified to Standard UL 2784 and 51 that carry a USDA Biobased designation
- Reformulated GOJO® MULTI GREEN® ECO hand cleaner achieved ECOLOGO certification
- Continued to leverage the learnings and tools created during the comprehensive review on all future formulation projects

MEASURING OUR PROGRESS

In 2015, GOJO committed to double our global product sales of 3rd party certified products by 2020. Achieving this goal will result in 3rd party certified sales increasing from 34% of all sales in 2015 to 68% of all sales by 2020.

PROGRESS TO GOAL

In 2017-2018 GOJO achieved 43.1% of our global product sales from 3rd party certified products, and we are on track to achieve our 2020 goal of 67.8%.



PURELL® Brand HEALTHY SOAP® with CLEAN RELEASE® Technology Offers Benefits Beyond Certification

In 2017, GOJO extended the PURELL® brand into the soap category and introduced 47 new PURELL® Brand HEALTHY SOAP® products that are ECOLOGO® Certified to Standard UL 2784 and 51 that carry a USDA Biobased designation.

While important for GOJO and all stakeholders, certification is just a part of the story for these sustainable product formulations. Of the new products, about a third are a new category of soap that use CLEAN RELEASE® Technology – a breakthrough scientific advancement that boosts performance and possesses an unparalleled sustainability profile. Through a novel surfactant system, CLEAN RELEASE® Technology soaps reach into skin's cracks and crevices two times better than regular soap to gently remove over 99% of dirt and germs without the use of antibacterial ingredients.^{1,2,3} Formulated for dry, sensitive skin, the new soaps are also free of harsh preservatives, antibacterial ingredients*, parabens and phthalates.

"GOJO Scientists have set a new standard for mildness, performance and wash experience", said Sustainability & Product Development Sr. Director Joe Sarley. "An added benefit is that the CLEAN RELEASE Technology soaps rinse fast and clean, saving an estimated 6 gallons of water per refill compared to regular foam soap."



1. Bioscience Laboratories, Inc., Bozeman, MT, Study # 170398-101, Health Care Personnel Handwash, July 5, 2017.
 2. Augustine Scientific, Newbury OH, Ex Vivo Soil Removal Analysis, August 5, 2017.
 3. Augustine Scientific, Newbury, OH, CRT Surface and Interfacial Rheology Analysis, June 30, 2017.
- * Does not contain an antimicrobial soap active ingredient.



This icon distinguishes PURELL CLEAN RELEASE® Technology soaps, which remove more than 99% of dirt and germs, while being free of harsh preservatives and antibacterial ingredients.

SUSTAINABLE VALUE IN ACTION

GOJO Reformulates a Top-Selling Hand Cleaner and Achieves ECOLOGO® Certification



GOJO® MULTI GREEN® hand cleaner is one of our leading formulations in the industrial market, thanks to its effectiveness against a broad range of soils. In 2017, GOJO scientists reformulated this product so it not only uses sustainable scrubbing particles to remove dirt, but also meets the USDA BioPreferred® Program and ECOLOGO certification requirements - making it our latest green-certified heavy-duty hand cleaner.

To improve the sustainability profile of this formulation, GOJO scientists began to explore environmentally friendly ingredients to serve as the abrasives in our MULTI GREEN hand cleaner. As the

reformulation process progressed, the decision was made to evaluate the formulation as a whole, over and above abrasives. The result was the introduction of GOJO® MULTI GREEN® ECO Hand Cleaner. The new formulation, is not only safe and effective, but achieved USDA BioPreferred Program and ECOLOGO certifications.

Challenging ourselves to set the bar for our industry is part of what we do at GOJO. We are proud to innovate in ways that have such a positive impact from an economic and environmental sustainability point of view. Along with revolutionizing our heavy-duty product portfolio, the new GOJO MULTI GREEN hand cleaner has shown us the possibilities for creating better, more sustainable solutions.

Venkat Padyachi, Product Development Senior Scientist II, said, "Heavy-Duty hand cleaners are typically the most challenging to formulate to meet these standards, based on the nature of the job they're asked to do. But with the hard work of the team, we now have a green-certified heavy-duty hand cleaner."



PRODUCT HAS BEEN CERTIFIED AS A USDA CERTIFIED BIOBASED PRODUCT



PRODUCT CERTIFIED FOR REDUCED ENVIRONMENTAL IMPACT. VIEW SPECIFIC ATTRIBUTES EVALUATED UL.COM/EL UL 2784 HAND CLEANERS



MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

GRI 103-1, GRI 103-2

Packaging materials are a large source of the GOJO environmental footprint. By improving how we source these materials, such as using lighter weight bottles or incorporating higher levels of recycled content, we can reduce our environmental impact, and also potentially reduce the amount of waste generated at our customers' facilities.

OUR MANAGEMENT APPROACH

The GOJO Sustainable Chemistry and Packaging Policy, established in 2013, guides decisions and provides fundamental approaches for reducing our packaging.

Additionally, in 2016, we created the GOJO Packaging Engineering Sustainability Champion Program. Each year, a Packaging Engineering team member is nominated as Champion. The Champion integrates our commitment to sustainability into the packaging function and inspires the team to reuse or reduce packaging materials wherever possible. Rotating the role brings fresh perspective and new ideas, and gives all team members the opportunity to lead.

In 2017-2018, we expanded the metric scope to include additional materials. We also executed several projects to advance the goal. Examples of which are shown below:

- Increased the post-consumer recycled content in our corrugate from 30%-45%
- Eliminated the need to source and transport empty bottles from suppliers by bringing PET bottle blow molding in-house
- Reduced the grams of plastic used in two-liter FMX™ and CXR REDIFOAM™ bottles by 19% from 42.5 grams to 32.5 grams
- Reduction of plastic resulting from 23% thinner label release liners on our eight-ounce PURELL® bottles saved enough plastic to cover three football fields
- Changed the specification of our highest-volume pallet to be from recycled or reused materials, avoiding the harvest of an estimated 13,000 hardwood trees per year



MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

GRI 103-2, GRI 103-3

Our progress in reducing packaging materials was offset by several challenges. While our newer dispensing systems feature significant labor savings, sustainable formulations and reduced battery waste, the refills also require more material than previous models. These systems are in great demand, as are hand sanitizing wipes, which have a higher packaging-per-use ratio than other categories.

We have explored opportunities to reduce corrugate, but since it protects our products during shipping, we have little opportunity to eliminate it without impacting package integrity. To advance toward our goal, we've expanded our thinking, and our efforts now include moving to corrugate with more recycled content and reducing materials that are closely associated with the packaging process. We are optimistic about the implications of this expanded focus.

MEASURING OUR PROGRESS

In 2017 and 2018, we worked hard to expand the scope of this metric. We now include many components that are managed by contract manufacturers, like wipes canisters. Additionally, we now include tertiary packaging components, including pallets and stretch wrap. We have adjusted our 2015 baseline to compensate for these changes.

PROGRESS TO GOAL

While our 2018 progress to date shows an increase in pounds of packaging per 1000 product uses, we remain optimistic. Future growth of recycled content in our portfolio and other packaging reduction projects will help us achieve this goal.



Pounds of packaging per 1000 uses

Sustainability Champion Helps Packaging Engineers See Opportunities for Sustainable Value

2018 was the second year that GOJO nominated a Packaging Engineering team member to be in the role of Packaging Engineering Sustainability Champion. The Champion's main role is to review all packaging projects to ensure sustainability is considered, propose solutions and help educate the group. The Champion must participate in 4 learning events, such as conferences and seminars, and bring the learnings to the group. In 2018, the Champion attended seminars with NPE Plastics Association to learn how to manage plastic consumption, and was instrumental in our efforts to reduce the amount of new corrugate in our packaging.

Creating the Packaging Engineering Sustainability Champion role has allowed us to put our best ideas into practice at a grassroots level. By enabling and encouraging a highly-motivated team member to take the initiative and hold themselves accountable for seeing a project through, they can translate their passion for sustainability into real change for the entire organization.

"Before the Packaging Engineering Sustainability Champion role, there were plenty of good ideas, but no one accountable to act on them. Now, not only have we made immediate improvements to our internal sustainability efforts, we're also able to communicate better with our suppliers, which will have more long-term positive effects.", said Adam Kunsch, our 2018 Packaging Engineering Sustainability Champion.



The Packaging Engineering Sustainability Champions during the GOJO Sustainability Fair: Chin Richards (2019), Adam Kunsch (2018) and Jenna Matus (2017)



GOJO STRATEGY

ELEVATE PUBLIC HEALTH AND WELL-BEING

MATERIAL TOPIC:

Elevating Thought Leadership in Hygiene Education and Promoting Public Health

GOALS:

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

Bring Well-Being to One Billion People Every Day

SUSTAINABLE VALUE MATERIAL TOPICS:



STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING

ELEVATING THOUGHT LEADERSHIP IN HYGIENE EDUCATION AND PROMOTING PUBLIC HEALTH

Boundary: GOJO Operations, Across Value Chain

Conducting studies, producing/delivering education and expanding technology solutions to promote hygiene education and behaviors that improve individual and public health

Stakeholder Groups Raising these Topics:

GOJO Team Members, Customers, Distributors

2017-2018 PERFORMANCE SUMMARY



STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING



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

2020 GOAL: Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in our Industry

2017-2018
GOAL PROGRESS



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

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

2017-2018
GOAL PROGRESS



**Big, Hairy, Audacious Goal*



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

2020 GOAL: Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in our Industry

GRI 103-1, GRI 103-2

GOJO scientists are passionate about the life sciences and collaborate with thought leaders around the world on research, publications, conferences and studies to advance the science of hygiene in the interest of public health. This includes projects that compare the impacts of different hand hygiene and surface disinfection methodologies, implications of specific ingredients, outcome studies in real work environments, and the success of hand hygiene compliance programs in critical markets.

We strive to be the most recognized advocate for hygiene because we know the science and the positive impact it can bring to people all over the world.

OUR MANAGEMENT APPROACH

As an advocate for public health and well-being and a leader in advancing the science of good hygiene, GOJO regularly conducts and publishes research to address important questions in ways that inspire new thinking and innovations. Our scientists collaborate with thought leaders throughout the world on research, publications and studies to educate and influence hygiene standards in the interest of public health.

Jim Arbogast, GOJO Hygiene Sciences and Public Health Advancements Vice President, says, "As entrepreneurs and innovators, we're committed to learning, finding new ways to improve public health, advancing the science and sharing our findings in peer-reviewed publications. That means collaborating with thought leaders and other like-minded organizations to advocate for improved standards in personal hygiene to change how the world stays well."





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

2020 GOAL: Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in our Industry

GRI 103-2

Peer-reviewed articles published in 2017-2018:

- Comparison of Standard Culture-Based Method to Culture-Independent Method for Evaluation of Hygiene Effects on the Hand Microbiome. *mBio, American Society for Microbiology, March/April 2017, Volume 8, Issue 2.*
- Quantifying the Effects of Water Temperature, Soap Volume, Lather Time, and Antimicrobial Soap as Variables in the Removal of Escherichia coli ATCC 11229 from Hands. *Journal of Food Protection, Volume 80, No. 6, May 2017, Pages 1022–1031.*
- Pilot study of digital tools to support multimodal hand hygiene in a clinical setting. *American Journal of Infection Control, March 2018, Volume 46, Issue 3, Pages 261-265.*
- How long is enough? Identification of product dry-time as a primary driver of alcohol-based hand rub efficacy. *Antimicrobial Resistance and Infection Control, May 2018.*
- High Hand Contamination Rates During Norovirus Outbreaks in Long-Term Care Facilities. *Infection Control & Hospital Epidemiology, February 2018, Pages 219-221.*
- The Influence of Soap Characteristics and Food Service Facility Type on the Degree of Bacterial Contamination of Open, Refillable Bulk Soaps. *Journal of Food Protection, Vol. 81, No. 2, 2018, Pages 218–225.*
- Visible Soil as an Indicator of Bacteria Concentration on Farmworkers' Hands. *Food Protection Trends, vol. 38, no. 2, pp. 122-128, Mar 2018.*

- Effect of alcohol-based hand rub on hand microbiome and hand skin health in hospitalized adult stem cell transplant patients: a pilot study. *Journal of the American Academy of Dermatology, Volume 78, Issue 6, June 2018, Pages 1218-1221.e5.*
- Microbial Transmission in an Outpatient Clinic and Impact of an Intervention with an Ethanol-Based Disinfectant. *American Journal of Infection Control, Volume 47, Issue 2, February 2019, Pages 128-132.*
- Modeling surface disinfection needs to meet microbial risk reduction targets. *Applied Environmental Microbiology, Volume 84, Issue 18, September 2018.*

Sustainability Conferences where GOJO presented in 2017-2018:

- BizNGo Annual Meeting (2017 and 2018)
- Green Chemistry & Commerce Council (GC3) (2017)
- GreenBiz (2017 and 2018)
- Living Products Expo (2017)
- Responsible Business Summit (2017)
- Sustainable Cosmetics Summit (2018)



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

2020 GOAL: Be the Most Recognized Advocate for Well-Being Through Hand Hygiene in our Industry

GRI 103-3

MEASURING OUR PROGRESS

While our goal inspires our team, being the most recognized advocate requires continued and consistent engagement over time, and therefore isn't articulated as a 2020 goal. Even so, we measure progress in terms of the people we reach through media impressions, speaking engagements, scientific communications and social media conversations.

PROGRESS TO GOAL:

In 2017-2018, we co-authored ten scientific articles in peer-reviewed journals and spoke at eight sustainability conferences.



GOJO Research Study Receives Award for Being Most Downloaded Article of 2017

In 2017, GOJO published a scientific research study in the Journal of Food Protection. The article, "Quantifying the Effects of Water Temperature, Soap Volume, Lather Time and Antimicrobial Soap in the Removal of Escherichia coli ATCC 11229 from Hands," made a significant contribution to filling knowledge gaps in handwashing research. GOJO was approached by Donald Schaffner, Ph. D., from Rutgers University's Food Safety Department, to partner with his laboratory on a study to determine the effect of key variables, such as soap volume, lather time, water temperature, and product formulation, on handwashing efficacy. The study was funded by Rutgers University. Prior to this collaboration, the effects of these variables had not been adequately studied, leaving room for widespread, inaccurate assumptions.

For example, plumbing regulations in foodservice establishments require water for handwashing to be delivered at 100 degrees Fahrenheit. There is, in fact, no scientific evidence to support this high of a water temperature. Results of the study showed that higher water temperatures do not necessarily translate to more effective handwashing. The study provides scientific evidence that effective formulations and practices are what lead to positive health outcomes, rather than water temperature.

This publication received the 2018 Most-Downloaded Journal of Food Protection Award at the International Association for Food Protection. The significant interest shown by the download rates resulted in an increased Altmetric score of 914, which measures the attention that research and scholarly articles receive online. The article was the highest scored article among 2,627 articles published in 2018.



GOJO partnered with Rutgers University to study the effects of key variables on handwashing effectiveness.



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

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

GRI 103-1, GRI 103-2, GRI 103-3

Our BHAG – or Big, Hairy, Audacious Goal – is to bring well-being to 1 billion people every day. This goal is unique in that instead of being driven by our materiality assessment, it is driven by the GOJO Purpose, Saving Lives and Making Life Better Through Well-Being Solutions. The power of this lofty goal is that it inspires teams at GOJO to live our Purpose and joyfully do our work, realizing its potential to influence the well-being of people all over the world.

OUR MANAGEMENT APPROACH

Our approach to this goal is to drive the vision of its achievement through every facet of our business. It inspires teams to expand their thinking about the many ways in which we can have a positive impact on public health, including expanding into new product categories, positively influencing hygiene behavior, and making products pleasant and accessible.

MEASURING OUR PROGRESS

While it is impossible to precisely measure the number of people whose lives are touched by our efforts every day, we do our best to calculate metrics based on what is measurable. Metrics for this goal are based on an estimate of direct product uses. While this gives us some idea of progress, it doesn't consider the downstream impact of lives we touch, such as a patient benefitting from a caregiver practicing good hand hygiene. That downstream effect is what really advances our Purpose of Saving Lives and Making Life Better Through Well-Being Solutions.

PROGRESS TO GOAL

In 2017-2018, we touched the lives of an estimated 156 million people every day.



**Big, Hairy, Audacious Goal*

GOJO and Hattie Larlham Partner to Create Employment Opportunities for Individuals with Developmental Disabilities

Although GOJO products provide well-being to people around the world, it is also gratifying to have a positive impact on individuals in our own community. For nearly two years, GOJO has partnered with Hattie Larlham, a nonprofit organization that provides medical, residential, recreational and work training services for people with intellectual and developmental disabilities. This partnership creates meaningful work opportunities for their employees. With initial assistance from an on-site job coach, Hattie Larlham employees are soon independent in their roles and contribute to the GOJO Purpose in a meaningful way, just like all other GOJO team members. Chad Kelly, Business Relations Manager of Hattie Larlham Community Services shared, "We have worked with people with disabilities for more than 10 years. GOJO has not only proven to be the leader in diversity that we all strive for, they have also become the measure to which we compare other companies. GOJO has not only been a beneficial work site, but they also provide guest speakers for our job skills classroom, discussing what they look for in a good employee. It is a real pleasure working with the great people at GOJO."

Nicole Wilson, Production Supervisor at GOJO, who has worked with Hattie Larlham employees since the onset of the program, says, "Working with Hattie Larlham's employees has taught us new ways to approach training, how to be patient in tough situations, and how to come together as a team. They have become a tremendous asset to GOJO."



Hattie Larlham employees are proud to be engaged in meaningful work that contributes to the GOJO Purpose.

This partnership has also stimulated new, innovative ways of interacting with and developing team members. Each Hattie Larlham team member has unique needs, and we have challenged ourselves to find new, more effective ways to train. Our partnership with Hattie Larlham has been incredibly rewarding. Working with such genuine, positive people has changed more than just the composition of our workforce – it has given us another way to live our Purpose of Saving Lives and Making Life Better Through Well-Being Solutions.

Akron-Canton Regional Foodbank Expands Essentials Program to Distribute GOJO Soap to More Families

Since 1997, GOJO and the Akron-Canton Regional Foodbank have worked together to help improve the lives of families in need in Northeast Ohio through the Essentials Program, a collaborative effort to deliver hygiene products to the people in our community. Rather than dispose of it, GOJO donates products that do not meet our high quality standards for commercialization but that are perfectly safe and effective for human use, so they can be used to serve the basic hygiene needs of people in surrounding communities. Foodbank volunteers repackage the soap into small containers so it can be distributed by a network of hundreds of food pantries to help people who may not otherwise have access to hand hygiene products.

As a result of the expansion, in 2017, the Foodbank and GOJO met the wellness needs of people across the Feeding America Network, leading to the distribution of seven truckloads of GOJO soap to network partners and local foodbanks in Ohio, including network partners in Akron, Alliance, Canton, Minerva, North Canton and Ravenna, as well as other states within the Feeding America Network.

Akron-Canton Regional Foodbank CEO Dan Flowers summarizes the partnership in this way, "This innovative collaboration reduces waste, meets a critical public health need and improves the quality of life for people struggling with poverty in our community."



In addition to donating products for redistribution, GOJO employees volunteer at the Akron-Canton Regional Foodbank.





GOJO STRATEGY

STEWARD A THRIVING ENVIRONMENT

MATERIAL TOPICS:

Developing Products and Programs to Reduce Customer Waste

Advancing Sustainable Supply Chain Practices

Measuring and Reducing our Most Significant Environmental Impacts

GOALS:

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 US Distribution Operations by Renewable Energy

SUSTAINABLE VALUE MATERIAL TOPICS:



STRATEGY: STEWARD A THRIVING ENVIRONMENT

DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

Boundary: GOJO Operations

Understand which 3rd party certifications are relevant and matter most to customers/end users; pursue certifications

Stakeholder Groups Raising these Topics:
GOJO Team Members, Customers, Distributors,
Sustainable Chemistry Influencers

ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

Boundary: GOJO Operations

Establish corporate governance for the regular review of product chemistry; adopt internal policies promoting the use of chemicals, processes and products with inherently low-hazard potential; redesign products and processes to avoid the use of and/or generation of hazardous chemicals — moving to safer chemicals (low to no toxicity and degrade into innocuous substances)

Stakeholder Groups Raising these Topics:
GOJO Team Members, Sustainable Chemistry
Influencers, Customers, Distributors, NGOs,
Industry Associations

MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

Boundary: GOJO Operations

Factor environmental impacts into product and packaging design and materials sourcing; use more sustainable materials (e.g., biobased or plant-based ingredients versus petroleum-based); offer fragrance-free or naturally fragranced products; determine and source lighter footprint options

Stakeholder Groups Raising these Topics:
GOJO Team Members, Customers, Distributors,
NGOs, Industry Associations

2017-2018 PERFORMANCE SUMMARY



STRATEGY: STEWARD A THRIVING ENVIRONMENT



MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

2020 GOAL: Recover and Reuse or Recycle 50% of Dispenser Materials

SUNSET IN 2017

2017-2018
GOAL PROGRESS



After a thorough feasibility assessment and field trial, we concluded the conditions do not yet exist to make this goal economically viable and it has been put on hold.

*As a result of our exploration into recycling, we found significant opportunity to reduce waste. This led to a new 2020 goal, to **Implement a Zero-Waste Fulfillment Process For Dispenser Installation.***



MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

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

ADDED IN 2018

2017-2018
GOAL PROGRESS



2017-2018 PERFORMANCE SUMMARY



STRATEGY: STEWARD A THRIVING ENVIRONMENT



MATERIAL TOPIC ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

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

2017-2018
GOAL PROGRESS



MATERIAL TOPIC MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

2020 GOAL: Power GOJO US Distribution Operations by Renewable Energy

ACHIEVED EARLY

2017-2018
GOAL PROGRESS





MATERIAL TOPIC

DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

2020 GOAL: Recover and Reuse or Recycle 50% of Dispenser Materials

SUNSET IN 2017

GRI 103-1, GRI 103-2

GOJO dispensers are used in restaurants, schools, hospitals, airports, offices and many other types of facilities that need to make hand hygiene easily accessible. We are continually installing new dispensers, with a single installation ranging from just a few dispensers to over 10,000. In most cases, new hand soap or hand sanitizer dispensing system installation requires removal and disposal of old dispensers. Because so much of our business involves this type of upgrade, GOJO set a goal in 2015 to recover and reuse or recycle 50% of dispenser materials that were removed from facilities as new installations occurred.

WHY WE SUNSET THIS GOAL

After a thorough assessment and regional field trial, we concluded the conditions do not yet exist to make dispenser recycling economically viable. Even though it is stated as a 2020 goal and we made progress along the way, we made the decision to remove this goal from active status.

We had three significant learnings that led to our decision to not pursue this goal under current conditions:

- The market for recycled plastics has shifted; cost-advantaged or cost-neutral disposal options have disappeared
- Transportation of used dispensers to centers capable of recycling them added significant, unreclaimable cost
- After considering greenhouse gas emissions across the process of dispenser take-back and recycling, we found the net environmental benefit to be minimal
- While market research showed a consistently positive view of the program and an interest in participating, end-users had little willingness to invest in the service

While we see the environmental benefit of recycling removed dispensers, formalizing a take-back program does not currently support economic sustainability for GOJO and its stakeholders. In the spirit of leading and learning, we remain committed to reducing waste and have added a 2020 goal centered around reducing other forms of waste in the dispenser installation process.



MATERIAL TOPIC DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

2020 GOAL: Recover and Reuse or Recycle 50% of Dispenser Materials

GRI 103-3

SUNSET IN 2017

MEASURING OUR PROGRESS

In 2015, we set a goal to recover, reuse or recycle 50% of all old dispensers removed by GOJO Field Services team members. Over the course of 2015-2017, we recovered and diverted 20% of dispensers from landfills before determining the goal was not economically viable.

2020 GOAL

Recover and Reuse or Recycle 50% of Dispenser Materials





MATERIAL TOPIC

DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

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

ADDED IN 2018

GRI 103-1, GRI 103-2

GOJO has a history as the industry leader in dispensing system innovation, which means we frequently upgrade facilities with new dispensing technology. We explored the potential to recover, reuse or recycle dispensers we were removing from facilities, but found the environmental benefits of recycling used dispensers were outweighed by the program's negative overall impact on the environment, while reduced demand for used plastics affected economic viability. But in the process, we discovered opportunities to eliminate other types of significant waste in our dispenser installation process. That included excessive corrugated material waste when single-pack dispensers were used at large installations, and product waste when bulk packs of dispensers were more than enough for a given installation. That caused us to think about how we might eliminate waste altogether in installations being managed by our Field Services Team.

OUR MANAGEMENT APPROACH

Our new 2020 goal, added in 2018, is to implement a zero-waste fulfillment process for dispensers installed by the GOJO Field Services team.

Our approach to this goal is to right-size dispenser installation orders by assessing needs prior to order placement and controlling the reuse or recycling of any materials used in the installation process.

We believe the new goal will:

- Eliminate single-use corrugate and plastic packaging
- Eliminate waste associated with extra dispensers being shipped and discarded
- Reduce greenhouse gas emissions per dispenser shipped and installed
- Increase productivity and efficiency of GOJO-managed installations, reducing on-site time and disruption
- Reduce the potential risks of infection associated with corrugated materials in patient care areas in healthcare installations



MATERIAL TOPIC

DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

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

ADDED IN 2018

GRI 103-3

MEASURING OUR PROGRESS

While 2020 is just one year away, we set the aggressive goal to have 50% of GOJO Field Service Team dispenser installations leveraging the zero-waste fulfillment process by 2020. We believe we can put processes in place that will enable us to achieve significant results in a short timeframe. The goal includes right-sizing the dispenser installation order, eliminating single-use packaging materials, removal of all incidental materials used for installation, and recycling or reusing all packaging and shipping materials.

2020 GOAL

Implement a Zero-Waste Fulfillment Process for Dispenser Installation



Before: Significant waste in our dispenser installation process



After: Eliminate single-use corrugate and plastic packaging

The PURELL SOLUTION™ - PURELL® ES8 Dispensing System Delivers Maintenance Ease and Sustainable Performance



In 2017, GOJO introduced the revolutionary new PURELL ES8 Dispensing System, which combines our latest advances in touch-free dispensing technology, the aesthetics and reliability that made GOJO a leader in dispensing, and a footprint that addresses multiple aspects of sustainability.

These advances represent a 68% reduction in battery waste and a 15% reduction in greenhouse gas emissions,¹ when compared to leading touch-free systems on the market.²

AT-A-GLANCE™ Refill Design makes it easy to monitor product levels with just one look. Breakthrough Energy-on-the-Refill Technology provides energy with each new refill.

Dylan Beach, Sustainability Manager at GOJO, was excited about the innovation that went into the new dispensing system, saying, “During product development, a life cycle analysis identified batteries as the component that made the largest contribution to a touch-free dispenser’s environmental footprint. The Energy-on-the-Refill technology innovation reduces lifetime battery consumption and helps address the touch-free dispenser’s largest environmental impact.”



1. Based on a 1200mL refill with an assumed usage rate of 2.35 refills per dispenser per year and a 6-year dispenser lifetime.
2. 2017 Healthcare Sanitizer Market Sales provided by Definitive Healthcare, LLC.



MATERIAL TOPIC

ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

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

GRI 103-1, GRI 103-2

The GOJO Sustainable Value Sourcing Program is focused on setting expectations with suppliers, gathering data on their practices and providing a platform for feedback and collaboration. We have made consistent progress since the GOJO Global Sourcing Team designed our Sustainable Value Sourcing Program in 2014 and published our Supplier Code of Conduct in 2015.

Our Sustainable Value Sourcing Program is comprised of:

- Our Supplier Code of Conduct
 - Compliance with Laws
 - Human Rights
 - Conflict Minerals and Substances of Very High Concern
 - Environmental Compliance
 - Ethical Business Practices
- GOJO Sustainable Value Responsible Sourcing Criteria
- The GOJO Supplier Sustainability Scorecard
- The GOJO Supplier Rating Program

OUR MANAGEMENT APPROACH

GOJO requires all suppliers to read and acknowledge the Supplier Code of Conduct. We developed the GOJO Supplier Sustainability Scorecard in collaboration with our suppliers, whom we convened at our global headquarters in 2016. The Scorecard requires both quantitative and qualitative responses, focusing on supplier sustainability goals, targets and opportunities to collaborate with GOJO. We continue to refine the Scorecard, and recently added questions aligned to material issues for GOJO, including safety and 3rd party certifications.

- In 2017, we created the GOJO Supplier Rating Program, which leveraged the GOJO Supplier Sustainability Scorecard results to show a 5% increase in suppliers that met our Sustainable Value Responsible Sourcing Criteria. In 2018, that number rose to 10%, showcasing the importance of Sustainable Value in our supply chain.
- In 2018, we saw a gap in our scorecard program. The rollout of our original scorecard omitted vendors of maintenance, repair and operating supplies – items which include cleaning, laboratory or office items, industrial equipment and computers, fixtures or furniture. These supplies do not make up the products’ output by our facilities, but they are a critical element of GOJO operations. We are developing a scorecard tailored to these suppliers and expect it to be applicable in 2019.



MATERIAL TOPIC

ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

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

GRI 103-3

MEASURING OUR PROGRESS

In 2015, GOJO set a bold goal for 90% of GOJO Strategic, Preferred and Collaborative suppliers to meet GOJO Sustainable Value Responsible Sourcing Criteria by 2020. These suppliers account for 85% of our total supplier spending and represent the biggest opportunity for Sustainable Value engagement.

PROGRESS TO GOAL

We rolled out our scorecard to 24 of our strategic, preferred and collaborative suppliers in 2017, and 43 suppliers in 2018. We are 67% of the way toward meeting our 2020 goal. In 2019 we will roll out the scorecard to 64 suppliers, potentially accomplishing the goal in 2019, one year early.



SUSTAINABLE VALUE IN ACTION

GOJO Recognizes Supplier Sustainability Performance

At GOJO, the impact of sustainability is felt from one end of our supply chain to the other. As part of the GOJO Sustainable Value Sourcing Program, we hosted our first annual Supplier Day. We invited 48 of our suppliers to join us for a day of sharing ideas and discussing the sustainability issues core to our businesses. The event resulted in over 100 ideas for creating Sustainable Value together, and gave a variety of internal stakeholders an opportunity to engage with our supply chain in a more meaningful way. Both the suppliers and GOJO team members showed a tremendous amount of excitement for the event, and planning has begun for our 2019 Supplier Day.



Matthew Fox of GOJO, James Brezovec, Ryan Pahls and George D'Urso of Westrock with the GOJO Supplier Sustainability Award based on compliance with the GOJO Supplier Sustainability Scorecard

During Supplier Day, we recognized Westrock with our Supplier Sustainability Award. To determine the winner of the Supplier Sustainability Award, the GOJO team evaluated the 24 suppliers currently participating in our GOJO Supplier Sustainability Scorecard program. Suppliers were evaluated for their performance in 5 categories: Service, Quality, Cost, Sustainability and Innovation. Westrock met 74% of our sustainability criteria, including amount of recycled content, water consumption and greenhouse gas emissions.

Working closely with our suppliers to create Sustainable Value lets us proactively find better ways to manufacture our products, interact with our supply chain and manage our environmental impact. The Sustainable Value Sourcing Program continues to create positive momentum both inside and outside our organization, and is strengthening our business ecosystem through collaboration.

Oscar Uzcategui, Global Sourcing, Senior Director, said, "As the leader of the Supplier Sustainability Program, I was



thrilled to see our suppliers show such a strong interest in what we're doing. Sharing ideas and aligning our values helps all of us move the industry forward and make a positive impact on the world."

SUSTAINABLE VALUE IN ACTION

GOJO Europe Establishes Local Manufacturing

Europe is an important market for GOJO. Before our strategic expansion in Europe through the acquisition of Laboratories Prodene Klint (LPK), we transported goods manufactured in the US to the UK, and then distributed them — within the UK and throughout Europe.

The acquisition of LPK gave GOJO local manufacturing capability in three French plants (Croissy-Beaubourg, Mitry-Mory and Alby sur Cheran). Over the past two years, we have transitioned production of 80% of our European sales of GOJO products from North America to these facilities in France. This change has resulted in shipping 360 fewer containers per year from North America to Europe, reducing our freight carbon footprint by over 2 million kilograms of CO2 equivalent gases annually. This is equal to the energy consumption of 217 homes for a full year.

The move to European-based manufacturing helped GOJO extend our corporate citizenship into new locations by strengthening local supply chains, creating jobs and being more responsive to local market needs. We have redesigned European formulas for both local preferences and to comply with European regulations. We've also been able to shorten our supply chain, reduce excess inventory and improve our ability to quickly respond to market demands – ultimately improving our business ecosystem, both overseas and in the US.

John Weisburn, European Supply Chain Senior Director, said, "Local manufacturing in Europe is a great example of how all three legs of Sustainable Value dovetail with creating business value. It provides economic sustainability by making us more cost competitive, provides social sustainability by enabling us to offer well-being products tailored to the local market, and provides environmental sustainability by substantially reducing the carbon footprint to deliver those products."



By moving European product manufacturing from North America to Europe, GOJO has reduced its freight carbon footprint by over 2 million kilograms of CO2 equivalent gases annually, enough to power 217 homes for a full year.





MATERIAL TOPIC

MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

2020 GOAL: Power GOJO US Distribution Operations by Renewable Energy

ACHIEVED EARLY

GRI 103-1, GRI 103-2

GOJO is committed to operating sustainably by minimizing our negative environmental impacts and trying to make positive contributions to the environment whenever possible.

As a manufacturer, energy consumption is one of our most significant environmental impacts. Reducing our electricity use and generating or sourcing renewable energy are some of the most important steps GOJO can take to minimize our negative impacts.

OUR MANAGEMENT APPROACH

The first step to reducing our negative environmental impact from energy consumption was to improve our energy efficiency. Our Facility Team collaborated to find ways to decrease energy needs through sourcing more efficient machinery and lighting options. In 2017, we replaced nearly 20,000 fluorescent lamps with LED bulbs, saving 1.8 million kWh per year.

Through the efforts of the Renewable Energy Project Team members, we are now powering our GOJO Wooster Campus distribution operations with a 633 kilowatt-hour solar panel array that contains 1,836 individual photovoltaic panels. The solar array will produce more than 755,000 kilowatt-hours of renewable energy each year, offsetting our energy consumption and contributing energy back to the grid without producing harmful air and water emissions or consuming non-renewable natural resources.

This project is just part of a much larger, ongoing energy strategy. Other energy efficiency projects include recovering waste heat from air compressors and better insulating our facilities. Generating our own renewable energy is the next step in our larger, long-term strategy of driving towards a net zero-emission, flourishing supply chain.



MATERIAL TOPIC

MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

2020 GOAL: Power GOJO US Distribution Operations by Renewable Energy

ACHIEVED EARLY

GRI 103-3

MEASURING OUR PROGRESS

One of our 2020 Sustainable Value Strategies & Goals is to power our US distribution operations with 100% renewable energy. GOJO set this goal in 2015 with little line of sight as to how we would accomplish this task. We began by talking openly about our contribution to our changing climate and taking strategic steps to increase the energy efficiency of our operations, as well as to understand our alternative energy options.

PROGRESS TO GOAL

Due to the small percentage of renewables present in the Ohio electricity grid mix, in 2015, we were at 17% of our goal. In 2018, GOJO achieved the goal to power its distribution operations by renewable electricity two years early. We will continue to drive energy efficiency in new ways as we begin to plan our next set of goals.



SUSTAINABLE VALUE IN ACTION

GOJO US Distribution Operations Now Powered by Solar Energy

One of our most significant and ambitious 2020 Sustainable Value Strategies & Goals is to power our US distribution operations using only renewable energy. In 2017, GOJO team members began to define the scope and develop strategies to make this initiative a reality, and in December 2018, we achieved our goal.

Through the efforts of the Renewable Energy Project, we are now powering our GOJO Wooster Campus distribution operations with a 633 kilowatt-hour solar panel array that contains 1,836 individual photovoltaic panels. The solar array will produce more than 755,000 kilowatt-hours of renewable energy each year, offsetting our energy consumption and contributing energy back to the grid without producing harmful air and water emissions or consuming non-renewable natural resources.



GOJO Wooster Campus distribution operations are powered solely through our solar panel array.

Tom Marting, Facilities and Resource Management Director, commented, "In addition to reducing our CO2 output, this renewable energy project will have a higher avoidance than if it were done somewhere with a non-coal-based grid like California or Europe." Proactively changing the way we power our operations is an opportunity for GOJO to make a positive impact on the community and be a beacon of sustainability in our industry. As we continue to find ways to reduce the energy and materials we consume, we are inspired to move forward and challenge ourselves to be stewards for the environment.



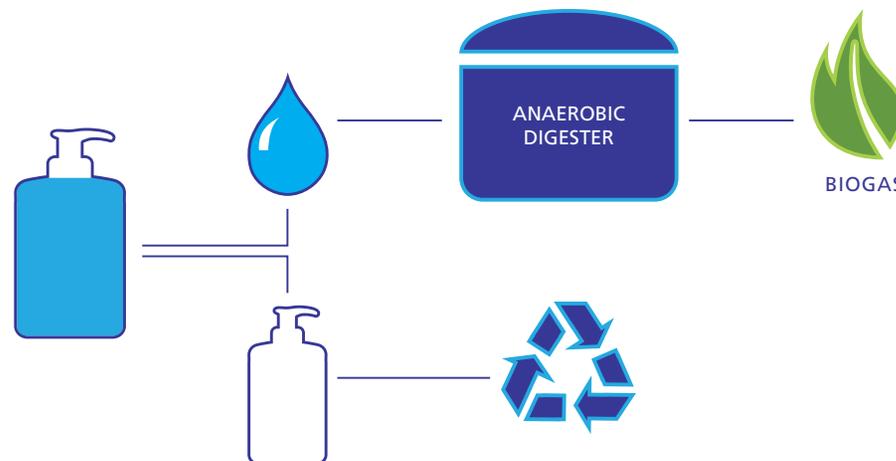
GOJO Partners with Green Arrow Engineering and the City of Wooster to Offset CO2 Emissions

GOJO maintains high standards for product quality and disposes of manufactured products when they are out of sync with those standards. In August 2017, GOJO partnered with Wooster, Ohio-based Green Arrow Engineering on a creative way to reclaim scrap product, using it as feedstock in the City of Wooster's anaerobic digester. The anaerobic digester takes organic waste and converts it into biogas, which produces enough energy to power 9,200 homes in the Wooster area annually.

Our partnership with Green Arrow Engineering and the City of Wooster created a cost reduction in offsite reclaiming/recycling of off-spec product and a decrease in CO2 emissions. Since the onset of our partnership, more than 191,160 pounds of off-spec product have been converted into biogas by the anaerobic digester, which has offset 75 metric tons of CO2 emissions. Product from GOJO Lippman Campus in Cuyahoga Falls and Stow, Ohio, is also sent to the Wooster Campus and repurposed by the anaerobic digester. We coordinate shipments between GOJO Wooster Campus and GOJO Lippman Campus to maximize efficiency.

This partnership has not only allowed GOJO to make significant improvements in our waste management, it has also given us the opportunity to be accountable for where and how we dispose of product that doesn't meet our high quality standards.

GOJO partnered with Green Arrow Engineering and the City of Wooster to convert scrap product into enough energy to power 9 homes per year.



SUSTAINABLE VALUE IN ACTION

Rail Transportation Reduces Fuel Consumption

When GOJO acquired the Wooster location in 2015, we were excited about the opportunities presented by the facility's rail siding. Although the siding required significant upgrades and reconstruction, it connects the Wooster campus to a nearby rail system. In 2017, we re-opened the rail siding, resulting in ethanol shipments with a carbon footprint that's 6 times smaller per ton, per mile than those shipped by truck. Ethanol is one of the main materials we source, both by weight and volume, and the ability to ship larger quantities at one time has also improved our manufacturing efficiency.

Working closely with the city of Wooster, the Ohio Rail Development Commission (ORDC) and Norfolk Southern Railway, GOJO team members obtained grant funds to upgrade the rail system. Now, every tanker of ethanol at Wooster shows a tangible reduction in our carbon footprint. By leveraging existing infrastructure and working with community leaders to take accountability for our carbon footprint, we have been able to expand sustainability to our supply chain and pass that Sustainable Value on to our customers and the communities in which we work.

Tom Marting, Facilities and Resource Management Director, said, "We look for ways to create Sustainable Value that benefits GOJO and its shareholders. This is an example of a project that creates both economic and environmental Sustainable Value."



GOJO team members and community leaders join for the ribbon cutting ceremony at the Wooster campus rail siding.

SUSTAINABLE VALUE IN ACTION

Efficient Lighting Reduces Energy Demand at GOJO

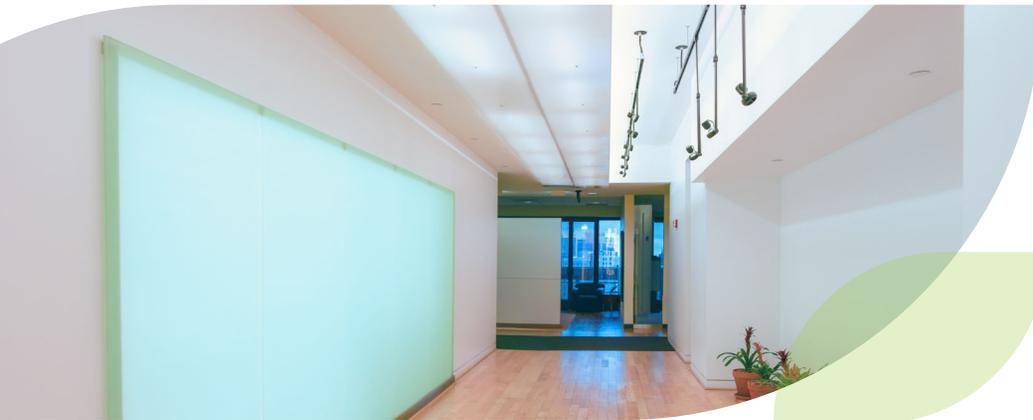
In 2016, we modernized the lighting system at our Wooster, Ohio facility, which led to substantial energy savings. Building on the success of that project, GOJO Facilities Teams replaced the existing fluorescent bulbs with 5,500 energy-efficient LED bulbs at our corporate headquarters in Akron. The lighting upgrade reduced electrical costs by \$40,000 annually and keeps 346 metric tons of carbon-dioxide equivalent gases out of the atmosphere.

This upgrade brings the lighting systems in all GOJO facilities in Northeast Ohio up to a more efficient standard. Along with nearly a quarter of a million dollars in cost-savings comes a large reduction in demand on our local power supplies, which helps us create a smaller carbon footprint as an Enterprise.

The conversion to LED lights also has human health benefits. Recent research has shown that conventional light can have adverse effects on team members' well-being.¹ Since LED light more closely resembles natural sunlight, this project has also helped us improve the atmosphere in our facilities, creating a happier and healthier workplace.

GOJO team members worked closely with First Energy Corporation to capitalize on a double-rebate program for energy savings projects in 2017, while our internal Global Sourcing department found LED bulbs that met our needs. In all, the program is set to have paid for itself within six months of its inception, and will save enough electricity to power 52 homes for a full year.

1. Fluorescent Lighting, Headaches and Eyestrain. A.J. Wilkins, BSc DPhil, I. Nimmo-Smith, BA MSc PhD FRSS, A.I. Slater, BSc MPhil CEng MCIBSE CPhys MInstP, L. Bedocs, CEng MIEE FCIBSE. March 1989.



The upgrade to LED lighting in our corporate headquarters in Akron, Ohio has paid for itself within six months of its inception.



GOJO STRATEGY

FOSTER A CULTURE OF SUSTAINABLE VALUE

MATERIAL TOPIC:

Infusing SWOWSM Throughout GOJO Processes and Culture

GOALS:

Infuse 20 GOJO Business Processes with SWOWSM

Engage 40% of GOJO Team Members in SWOWSM Every Year

SUSTAINABLE VALUE MATERIAL TOPICS:



STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE

MATERIAL TOPIC: INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

Boundary: GOJO Operations

Increasing GOJO team member awareness of progress towards our 2020 goals and helping them take action to strengthen their own commitment to Sustainable Ways of Working (SWOWSM)

Stakeholder Groups Raising these Topics:
GOJO Team Members

2017-2018 PERFORMANCE SUMMARY



STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE



MATERIAL TOPIC INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOWSM)

2017-2018
GOAL PROGRESS



MATERIAL TOPIC INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Engage 40% of GOJO Team Members in SWOWSM Every Year

2017-2018
GOAL PROGRESS



**Big, Hairy, Audacious Goal*



MATERIAL TOPIC

INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOWSM)

GRI 103-1, GRI 103-2

SWOW is our unique approach to integrating sustainability into everything we do at GOJO.

With SWOW, we consider the social, environmental and economic impacts of our decisions and strive to make a difference through our daily work. This results in new sources of Sustainable Value for both GOJO and our stakeholders, including customers, communities and the environment.

OUR MANAGEMENT APPROACH

The SWOW Engagement Team is a cross-functional team focused on inspiring individual and team participation in SWOW through engagement, education and communication. The team works to identify and implement key Enterprise SWOW initiatives, helps teams incorporate sustainability into their work processes, and keeps track of the extent to which processes have been infused with SWOW.

In 2017-2018, we made significant progress toward our goal to infuse 20 business processes with SWOW. Our accomplishments include:

Operational Efficiency

- Gained efficiency through LED and HVAC upgrades and heat exchangers
- Gained significant logistical efficiency through Wooster rail line

Communications and Engagement

- Generated ongoing visibility and inspiration through sustainability/SWOW features in every issue of our team member newsletter, The HandPrint
- Made GOJO sustainability story visible on GOJO careers page and Glassdoor to attract talent with sustainability interest
- Implemented sustainability rating on GOJO Supplier Sustainability Scorecard
- Created Packaging Engineering Sustainability Champion role in our Packaging Team; set Product Development Sustainability Team Goals
- Made product sustainability information easily accessible in the product catalog on GOJO.com

Material and Waste Reduction

- Produced our first paperless Sustainability Report
- Implemented on-demand label printing on our Finish-to-Order production line which reduces label inventory and scrap; began internal blow molding of 2L bottles
- Diverted 6.5 cubic yards of compostable material at our annual employee appreciation event
- Reuse business models - worked with REBOX to keep used boxes out of the waste stream, and chose reusable containers and pallets for intra-company logistics
- Created EnviroGem™ ingredient selection tool

Training & Onboarding

- Made SWOW and Sustainability content a part of onboarding for new sales team members
- Developed SWOW-focused e-learning module to help train team members on sustainability practices and principles



MATERIAL TOPIC

INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Infuse 20 GOJO Business Processes with Sustainable Ways of Working (SWOWSM)

GRI 103-3

MEASURING OUR PROGRESS

In 2016, we had infused SWOW into four business processes. We increased that number significantly in 2017-2018, and are well on our way to achieving our 2020 goal.

PROGRESS TO GOAL



SUSTAINABLE VALUE IN ACTION

Communication is Key – Sustainability Becomes Standing Feature in GOJO HandPrint

The HandPrint is an internal bi-monthly publication that shares Enterprise news, product developments, and recognizes individual and team accomplishments – and thanks to the hard work of the SWOWSM Engagement Team – updates on sustainability. New to The HandPrint in 2017, the recurring SWOW column helps share all the incredible sustainability-related things we’re doing at GOJO and drives awareness across all three of our Northeast Ohio locations.

The SWOW Engagement Team worked together with the HandPrint Team to develop a content plan. This initiative has been instrumental in communicating the importance of creating Sustainable Value to GOJO team members, and has provided tangible, real-world examples of how GOJO is pushing the industry forward on sustainability issues.

Commitment to a recurring column has inspired us to engage with internal stakeholders on a regular basis so they are aware of strategies, goals and accomplishments. Being featured in The HandPrint acknowledges achievements and motivates team members to engage.



Beth Beddow, Employee Communications Specialist, is excited about the effectiveness of The HandPrint column, saying, "It's a great tool to get people to think about sustainability – from the big picture, all the way down



to the small things. Often times, the biggest improvements are made by looking at the details and finding a better way to work, and that's the awareness the SWOW Engagement Team is trying to raise."



MATERIAL TOPIC

INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE2020 GOAL: Engage 40% of GOJO Team Members in SWOWSM Every Year

GRI 103-1, GRI 103-2

By practicing SWOWSM, we create value for GOJO and our stakeholders – customers, suppliers, partners, communities, society, the ecosystem and GOJO team members. To support continued progress toward our ultimate goal of engaging 100% of employees in SWOW, we set a goal to engage 40% of employees by the end of 2020. At GOJO, we view engagement as a continuous effort, so we restart our measurement of employees engaged at zero each year.

OUR MANAGEMENT APPROACH

Creating widespread awareness and understanding of our strategies and goals, along with visibility for accomplishments and learnings, helps inspire new ideas for Sustainable Ways of Working (SWOWSM). While we have a 2020 goal to engage 40% of team members in SWOW, we will continue to aspire for 100% engagement until we reach our BHAG*.

**Big, Hairy, Audacious Goal*

In 2017-2018, our SWOW engagement strategies led to significant progress toward our goals:

- Created an annual event, the GOJO Sustainability Fair, to showcase progress toward our 2020 Sustainable Value Strategies & Goals, generate excitement and inspire team members to infuse SWOW into their daily work; Engaged over 100 team members in 2017 and over 1,200 team members in 2018, as we expanded the event and engaged team members across seven shifts at all GOJO US locations
- Launched an SWOW e-learning course to provide team members with the foundational knowledge needed to fully participate in SWOW events and discussions and infuse SWOW into daily work
- Created high visibility for SWOW and inspired engagement through a communications program that acknowledges team and individual efforts through the internal GOJO newsletter, The HandPrint



MATERIAL TOPIC

INFUSING SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE

2020 GOAL: Engage 40% of GOJO Team Members in SWOWSM Every Year

GRI 103-2, GRI 103-3

MEASURING OUR PROGRESS

Our efforts led to engagement of 52% of team members in 2018, ahead of our goal of 40% engagement each year.

PROGRESS TO GOAL



**Big, Hairy, Audacious Goal*

SUSTAINABLE VALUE IN ACTION

Multi-Location Sustainability Fair Engages Over 1200 Team Members

GOJO has been engaging team members through sustainability-focused events for many years. In 2018, we conducted our largest sustainability event to date with a Sustainability Fair that had over 1,200 team member participants.

Teams from across the organization were represented at the Sustainability Fair, which was conducted at each GOJO location in the US. Participants visited the various teams' booths, heard a presentation and engaged in an experience related to the topic. This helped participants learn about progress toward goals, challenges and the impact we are having through our sustainability efforts.

We consider it a huge success when so many people are so actively engaged, and have seen other teams inspired to work in more sustainable ways after their experience at the Sustainability Fair.

As an Enterprise, we strive to inspire team members to incorporate SWOW into their daily work, which helps create Sustainable Value at every level. We are proud to see that after their experience at the Sustainability Fair, we have seen the positive effects of the event on teams throughout GOJO.

Brittany Cogdeill, Co-Lead for the SWOWSM

*Engagement Team, said,
"As co-leader for over three years, I'm amazed at how the team came together, and just how many volunteers were willing to participate."*

As encouraging as the turnout for the 2018 Sustainability Fair was, the SWOW Engagement Team is already looking for ways to increase attendance and find new presenters to share their progress with their teammates for next year's event.



GOJO team members and chemists Amanda Copeland and Venkat Padyachi presenting at one of several booths during the Sustainability Fair.

GRI STANDARDS INDEX

GENERAL STANDARD DISCLOSURES

DISCLOSURES	DESCRIPTION	LOCATION
GRI STANDARD GRI 102: GENERAL STANDARD DISCLOSURES		
102-1	Name of the organization	GOJO Industries, Inc.
102-2	Activities, brands, products, and services	About our Company (p. 7)
102-3	Location of headquarters	Akron, Ohio
102-4	Locations of operations	Our Team (p. 8)
102-5	Ownership and legal form	GOJO is a privately-held company.
102-6	Markets served	About our Company (p. 7); Our Team (p. 8)
102-7	Scale of the organization	About our Company (p. 7); Our Team (pp. 8-9) GOJO is a privately-held company. We do not report our financial statements publicly, nor the entities within our operational control.
102-8	Information on employees and other workers	Our Team (pp. 8-9)
102-9	Supply chain	N/A
102-10	Significant changes to the organization and its supply chain	There were no significant changes to our organization or our supply chain during the reporting period.
102-11	Precautionary Principle or approach	GOJO does not formally apply the precautionary principle to its practices.
102-12	External initiatives	GOJO endorses the United Nations Sustainable Development Goals—GOJO 2020 Sustainable Value Strategies & Goals (p. 12)
102-13	Membership of associations	N/A
102-14	Statement from senior decision-maker	A Message From our Executive Chair (pp. 5-6)
102-15	Key impacts, risks, and opportunities	Stakeholder Engagement & Materiality (pp. 11-12); Material Topics (pp. 20, 33, 43, 62)
102-16	Values, principles, standards, and norms of behavior	Foster a Culture of Sustainable Value (pp. 61-69)
102-17	Mechanisms for advice and concerns about ethics	Our Team (p. 9)
102-18	Governance structure	Governance of our Commitment to Sustainable Value (p. 10)

DISCLOSURES	DESCRIPTION	LOCATION
GRI STANDARD GRI 102: GENERAL STANDARD DISCLOSURES		
102-40	List of stakeholder groups	Stakeholder Engagement & Materiality (p. 12)
102-41	Collective bargaining agreements	No employees are covered by collective bargaining agreements
102-42	Identifying and selecting stakeholders	Stakeholder Engagement & Materiality (pp. 11-12)
102-43	Approach to stakeholder engagement	Stakeholder Engagement & Materiality (pp. 12)
102-44	Key topics and concerns raised	Stakeholder Groups Raising these Topics (pp. 20, 33, 43, 62)
102-45	Entities included in the consolidated financial statements	GOJO is a privately-held company. We do not report our financial statements publicly, nor the entities within our operational control.
102-46	Defining report content and topic boundaries	Material Topics (pp. 20, 33, 43, 62)
102-47	List of material topics	Material Topics (pp. 20, 33, 43, 62)
102-48	Restatements of information	There are no restatements of information in this report.
102-49	Changes in reporting	There are no significant changes in reporting.
102-50	Reporting period	January 1, 2017 – December 31, 2018
102-51	Date of most recent report	2016-2017
102-52	Reporting cycle	Although this report is a two-year report; GOJO will go back to an annual cycle
102-53	Contact point for questions regarding the report	Kelly Ward-Smith at 330-255-6293 or SmithKe@GOJO.com
102-54	Claims of reporting in accordance with the GRI Standards	This is a GRI-referenced report, using the 2016 GRI Standards.
102-55	GRI content index	This document serves as the GRI Content Index for our 2017-2018 Sustainability Report.
102-56	External assurance	This report has not been externally assured.

GRI STANDARDS INDEX

GENERAL STANDARD DISCLOSURES

GRI STANDARD	DISCLOSURES	LOCATION
IMPLEMENT SUSTAINABLE CHEMISTRY		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Implement Sustainable Chemistry (p. 22)
	103-2 The management approach and its components	Implement Sustainable Chemistry (p. 23)
	103-3 Evaluation of the management approach	Implement Sustainable Chemistry (p. 23)
Non-GRI Key Performance Indicator	Percent reduction in chemicals of high concern per 1000 uses	Implement Sustainable Chemistry (p. 23)
OBTAIN RELEVANT PRODUCT CERTIFICATIONS		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Obtain Relevant Product Certifications (p. 25)
	103-2 The management approach and its components	Obtain Relevant Product Certifications (p. 26)
	103-3 Evaluation of the management approach	Obtain Relevant Product Certifications (p. 26)
Non-GRI Key Performance Indicator	Percent of global product sales from 3rd party certified products	Obtain Relevant Product Certifications (p. 26)
SOURCE SUSTAINABLE MATERIALS		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Source Sustainable Materials (p. 29)
	103-2 The management approach and its components	Source Sustainable Materials (p. 29, 30)
	103-3 Evaluation of the management approach	Source Sustainable Materials (p. 30)
Non-GRI Key Performance Indicator	Percent change in pounds of packaging per 1000 uses	Source Sustainable Materials (p. 30)
ELEVATE THOUGHT LEADERSHIP IN HYGIENE EDUCATION & PROMOTE PUBLIC HEALTH		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 35)
	103-2 The management approach and its components	Elevate Thought Leadership in Hygiene Education and Promote Public Health (pp. 35-36)
	103-3 Evaluation of the management approach	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 37)
Non-GRI Key Performance Indicator	People reached by GOJO media impressions, speaking engagements, scientific communications, and social media conversations	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 37)
ELEVATE PUBLIC HEALTH & WELL-BEING		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 39)
	103-2 The management approach and its components	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 39)
	103-3 Evaluation of the management approach	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 39)
Non-GRI Key Performance Indicator	Estimated lives touch daily	Elevate Thought Leadership in Hygiene Education and Promote Public Health (p. 39)

GRI STANDARDS INDEX

GENERAL STANDARD DISCLOSURES

GRI STANDARD	DISCLOSURES	LOCATION
DEVELOP PRODUCTS & PROGRAMS TO REDUCE CUSTOMER WASTE		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Develop Products and Programs to Reduce Customer Waste (pp. 46, 48)
	103-2 The management approach and its components	Develop Products and Programs to Reduce Customer Waste (pp. 46, 48)
	103-3 Evaluation of the management approach	Develop Products and Programs to Reduce Customer Waste (pp. 47, 49)
Non-GRI Key Performance Indicator	Percent progress toward implementing a zero-waste fulfillment process for dispenser installation	Develop Products and Programs to Reduce Customer Waste (pp. 47, 49)
ADVANCE SUSTAINABLE SUPPLY CHAIN PRACTICES		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Advance Sustainable Supply Chain Practices (p. 51)
	103-2 The management approach and its components	Advance Sustainable Supply Chain Practices (p. 52)
	103-3 Evaluation of the management approach	Advance Sustainable Supply Chain Practices (p. 52)
Non-GRI Key Performance Indicator	Percent Strategic, Preferred, and Collaborative Suppliers completing GOJO scorecard	Advance Sustainable Supply Chain Practices (p. 52)
MEASURE AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Measure and Reduce Our Most Significant Environmental Impacts (p. 55)
	103-2 The management approach and its components	Measure and Reduce Our Most Significant Environmental Impacts (p. 55)
	103-3 Evaluation of the management approach	Measure and Reduce Our Most Significant Environmental Impacts (p. 56)
Non-GRI Key Performance Indicator	Percent of renewable energy powering GOJO distribution operations	Measure and Reduce Our Most Significant Environmental Impacts (p. 56)
INFUSE SWOWSM THROUGHOUT GOJO PROCESSES AND CULTURE		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Infuse SWOW SM Throughout GOJO Processes and Culture (pp. 64, 67)
	103-2 The management approach and its components	Infuse SWOW SM Throughout GOJO Processes and Culture (pp. 64, 65, 67)
	103-3 Evaluation of the management approach	Infuse SWOW SM Throughout GOJO Processes and Culture (pp. 65, 68)
Non-GRI Key Performance Indicators	Number of GOJO Business Processes with Sustainable Ways of Working (SWOW SM)	Infuse SWOW SM Throughout GOJO Processes and Culture (p. 65)
	Percent of team members engaged in SWOW SM	Infuse SWOW SM Throughout GOJO Processes and Culture (p. 68)



GOJO 2017-2018 **SUSTAINABILITY REPORT**

CHANGING HOW THE WORLD STAYS WELL

For more information about Sustainable Value at GOJO,
contact Kelly Ward-Smith at 330-255-6293 or SmithKe@GOJO.com