



GOJO 2019 SUSTAINABLE VALUE PROGRESS REPORT

CHANGING HOW THE WORLD STAYS WELL



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A MESSAGE FROM OUR EXECUTIVE CHAIR

As I write this letter, the COVID-19 pandemic continues to rage, threatening people's health and well-being, businesses, and communities worldwide in ways that most haven't experienced before nor could have ever imagined. And while I am proud to share our 2019 GOJO Sustainable Value Progress Report and the many accomplishments of our Family Enterprise, I am also deeply humbled and driven by businesses' growing responsibility to leverage their resources to provide environmental and social leadership in these trying times.

Now more than ever people around the world are turning to GOJO for products and solutions to help keep them healthy and well. We are emboldened and galvanized by our GOJO Purpose of Saving Lives and Making Life Better through Well-Being Solutions to ensure people everywhere have safe and reliable solutions that are both good for people and good for the planet.

At GOJO, our commitment to creating Sustainable Value makes it possible to innovate and deliver such life-saving and life-enhancing solutions. Sustainability is embedded throughout our business, showing up in safer ingredients and ingredient transparency, our product innovations and dispenser installation process, our supply chain strategy and operations, our relationships with our local communities and scientific thought partners, and ways we care for our team members.

Our intentions have always been to have a culture where our GOJO Values and Guiding Principles are upheld for ALL GOJO team members. While there is much to be proud of in our 75-year history as a good place to work for all, with the awakening that began in an unprecedented way over the summer of 2020, we have made a new commitment to proactively address systemic inequity. In July, we recruited team members from across our enterprise to serve as Diversity, Equity, and Inclusion (DEI) Advisors. This group of 18 passionate colleagues continues to meet to listen, discuss, cultivate, guide, and implement DEI initiatives. We are hiring a full-time team member to ensure daily focus on our Diversity, Equity, and Inclusion efforts and enable our tangible progress. The next part of our journey toward a more inclusive, diverse, and equitable culture within GOJO will take conviction, resilience, and a long-haul commitment – and we have them all to undertake this just work.

It has been five years since we developed our 2020 Sustainable Value Strategies & Goals, designed to drive sustainability throughout the company. In 2019, we made significant progress toward those goals, meeting five goals ahead of the 2020 target. In 2020, we conducted a materiality assessment and have been having deep discussions about our next generation of Sustainable Value Strategies & Goals for GOJO. We look forward to sharing the outputs of this work soon!

In this report, we highlight some of our most exciting and notable sustainability accomplishments during the 2019 year, and we preview a few of our sustainability initiatives from 2020. Although we are proud of the progress we have made thus far, we know it is critical that we continue to persist in advancing social, environmental, and economic sustainability. As our GOJO Values state, "We take personal responsibility for our actions and inactions" and "We do what's right for the long haul." These are compelling calls to action for all of #TeamGOJO.

Our world has changed, and GOJO has evolved. As we move forward, I hope society as a whole and all of our GOJO stakeholders will have an even greater appreciation of and consideration for each other's well-being and our world. On behalf of myself, the extended Kanfer Family, and our tremendous colleagues, we thank you for the integral role you play in our sustainability journey and the ways that you contribute to a flourishing world.



Marcella Kanfer Rolnick,
GOJO Executive Chair



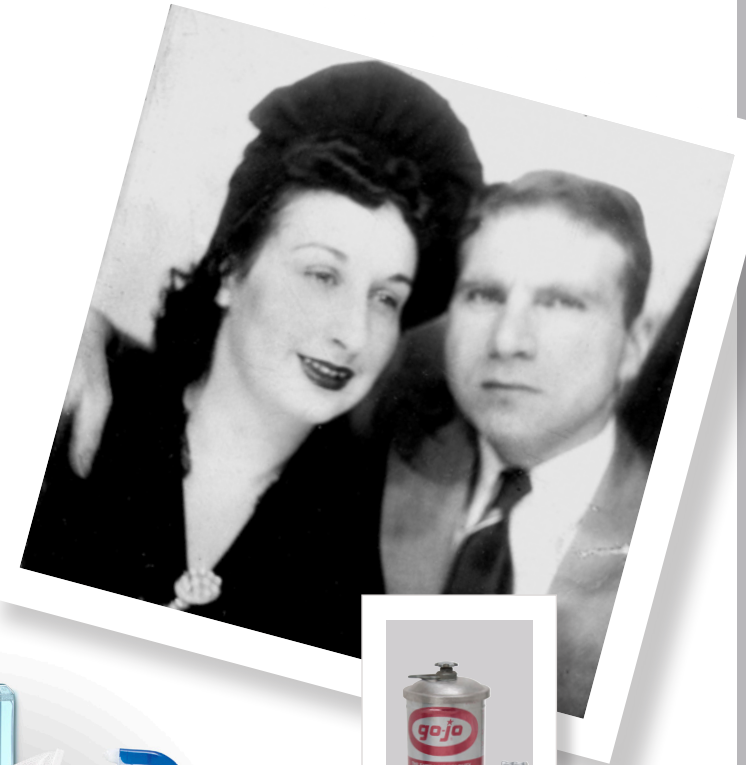
OUR COMPANY

A LEGACY FOUNDED ON SAFETY AND INTEGRITY

What started as a husband-wife team motivated to safely clean hands in Akron, Ohio, has changed how the world stays well for close to 75 years.

It was the spirit of innovation that led Goldie and Jerry Lippman to found GOJO in 1946 with the invention of GOJO® Hand Cleaner, the first-ever one-step, rinse-off hand cleaner. Our dedication to innovation and sustainability has its roots in the resourcefulness and sense of stewardship with which Goldie and Jerry founded the company. It continues to be a major influence – from how we work to what we make.

We are inspired to continue that legacy, to continuously innovate and find new ways to enhance the lives of those we touch. We recognize our role in creating a better future and put great effort into understanding and proactively managing the social, environmental, and economic impacts of our business so we can create a healthier ecosystem for all.



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



OUR PRODUCTS

SAFE AND EFFECTIVE WITHOUT COMPROMISE

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

GOJO scientists work with thought leaders around the world on research, publications, conferences, and studies to advance the science of hygiene in the interest of public health. Together, we compare the impacts of different hand hygiene and surface disinfection methodologies, understand the implications of specific ingredients, quantify outcome studies in real world environments, and measure the success of hand hygiene compliance programs in critical markets.



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



OUR REPORT

CREATING VALUE FOR ALL THROUGH STRATEGIES AND GOALS

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

We view sustainability as having three key dimensions:

Social - Enhancing people's quality of life and reducing risks to health and well-being

Environmental - Increasing positive impacts and reducing negative impacts on our ecosystem

Economic - Building economic strength and prosperity for GOJO and our stakeholders

The GOJO 2020 Sustainable Strategies and Goals in this report focus on creating social, environmental, and economic value for our stakeholders, including consumers, distributor partners, team members, and suppliers. In years past, we have voluntarily reported our metrics as aligned to the GRI G4 Framework; however, the demands placed on GOJO during the COVID-19 pandemic have been significant, and we have chosen this year to focus our energy on the urgent public health crisis, including operating our lines 24/7 and increasing our capacity to double production.

This year, in 2020, we are sharing a progress update on our Sustainable Value Goal metrics for the 2019 reporting year instead of our normal full report. While this year's report is not aligned to the GRI G4 Framework, the metrics have been calculated with the same rigor as in any other year. In 2021, we will return to our normal reporting cadence and will strive to release a GRI-aligned report in the second quarter, which will cover the final year of reporting on our 2020 goals, reflect on our accomplishments, and introduce goals for the future.



INNOVATE TO
CREATE SUSTAINABLE
VALUE



ELEVATE PUBLIC
HEALTH
AND WELL-BEING



STEWARD
A THRIVING
ENVIRONMENT



FOSTER A CULTURE
OF SUSTAINABLE
VALUE

OUR REACH

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 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.

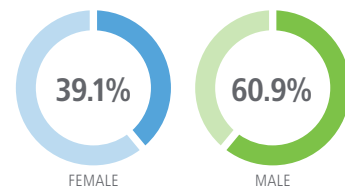


OUR TEAM

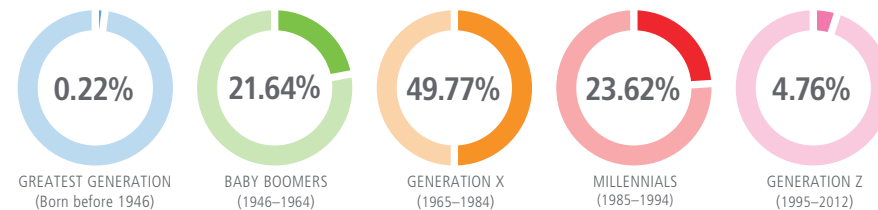
In 2019, more than 2,500 team members worldwide worked together to design, manufacture, distribute, and market our innovative portfolio of products and services. The GOJO Purpose, Saving Lives and Making Life Better Through Well-Being Solutions, connects us.

DEMOGRAPHIC DATA: U.S. OPERATIONS

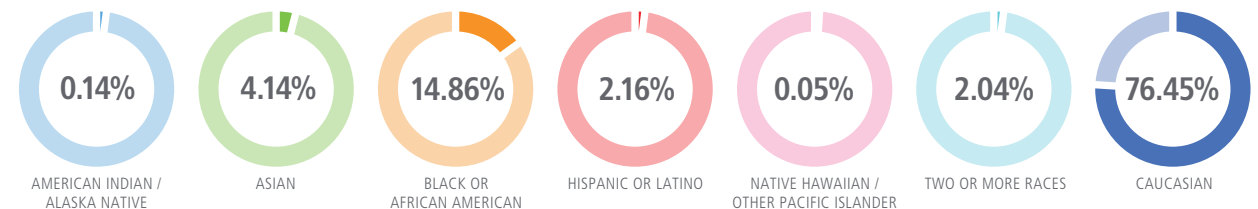
GENDER



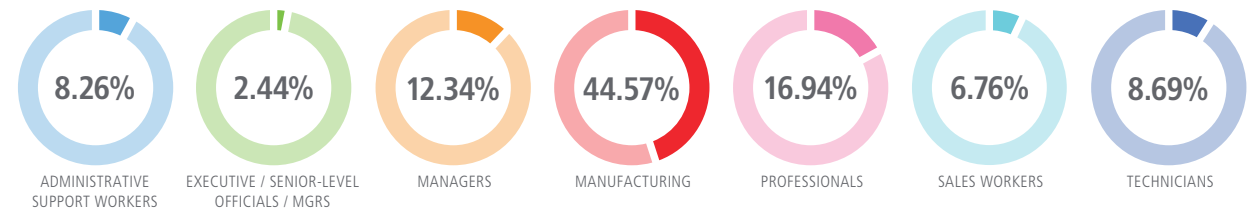
GENERATIONS



ETHNICITY



ROLES



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

OUR PROGRESS

TAKING STRIDES TO A SUSTAINABLE FUTURE

At GOJO, we continue to make significant strides to advance sustainability.

Below are just a few of the significant accomplishments we completed in 2019 and in the first half of 2020.

2019

- By the end of 2019, we met five of our Sustainable Value goals.
- We ratified an updated GOJO Sustainable Product Innovation Policy, which provides guidance for new product designs, collaboration with suppliers, and customer communication.
- We reduced our chemical footprint by reducing TiO₂, a whitening agent, by 80% in our SUPRO MAX™ heavy-duty hand cleaner formulation.
- We changed pumice suppliers to lower the concentration of crystalline silica, which reduces our chemical footprint. Pumice provides grit for heavy soil removal in several heavy-duty hand cleaners.
- The solar array at our Wooster Distribution Center was a featured stop on the Green Energy Ohio tour.
- We developed a zero-waste dispenser fulfillment process and piloted it at Howard University and several other locations. By using reusable totes, we will eliminate packaging material for new dispensers.
- More than 1,200 team members took the Sustainable Ways of WorkingSM e-learning course.
- We optimized heating temperatures for numerous soap formulations, which reduced natural gas consumption for warming formulations while blending. This reduced natural gas consumption by approximately 5% annually at our Lippman Manufacturing Center.
- Tom Marting, our Facilities Environmental, Health, and Safety Sustainability Director, made the 2019 Environment + Energy 100 list from Environmental Leader and Energy Manager Today. This award recognizes leaders, innovators, shaker-uppers, and doers in the environmental and energy management space.

First Half of 2020

- More than 300 PURELL® hand sanitizer SKUs became Cradle to Cradle Certified™ Gold with Platinum Material Health rating, which means more than 80% of our sanitizer sales will come from third-party-certified products, achieving our 2020 goal.
- GOJO doubled capacity to respond to the COVID-19 pandemic.
- GOJO Wooster Campus began manufacturing PURELL hand sanitizer in a new blend operation, which eliminated about 500 tanker trucks per year between facilities. This will avoid an estimated 168 metric tons of GHG emissions, equivalent to 36 cars driven for one year.
- GOJO and Lubrizol collaborated and donated more than 16,000 liters of PURELL® Hand Sanitizer to hospitals in Northeast Ohio as the pandemic became a crisis.
- GOJO contributed an additional \$200,000 to the Akron-Canton Regional Foodbank to help them expand immediately and hire new employees so they could distribute more food during the COVID-19 pandemic.
- GOJO contributed \$50,000 to the WHO COVID-19 Solidarity Response Fund.
- GOJO contributed \$50,000 to the CDC Foundation Emergency Response Fund.
- GOJO formed the Goldie Lippman GOJO Team Member Relief Fund, which provides financial support to employees when they face acute need.
- At the start of the pandemic, GOJO instituted robust safety and support measures for team members. This included adjusting manufacturing lines to ensure greater distance between team members, utilizing Microsoft Teams to facilitate work-from-home, and continuing the availability of psychological and financial counselors at no cost to team members.
- Additionally GOJO increased and enhanced cleaning procedures, provided free flu vaccines to all employees, and increased PURELL® product giveaways for all team members.

GOJO 2020 SUSTAINABLE VALUE STRATEGIES & GOALS



STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE

Reduce Our Chemical Footprint by 50%

Double Global Sales from Products with 3rd-Party Certifications

Reduce Packaging Material by 15%



STRATEGY: ELEVATE PUBLIC HEALTH AND WELL-BEING

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

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



STRATEGY: STEWARD A THRIVING ENVIRONMENT

Recover and Reuse or Recycle 50% of Dispenser Materials

Implement a Zero-Waste Fulfillment Process for Dispenser Installation

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

Power GOJO U.S. Distribution Operations by Renewable Energy



STRATEGY: FOSTER A CULTURE OF SUSTAINABLE VALUE

Infuse 20 GOJO Business Processes with Sustainable Ways of Working (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.

2019 PERFORMANCE SUMMARY



STRATEGY: INNOVATE TO CREATE SUSTAINABLE VALUE

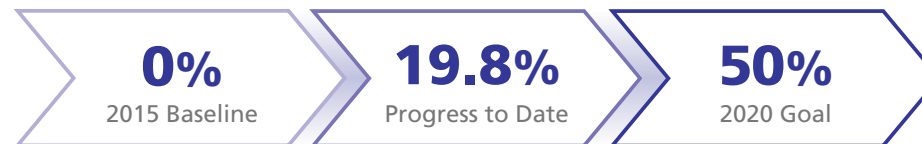


MATERIAL TOPIC IMPLEMENTING SUSTAINABLE CHEMISTRY

2020 GOAL: Reduce Our Chemical Footprint by 50%

ON TRACK

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



In 2019, we saw reductions in crystalline silica, an impurity found in pumice, due to our efforts to source from a supplier with a lower impurity profile. It is difficult to understand how product mix changes in 2020 will affect the goal, but we believe we are on track to meet the goal.

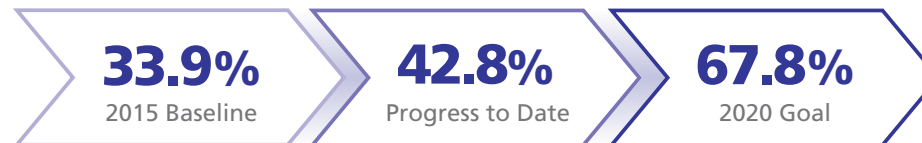


MATERIAL TOPIC OBTAINING RELEVANT PRODUCT CERTIFICATIONS

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

ON TRACK

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



While our 2019 performance remained flat over 2018, work done in 2019 to achieve Cradle to Cradle Certified™ for over 300 PURELL® Hand Sanitizer SKUs in 2020 should help us to exceed our goal in 2020.

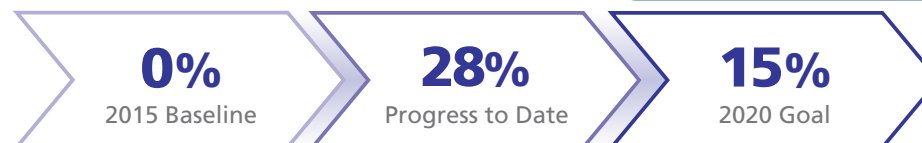


MATERIAL TOPIC SOURCING SUSTAINABLE MATERIALS

2020 GOAL: Reduce Packaging Material by 15%

ACHIEVED EARLY

Pounds of packaging per 1,000 uses



We exceeded our 2020 target in 2019. This was due to several factors, including purchasing lighter-weight pallets; surface and wipes product uses began to be incorporated into the product uses metric that makes up the denominator in the packaging intensity figure; and lastly due to small variation in the data being pulled from our ERM system, which resulted in a higher 2015 baseline weight figure for total packaging.

2019 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

ON TRACK

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



Our 524 million impressions represented a 32% increase over 2018 but was relatively flat compared to 2017. GOJO also published 6 articles in peer-reviewed journals and presented at two sustainability conferences.

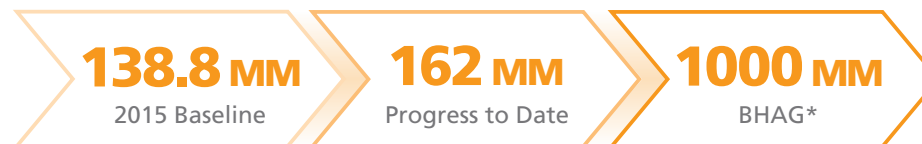


MATERIAL TOPIC ELEVATING THOUGHT LEADERSHIP IN HYGIENE EDUCATION AND PROMOTING PUBLIC HEALTH

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

ON TRACK

Estimated number of million direct uses of our products every day



**Big, Hairy, Audacious Goal*

Through the first half of 2020, GOJO provided an estimated 246 million direct uses of product per day.

2019 PERFORMANCE SUMMARY



STRATEGY: STEWARD A THRIVING ENVIRONMENT



MATERIAL TOPIC

DEVELOPING PRODUCTS AND PROGRAMS TO REDUCE CUSTOMER WASTE

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

ADDED IN 2018

Percentage of dispenser installations leveraging our Zero-Waste Fulfillment Process

0%

2015 Baseline

0%

Progress to Date

50%

2020 Goal

In 2019, we prototyped reusable packaging for dispenser installations and are finalizing the project now. This would be an estimated 96% reduction of packaging material across the life of the prototype reusable packaging.



MATERIAL TOPIC

ADVANCING SUSTAINABLE SUPPLY CHAIN PRACTICES

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

ACHIEVED EARLY

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

0%

2015 Baseline

100%

Progress to Date

90%

2020 Goal

In 2019 we surpassed our 90% target, with 64 (100%) of our strategic, collaborative, or preferred suppliers responding to our sustainability survey.



MATERIAL TOPIC

MEASURING AND REDUCING OUR MOST SIGNIFICANT ENVIRONMENTAL IMPACTS

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

ACHIEVED EARLY

Percentage of GOJO distribution operations' energy coming from renewable sources

16.6%

2015 Baseline

101%

Progress to Date

100%

2020 Goal

We sourced and produced 101% of the electricity required by our U.S. distribution operations as renewable energy in 2019.

2019 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



We infused sustainable ways of working to 4 new processes in 2019, bringing our total infused processes to 22. Processes included optimizing mix temperatures for soap batches, a new catering policy, a product development tool to understand material circularity, and adding a sustainability competency and questions to our interview process.



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*

We engaged 55% of our team members in sustainable ways of working, surpassing our 2020 target but shy of our BHAG to engage all our team members. In 2019, we launched an SWOW e-learning module taken by more than 40% of team members.



GOJO 2019 **SUSTAINABLE VALUE PROGRESS 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