

FOODSERVICE

CLEAN. SAFE. EFFICIENT.



ECOLAB, THE RIGHT PARTNER FOR YOU

Every day you prepare and serve hundreds or even thousands of meals. With decades of Foodservice experience Ecolab understands how important food-safety, hygiene and cleanliness are to your daily operations. Unique financial and compliance pressures constantly impact your operational efficiency so you need a partner who can fully address these concerns. We know how consumer behaviour adds pressure fuelling the need for flexibility and customer retention. We believe that by driving positive customer experiences, we can help you increase retention, reduce total costs and benefit from word of mouth endorsement.

YOUR CONCERNS:

- ▲ Customer satisfaction and retention
- ▲ Operational efficiency and quality improvement
- ▲ Cost and legal compliance

BACK OF HOUSE

Cooking and Serving,
Food Preparation,
Storage, Warewashing



FRONT OF HOUSE

Dining and Public Areas



EXPERIENCE 360° OF PROTECTION®

Only Ecolab's 360° of Protection® programme provides the proven products, market-leading dispensing systems and personal, proactive service needed to deliver a **CLEAN**, **SAFE** and **EFFICIENT** operation in a way that promotes sustainable business practices.

With Ecolab's 360° of Protection® programme, you receive everything you need to economically achieve the standards you demand and be confident of regulatory compliance.

With 360° of Protection® you benefit from:

- ▲ A bright clean, sanitary and safe environment
- ▲ Reduced water, chemical and energy usage
- ▲ Lower total cost of clean with effective products and controlled dispensing
- ▲ Cross contamination prevention
- ▲ Clean and safe preparation surfaces and floors
- ▲ Sparkling glasses and dinnerware



CUSTOMER SATISFACTION

CLEAN

Attract more customers, build loyalty and keep them coming back for more.

OPERATIONAL EFFICIENCY

SAFE

Manage the risk factors that lead to foodborne illnesses. Protect your employees from occupational hazards.

EFFICIENT

Deliver the best possible customer experience at the lowest possible costs.

ECOLAB'S WORLD-CLASS SERVICE

Let your Ecolab Representative teach your staff more efficient ways to achieve your food hygiene, safety and cleaning goals.

360°
OF PROTECTION®

The 360° of Protection® programme provides the foundation for improved customer satisfaction and business operational efficiency.

ECOLAB SERVICE: SECOND TO NONE

Knowledgeable, dependable and world-class, Ecolab service associates are dedicated to the success of your business. Whether maintenance or training, installation of equipment or new systems; from the time of arrival at your location to the time of departure our Territory Manager's sole purpose is to support you and your operation.

360° OF PROTECTION® DELIVERS:

- ▲ Regular, on-site service and support
- ▲ Emergency service coverage
- ▲ Ongoing employee training
- ▲ Comprehensive support to help reduce chemical, water and energy waste



360° CUSTOMER REVIEW – ADDING REAL VALUE TO YOUR BUSINESS

On a planned service visit our Territory Manager will first meet with your key contact personnel to review any open points or pressing concerns before carrying out a 360° Customer Review.

Beginning with the public and dining areas – your customer's environment – using a trained eye, experience and judgement our Territory Manager will observe and assess current operating conditions. From the appearance of cutlery and glassware through to the cleanliness of flooring, table linen and restrooms the Territory Manager will identify and document all areas requiring attention.

Our Territory Manager reviews operational areas such as:

- ▲ Food receiving and storage
- ▲ Food preparation and cooking areas
- ▲ Warewashing applications
- ▲ Employee areas
- ▲ Waste and recycling areas
- ▲ Chemical storage and dosing stations

Ecolab ensures compliance with all **CLEAN, SAFE** and **EFFICIENT** criteria.

ECOLAB SERVICE VALUE

Observations and recommendations for areas needing attention are documented on a 360° Customer Review Report. At the end of each customer visit, the Ecolab Territory Manager reviews this with your key contact personnel and agrees necessary actions. During the 360° Customer Review we observe processes and gather data to identify the key issues which effect a **CLEAN, SAFE** and **EFFICIENT** operating environment. The outcome is that, regardless of size or complexity, our Territory Manager's service call adds a tangible value to your business, drives customer satisfaction and assures a profitable operation.



A SENSE OF WHAT'S TO COME

Eating is a sensory experience in more ways than the food you serve. Long before taste, your customer's impression has been formed by other senses. No matter how clean and hygienic your kitchen is: The appearance and ambiance of eating and public areas form the basis of your customer's experience; influence your customer's decision to use your facility; the length of time they spend there and what they eat.

YOUR CONCERNS:

- ▲ The right dining environment
- ▲ Clean and hygienic service and display areas
- ▲ Clean, hygienic restrooms
- ▲ Maintenance of valuable furnishings and fittings



FRONT OF HOUSE

Dining Areas
Public Areas



MAKING THE RIGHT IMPRESSION

Ecolab's industry leading, innovative, high performance cleaning solutions and systems make it easier to deliver the experience your customers expect and deserve. Our 360° of Protection® programme lets you stay on top of hard-to-clean public areas and keep them looking their best every day to ensure the highest standard of front-of-house cleanliness and hygiene compliance.

360° OF PROTECTION®:

- ▲ Provides an inviting, clean & hygienic environment
- ▲ Maintains the hygiene and appearance of display areas
- ▲ Ensures dining and restroom areas reflect your attention to cleanliness
- ▲ Extends the life and retains the look of valuable furnishings and fittings



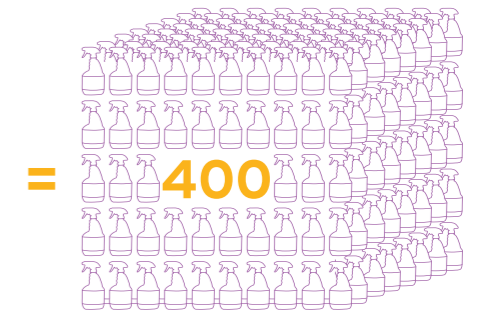
CLEAN

Create the perfect environment, maintain an immaculate appearance.

Example:
Oasis Pro



1



Rasant® 360: Fast, efficient, ready-to-use mopping system for all floors

Penguin & Penguin Pro: Accurate and safe dosing from a modular system with or without water connection

EFFICIENT

Concentrated products and accurate controlled dispensing systems control your total use costs.

FRONT OF HOUSE PROGRAMMES

- ▲ Oasis Pro Cleaning and Sanitising Range
- ▲ Penguin and Penguin Pro Dispense Systems
- ▲ Rasant® and Polifix® Microfibre Systems
- ▲ Ecolab Floorcare Products
- ▲ Epicare Hand Hygiene Programme

COOK A MEAL TO REMEMBER

By using fresh ingredients prepared in a hygienic environment and observing required cooking times and temperatures you ensure that your meals are not only delicious but also safe and free from contamination.

Good food hygiene and safety practice does not end with the cooking process. Serving and display present the potential for cross-contamination and careful control and monitoring of time and temperature in hot holding operations is essential.

YOUR CONCERNS:

- ▲ Correct time and temperature control
- ▲ Prevention of cross-contamination
- ▲ Effective maintenance and efficient use of kitchen equipment
- ▲ Reduction of slip, chemical and fire hazards



BACK OF HOUSE
Cooking and Serving



MAXIMISE KITCHEN EFFICIENCY

Ecolab's 360° of Protection® programme delivers the most proven range of kitchen surface and equipment cleaning products. Ecolab hygiene and grease management solutions ensure **CLEAN, SAFE** and **EFFICIENT** processes from cooking to serving and display.

Fast effective cleaners remove grease and burnt on foodsoils quickly and easily saving you time and labour; highly effective sanitisers and personal hygiene products reduce the risk of cross-contamination; innovative floor cleaners permanently remove grease and reduce slip hazards. Regular use of Ecolab products also extends the life of critical equipment keeping it running safely and efficiently.

360° OF PROTECTION® DELIVERS:

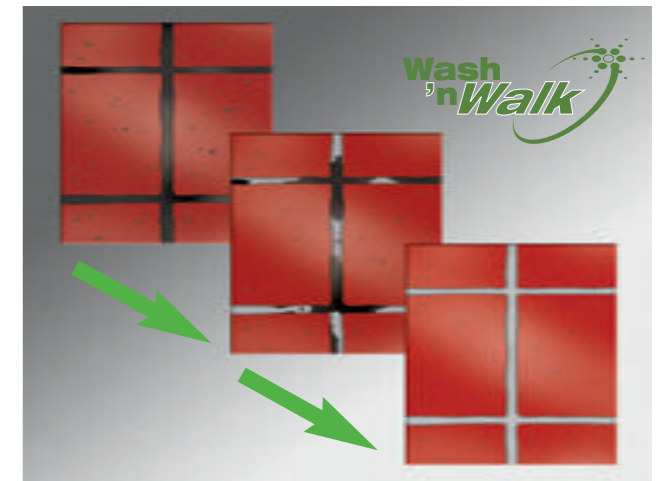
- ▲ Improved cooking efficiency
- ▲ Cross-contamination prevention
- ▲ Spotlessly clean open kitchens
- ▲ Quick and efficient cleaning of greasy surfaces
- ▲ Clean and safe kitchen floors



Oasis Pro: Our concentrate programme for excellent kitchen surface cleaning results, safe usage and integrated cost control.



Oven Cleaner Power/Oven Rinse Power: For automated oven cleaning, removes soil and scale leaving clean and dry surfaces.



SAFE

Wash 'n Walk, innovative no rinse kitchen floor cleaner, removes grease permanently and reduces slip and fall injuries.



EFFICIENT

Grease Express: Rapid, safe cleaning of grills and ovens.

KITCHEN HYGIENE PROGRAMMES

- ▲ Wash 'n Walk
- ▲ Ecolab Grease Management Programme
- ▲ Oven Cleaner Power and Oven Rinse Power
- ▲ Oasis and Penguin Pro Kitchen Surface Detergents and Sanitisers
- ▲ Epicare Hand Hygiene Programme

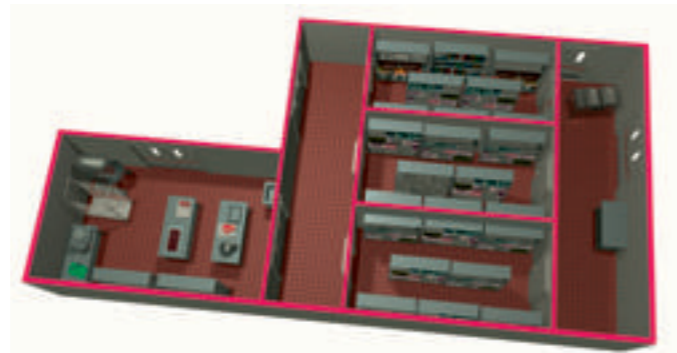
PROTECTING A PERISHABLE ASSET

From receipt to preparation, the maintenance of the physical and microbial integrity of food is vitally important. Perishable food, reliably sourced and received in the best possible condition requires careful storage and handling. Clean, efficient, well maintained storage and refrigeration ensure quality and shelf life is not diminished.

Good preparation practice is vital for the safety, taste and appearance of these foods. The use of the correct hygiene practices when handling and preparing food and when cleaning food contact surfaces is essential.

YOUR CONCERNS:

- ▲ Loss of food wasted through spoilage
- ▲ Prevention of costly food contamination
- ▲ Cross-contamination by food handlers



BACK OF HOUSE
Food Preparation
Storage



MAINTAIN A CLEAN, SAFE AND EFFICIENT KITCHEN

360° of Protection® gives you a totally integrated food hygiene and safety programme that keeps food safety at the top of the agenda. You receive a programme customised specifically to deliver the high performance products, easy to use systems and expert service and training needed to effectively and economically meet your hygiene challenges.

360° OF PROTECTION® DELIVERS:

- ▲ Improved freshness of perishable foods
- ▲ Prevention of cross-contamination
- ▲ Improved efficiency through reduced cleaning time
- ▲ Compliance with food safety
- ▲ Safe and economical dispensing of detergents and sanitisers



SAFE

PlanChexx: Cleaning and hygiene management to comply with hygiene standards and drive foodborne illness incident prevention.



CLEAN

Accurately dispensed Ecolab detergents and sanitisers ensure high standards.



Penguin Foam: For cost efficient cleaning and sanitising of large surfaces



Epicare Hand Hygiene: The right products for complete professional hand hygiene.

KITCHEN HYGIENE PROGRAMMES

- ▲ Oasis Pro and Penguin Dispensing Systems and Concentrates
- ▲ Eco Bac Wipes
- ▲ PlanChexx Hygiene Management
- ▲ Rasant® and Polifix® Microfibre Systems
- ▲ Epicare Hand Hygiene Programme
- ▲ Foamguard Foam Cleaning Programme

SUCCESS ON A PLATE EVERYTIME

Customer loyalty is dependant not just on what you serve, but also on the plate, the dishes, glasses and cutlery your customers use. You need an integrated programme that keeps product and energy costs down, productivity up, confidence high and employees safe. You need a machine warewashing programme that delivers consistent one-pass washing performance even in diverse water conditions and soil loads and a manual warewashing programme that delivers repeatable, quality results at the lowest possible costs.



BACK OF HOUSE
Warewashing

YOUR CONCERNS:

- ▲ Hygienically clean and sparkling tableware
- ▲ Optimum productivity and cost control
- ▲ Reliable cleaning performance
- ▲ Employee safety



THE BEST WAREWASHING RESULTS AT THE LOWEST OVERALL COST

Ecolab's high performance products and systems ensure consistent one-pass washing for all wares in all operating conditions. Highly concentrated solid detergents provide maximum cleaning performance with the highest level of hygiene and worker safety. Our rapid sheeting and drying rinse additives ensure hygienic, film-free and spotless results and reduce labour costs and breakage risk. Our pre-soaks maximise the efficiency of your warewashing operation by softening baked-on, dried-on cooking soils to eliminate costly re-washing. Our highly concentrated, accurately and safely dispensed, manual detergents provide the best performance and reduce your environmental impact at the lowest possible costs.



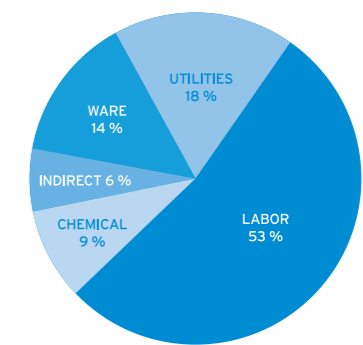
SAFE

Lock and key safety systems designed for non-product contact.

360° OF PROTECTION® DELIVERS:

- ▲ Spotless results on all dishes glasses and cutlery
- ▲ The best results at the lowest cost in use
- ▲ Employee and customer safety

COSTS OF DISHWASHING



EFFICIENT

Programmable dispensing systems with accurate, dosage based on soil loading ensure optimum results at lowest cost in use.



Ecolab Solids: Ecolab Solids provide excellent, cost effective dishwashing with the highest level of worker safety.



Controlled Manual detergent dispensing for economical and safe product use

WAREWASHING PROGRAMMES

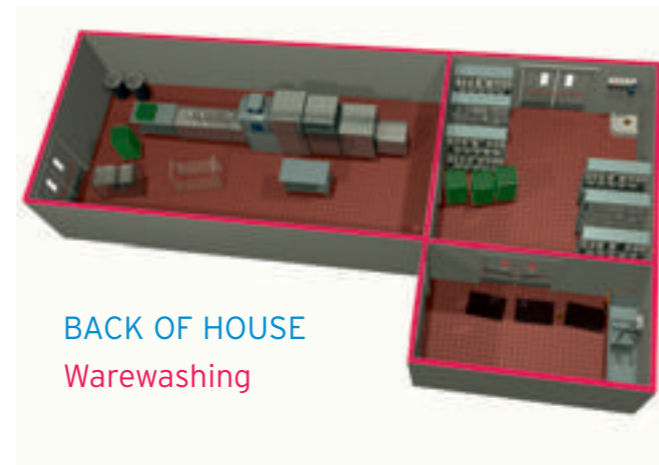
- ▲ Ecoplus Future Solid Warewashing Detergents
- ▲ Clear Dry Rinse Additives
- ▲ X-Streamtec
- ▲ Assure Pre-soak Range
- ▲ Ecolab Manual Pot and Pan Range

DRIVE OPERATIONAL EFFICIENCY

The efficient management of your warewashing and handling process is the single most important contribution to the control of your non-food costs. Every working day foodservice operations serve thousands of meals, each one requiring crockery and cutlery, cups, glasses and trays. Your challenge is to provide a consistent supply of clean, hygienic, dry ware at times of peak, high volume demand and to do this efficiently, safely, and without breakage.

YOUR CONCERNS:

- ▲ A constant supply of clean ware at peak demand
- ▲ Productivity and cost control
- ▲ Reliable cleaning performance
- ▲ Protection of valuable tableware in transport and storage



TAKE CONTROL OF YOUR WARE-WASHING PROCESS

Ecolab's tableware and warewashing management systems are designed to give you peace of mind through the assurance of consistent one-pass washing, with accurate control of costs and protection of your valuable assets.

360° Xplorer, Ecolab's web-based management system, permanently monitors and improves important warewashing process parameters such as temperatures, pressures, dish machine utilisation and energy and water consumption. It helps you reduce warewashing costs, ensures peak efficiency and supports HACCP compliance and sustainability activities.

Ecolab central dosing systems ensure a consistent, un-interrupted supply of products without the need for manual handling.

The Ecolab Raburn tableware management system provides protection in washing, transportation and storage with easy identification and sorting of tableware.

360° OF PROTECTION® DELIVERS:

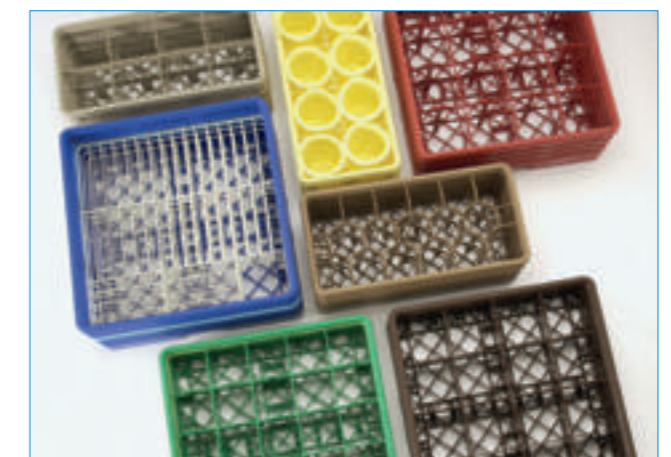
- ▲ Efficient performance under the most demanding conditions
- ▲ Accurate control of all warewash parameters
- ▲ Reduced labour costs and breakage risk

360° XPLORES



EFFICIENT

Improve operational efficiency by up to 20% with 360° Xplorer.



SAFE

Raburn: manage and protect valuable assets.

WAREWASHING EFFICIENCY PROGRAMMES

- ▲ 360° Xplorer
- ▲ Central Dispensing
- ▲ Raburn



MORE THAN FOOD SAFETY

The preparation, cooking and delivery of consistent quality food and the appearance of your staff and premises are not the only areas of your business requiring **CLEAN**, **SAFE** and **EFFICIENT** processes. Services contracted out such as building cleaning, washroom management, linen and workwear supplies and pest control all impact your daily operation, brand image and profitability. The provenance of food and drink supplies is routinely scrutinised both up and down the food chain from farm to fork by customers and public authorities alike.

Consistency is the key and working with a partner who can provide support, experience and expertise in these areas will significantly benefit your business.

YOUR CONCERNS:

- ▲ Productivity and cost control
- ▲ Safe, smart motivated staff
- ▲ Legal compliance and consistency
- ▲ Assured quality from farm to fork

COMPLETE PROTECTION FROM ECOLAB

Ecolab provides superior value to a variety of businesses supplying the Foodservice industry. From food and beverage manufacturers to building service contractors; from food distribution to textile leasing Ecolab programmes prevent contamination; manage systems; maintain premises; drive performance and protect businesses with **CLEAN**, **SAFE** and **EFFICIENT** processes.

Ecolab provides the products, training, systems and service you need either directly or indirectly to deliver:

- ▲ High efficiency solutions for cleaning and disinfection applications in all industries
- ▲ Farm to fork food safety and security
- ▲ Maintenance and protection of valuable assets

ECOLAB PROGRAMMES FOR FOODSERVICE

BUILDING SERVICE CONTRACT PROGRAMMES FOR:

- ▲ Optimised processes and results
- ▲ Achieving the desired standards with reduced costs
- ▲ Smooth, unobtrusive on-site workflow



PEST ELIMINATION ENSURES:

- ▲ Constant protection against pests
- ▲ Elimination of pest threats to food safety and security
- ▲ Pest elimination without risk to staff or customers



LAUNDRY AND TEXTILE CARE PROVIDES:

- ▲ Clean, stain-free, fresh linen and workwear
- ▲ Reduced linen and workwear replacement costs
- ▲ Increased productivity and enhanced safety



GOING BEYOND GREEN



ECOLAB APPROACH TO SUSTAINABILITY



ENERGY



WATER



SAFETY



WASTE

At Ecolab, making the world a cleaner, safer, healthier place is our business. As the Foodservice industry's leading supplier of cleaning and food safety products and services, we are – and always have been – committed to:

- ▲ Developing practices that are ecologically viable.
- ▲ Continuing technological innovation for improved quality of life.
- ▲ Helping our customers pursue lasting economic growth.

For over 80 years, this "Total Impact" approach to product and programme development has helped our foodservice customers make significant sustainability gains, by enabling them to do more while using a lot a less.

TOTAL IMPACT MAKES TOTAL SENSE

Total Impact reduces the cumulative effect of our products throughout their lifecycle – from manufacture to use to disposal. Combining foodservice science and industry experience, world-class service and ongoing customer training, Total Impact goes beyond green chemistry, minimising our customers' environmental footprint by helping them:

- ▲ Lower energy consumption.
- ▲ Enhance food, customer and employee safety.
- ▲ Conserve water.
- ▲ Reduce waste.

SUSTAINABILITY STARTS HERE

As a global supplier to the Foodservice industry, we're focused on supporting sustainable business practices in our customers' operations by delivering solutions that reduce their total net impact. But good stewardship starts at home. At Ecolab, we insist our own operations measure up to sustainable standards by following three core principles:

SOCIAL RESPONSIBILITY

- ▲ Our products are designed and delivered to protect the safety of our customers – and their customers.
- ▲ Our business ethics cover diversity, workplace and community involvement.
- ▲ Our suppliers are held to these same, high standards.

ENVIRONMENTAL STEWARDSHIP

- ▲ We provide market-leading solutions that minimise customer waste, energy use and water consumption.
- ▲ We believe in continuous improvement and sustainable innovation to maximise product and environmental performance.

ECONOMIC PROGRESS

- ▲ Our ongoing commitment to exceeding our customer's cleaning and sanitation needs has helped them achieve sustainable, profitable growth.
- ▲ We continually invest in people, communities and innovation to be on the forefront of technology and development.

