

LONG TERM CARE

CLEAN. SAFE. EFFICIENT.



DO YOU HAVE THE RIGHT PARTNER FOR A CLEAN, SAFE AND EFFICIENT CARE HOME?

Ecolab is the world leader in premium cleaning and sanitising.

In over 160 countries, businesses rely on more than 23,000 Ecolab associates worldwide to keep their operations clean and sanitary.

We are the innovators in hygiene, offering an uncompromising standard of customer care and quality at the most cost effective price. Our products and systems are backed by unparalleled service and expertise along with comprehensive training and support.

Ecolab serves a wide variety of customers across multiple industries, creating a circle of protecting.

- ▲ Textile Care
- ▲ Hospitality
- ▲ Healthcare
- ▲ Foodservice
- ▲ Pest Elimination
- ▲ Water Care
- ▲ Food and Beverage Processing
- ▲ Retail Cleaning

We are your hygiene partner behind the scenes, Ecolab is a trusted source for high-quality, cost effective products and reliable customer service. We deliver innovative solutions to ensure your facilities are clean, safe and well maintained, helping you fulfil your customers', guests' or residents' expectations.

ECOLAB IS YOUR EXPERT PARTNER FOR LONG TERM CARE

Ecolab entered the UK healthcare market in 2005 through the acquisitions of Adams Healthcare and Shield Medicare and today we provide the most comprehensive range of infection prevention products and support. With extensive healthcare experience, and as a strategic supplier to the NHS, Ecolab understands how important cleanliness is to your long term care home. We also know you face unique financial and compliance pressures that require you to provide consistent and superior quality care, yet provide it as cost effective as possible.

With Ecolab's 360° of protection® programme, you receive everything you need to economically achieve the just cleaned fresh standard you and your residents demand, and stay in compliance with regulations. With proven products, innovative dispensing systems and on-site service and training, 360° of protection® covers all areas of your facility and provides you with:

- ▲ A clean, sanitary and odour-neutral environment
- ▲ Solutions to prevent the spread of germs and bacteria
- ▲ A wide range of cost effective innovative products to provide the highest cleaning efficiency

The key to 360° of protection® is our unparalleled dedication to the success of your business. Our experienced associates make up the best-trained service team in the long-term care industry. Their regular visits, on-site training and monthly reporting proactively prevent issues from becoming problems, and provide you with the benefits you care about most.



Altogether, the 360° of protection® programme provides the building blocks for improved resident satisfaction and care home operational efficiency.

FIRST IMPRESSIONS MEAN EVERYTHING

HOUSEKEEPING

When prospective residents and their families visit your care home for the first time, they're basing their decision on what they see and smell. But with the visitors freely moving in and about your facility, maintaining public areas up to your high quality standards can be a challenge and keeping rooms clean and hygienic is no small task. Both are critical areas of evaluation for current and potential residents.

YOUR CHALLENGES

- ▲ Odours, they can negatively impact visitors perceptions of your care home
- ▲ It's difficult to maintain and stay on top of cleaning public bathrooms

- ▲ The steady stream of visitors requires discreet, efficient cleaning
- ▲ Employee turnover affects how consistently cleaning procedures are followed
- ▲ Countless surfaces need to be kept clean and infection-free
- ▲ Rooms need to be cleaned and turned over quickly to accommodate residents



PROGRAMMES AND PROCESSES TO ACHIEVE A WELCOMING ENVIRONMENT

Ecolab's industry-leading cleaning products and systems help ensure the first impression visitors and residents receive is a positive one. Our solutions let you stay on top of hard to clean public areas like restrooms and dining areas, keep floors and hallways looking their best, and leave all areas of your facility smelling fresh and clean protecting your investment.

- ▲ Project a clean and inviting environment from the minute residents and visitors arrive
- ▲ Minimise odours to make residents and visitors more comfortable
- ▲ Ensure restrooms and lounge areas reflect your attention to cleanliness
- ▲ Maintain the look and cleanliness of carpets and floors



CLEAN

Impress visitors and residents by maintaining an immaculate and inviting appearance



Odor-ex
Our biological odour counteractant, for the removal of bad odours



Brial XL Fresh
Surface cleaner, with a long lasting fresh fragrance



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

SAFE

Regular service from your Ecolab representative helps ensure dispensers are operating efficiently and products are used correctly.

PREVENTION IS THE BEST MEDICINE

INFECTION CONTROL

Keeping residents and employees healthy and comfortable is your number one priority, and hand hygiene is the single best way to help prevent the spread of infection and control outbreaks. Unfortunately, hand hygiene compliance is tough to enforce.

YOUR CHALLENGES

- ▲ Chapped, dry skin can prevent employees from washing hands as often as they should
- ▲ Inappropriate products and procedures are not always effective against bacteria and germs with which your staff comes into contact

▲ A single infection can cost your care home as much as a year's supply of hand hygiene products



Spirigel
A quick, effective and easy way to decontaminate physically clean hands.

Effective in 15 seconds. Tested to EN1500 and EN12054.

Kills MRSA and Norovirus

INCREASE RESIDENT HEALTH BY DECREASING INFECTION RATES

Ecolab offers a complete line of disinfectant and hand hygiene products that meet your high standards at a competitive cost. You can trust Ecolab to provide the best possible products, and work with you to develop a programme focused on reducing your risk of infectious outbreaks by increasing awareness and compliance throughout your facility.

- ▲ Increase hand hygiene compliance with quality products
- ▲ Control infection and protect hands with soaps and hand sanitisers that are highly effective yet gentle on sensitive skin
- ▲ Minimise resident and staff infections by using products customised to environmental areas such as common areas, resident rooms and kitchens



EFFICIENT

Reduce employee illness by encouraging good hand hygiene and infection control.



- ▲ Epicare
- ▲ Seraman Sensitive
- ▲ Spray Soap

▲ Spirigel

- ▲ Silonda Sensitive
- ▲ Epicare



High level cleaner and disinfectant in one step. Used at the right solution Actichlor Plus will kill MRSA and C.diff



Spill Kits provides a simple and effective way of dealing with most body fluid spills such as blood



CLEAN

Ecolab's Oasis Pro 20 is a disinfectant all purpose cleaner. It is certified for its efficacy against Norovirus.

MEET THE DEMANDS OF FOOD SAFETY

KITCHEN HYGIENE

Cross-contamination is one of the major causes of food poisoning. Harmful germs can be transferred either directly, when two foods come into contact, or indirectly from hands, work surfaces or utensils. Special attention is required for foods which are not cooked before consumption. Good preparation practice is absolutely necessary for both the safety and the taste of these foods.

YOUR CHALLENGES

- ▲ Reduce the use of classified chemicals
- ▲ Safe, non slip kitchen floors to protect personnel
- ▲ Fulfilment of health and safety requirements



Wash 'n Walk
The revolutionary 'no rinse' biological floor cleaner formulated to permanently remove grease and fat. Helping to prevent slips and trips



MEET THE DEMANDS OF FOOD SAFETY

From the time food enters your kitchen until it reaches the plate, Ecolab offers a wide range of essential products and solutions designed to keep every corner of your kitchen clean and hygienic.

EcoChexx Foodservice, Ecolab's web-based food safety management system, supports you with a practical, holistic approach in order to comply with legislative requirements while meeting the daily challenge of running your business safely and effectively.

Our systems and products help you to achieve;

- ▲ A clean and hygienic kitchen
- ▲ Maximum cleaning performance at the optimum cost
- ▲ Minimal chemical contact
- ▲ Prevention of food contamination



CLEAN

Minimise food contamination by encouraging hand hygiene and thoroughly cleaning work surfaces and utensils.



Penguin Dosing System.
Correct and safe dosing system in a modular system with or without a water connection.

Ecolab's Oasis Pro 20
A disinfectant all purpose cleaner that kills germs and fungi on all food preparation areas and equipment. It is bactericidal according to EN1276 and EN13697 within 5 minutes and fungicidal according to EN1650 within 15 minutes.



SAFE

Minimise food safety risk factors that can result in critical health code violations and foodborne illnesses.

COMFORTABLY CLEAN AND SOFT

LAUNDRY

Bright, soft, fresh-smelling linen is key to delivering care in your home. With some residents confined to beds, providing them with soft, fresh sheets and blankets is essential to their comfort and well-being. However, many factors can prevent textiles from looking their best.

YOUR CHALLENGES

- ▲ Water conditions impact the brightness and softness of towels and linens
- ▲ Heavy soil loads can be difficult to remove from sheets and personal items
- ▲ Improperly trained personnel prevent your laundry system from operating at its peak

▲ Faulty equipment can result in higher utility bills



Ozonit PERFORMANCE
Highly concentrated bleach and laundry disinfectant. Disinfects textiles at 40°C to EN1276 accreditation. For use on all textile classifications except wool.



ECOBRITE EMULSION

Liquid one shot detergent

- ▲ High performance liquid detergent
- ▲ Achieves outstanding results starting at 40°C
- ▲ Without phosphates
- ▲ Suitable for hard water



ECOBRITE SOFTENER FLORAL

Liquid fabric softener

- ▲ Improves the finish results of textiles
- ▲ Makes textiles softer and reduces static electricity
- ▲ Pleasant floral fragrance
- ▲ Also available in a 'fresh' fragrance



ECOBRITE SAFE BLEACH

Liquid oxygen based bleach

- ▲ Low temperature bleaching with hygienic properties
- ▲ Achieves outstanding bleaching results between 30°C and 50°C
- ▲ Classified as an irritant
- ▲ Suitable for all textiles including delicates

MAXIMISE COMFORT AND OPTIMISE LAUNDRY PERFORMANCE

Ecolab's high-performance laundry solutions make it easy to keep bed linens, towels and other personal items clean and soft.

Our Territory Managers actively care about your business. We will design a programme that will optimise performance and customise wash programmes based on your resident satisfaction requirements, specific soils, water conditions and cost constraints. Ecolab's high-performance products ensure consistent, quality results, while helping you boost productivity and reduce operating costs. Your business will benefit from:

- ▲ Clean, stain-free, sanitised linen
- ▲ Pleasant, fresh smelling linen
- ▲ Noticeably brighter, softer and fluffier linen
- ▲ Reduced linen replacement and utility costs
- ▲ Increased labour productivity
- ▲ Enhanced safety



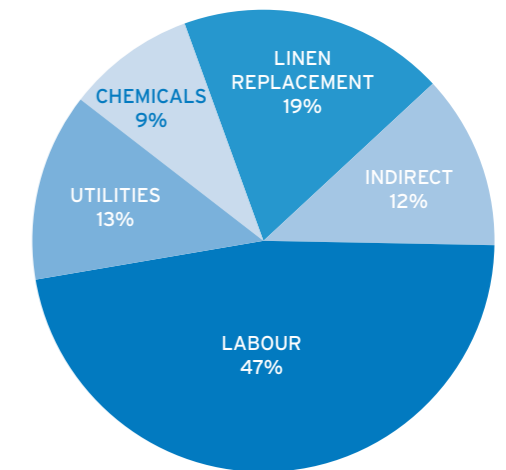
Eltra 40
Oxygen based laundry detergent and disinfectant. Disinfects textiles at 40°C to EN ISO14698. Effective against MRSA and Norovirus.

Stain Ex Range
The professional stain removal system



LAUNDRY COST FACTORS*

* Based on average laundry operation procedures and expenses.



EFFICIENT

Customised washer programmes help boost productivity and reduce operating costs.



CLEAN

High-performance solutions provide your residents with clean, fresh and soft linen.

SERVICE, TRAINING AND SUPPORT MATERIAL



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 our Territory Manager arrives at your location to the time they leave their sole purpose is to support you and your business. They will help you create and maintain a **Clean, Safe and Efficient** operation. They will deliver:

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

To ensure your business is safe for your employees, we provide:

- ▲ Chemical wallcharts
- ▲ Safety Data Sheets
- ▲ COSHH Classification Chart
- ▲ Procedure Cards
- ▲ Training Videos
- ▲ Multi Lingual Training CD

ADDED VALUE

360° Walk

On a routine 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.

Our Territory Manager will review 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; to ensure compliance with all **Clean, Safe and Efficient** criteria.

ECOLAB SERVICE DELIVERABLES

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 will review this with your key contact personnel and agree actions.

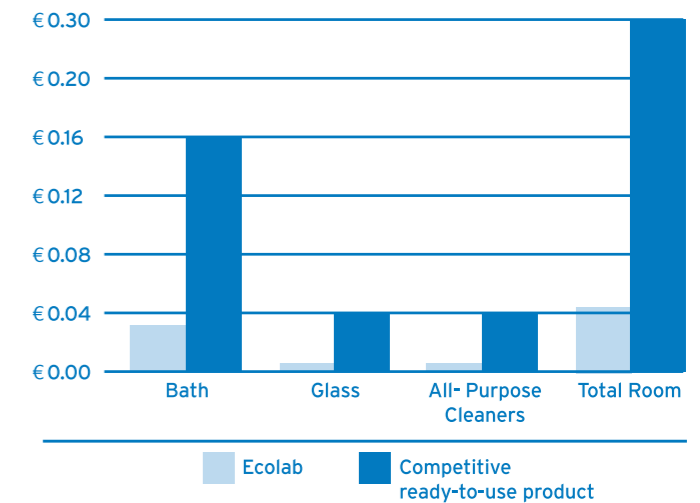
During the 360° Customer Review we observe processes and gather data to identify the key issues that effect **Clean, Safe and Efficient**. The outcome is that, regardless of size or complexity, our Territory Manager's service call adds a tangible value to your operation and helps grow your business.

HIGHER STANDARD OF CLEANLINESS AT A LOWER OVERALL COST

Ready-to-use cleaners may seem less expensive at first glance, but their costs quickly add up. Ecolab's concentrated Oasis Pro cleaners and automated dispensing systems greatly reduce product waste and optimise your end use cost.

With 360° of Protection®, you can count on Ecolab's effective and comprehensive line of cleaning and odour control solutions to keep your resident rooms clean and fresh. Our products and services help you;

- ▲ Consistently deliver the standard of cleanliness residents and their family members expect
- ▲ Clean rooms more quickly and easily with effective products that do the job in one application
- ▲ Efficiently and effectively clean floors
- ▲ Simplify employee instructions with colour-coded products and language free training systems
- ▲ Ultra concentrated products and high yield, one Oasis Pro 2L pouch can make up to 400 ready-to-use spray bottles



EFFICIENT

Concentrated products and automated dispensing systems control your total use cost.



SAFE

Our dispensers provides consistent, accurate and safe dilution, reducing employee health and safety risks.



Penguin pro
Correct and safe dosing of our concentrate programme

Oasis Pro Range
Our concentrated programme for excellent cleaning results, safe usage, low in use costs and a sustainable product programme



KEEP YOUR RESIDENTS SAFE FROM PESTS

FIRST WE ELIMINATE, THEN WE PROTECT

Unfortunately where ever people come together, there are always undesired pests which follow. For long term care homes there are special issues associated with keeping pests out. You have enough on your plate without having to worry about pest issues. With Ecolab Pest Elimination as your provider, you won't have to.

YOUR CHALLENGES

- ▲ Elimination of pests safely without risk to residents
- ▲ Full time 24/7 protection against pests
- ▲ Elimination of threats to proper food safety
- ▲ Pest elimination guaranteed

Our unique "outside in" approach provides proactive protection against cockroaches, rats, mice and more.

We have developed the appropriate programmes, and our pro-active outside-in approach provides the solutions to your pest concerns. So you can spend less time dealing with pests and more time taking care of your residents.

WATER CARE SERVICES

TREATMENT SOLUTIONS

Effective Water Management is a key element in any safe and efficient operation.

Ecolab's Water Care Division, Midland Research Laboratories, has proven expertise in the area of water system treatment in commercial and industrial application fields. Providing a complete selection of water treatment chemicals, equipment and services.

Your water could expose your business to the risk associated with exposing employees, visitors and the public to potentially harmful micro-organisms.

Ecolab can provide you with the services and products to keep your water systems efficient and safe:

- ▲ Legionella risk assessments and awareness training
- ▲ Remedial work to L8 and current water regulations
- ▲ Cooling Tower clean and disinfections
- ▲ Cooling Tower drift eliminator and pack replacement
- ▲ Water Tank cleaning and disinfections
- ▲ Temperature monitoring
- ▲ Bacterial analysis

ECOLAB HAVE ALWAYS BEEN DEDICATED TO FINDING SOLUTIONS THAT GO BEYOND GREEN

Look at the ways Ecolab considers the environment to help improve sustainability at every stage of its supply chain



Exact dosage control systems help to prevent:

- The over use of products
- The misuse of products
- Spillages
- Work related accidents

Ecolab follows an ethical purchasing policy for raw materials:

- Ecolab use renewable materials whenever technically and economically practical

Health and safety:

- Flexible training with training materials provided (DVDs, wallcharts etc)
- Full COSHH training



Ecolab's 5 star service with on site support to help:

- Control costs
- Maintain excellent cleaning results

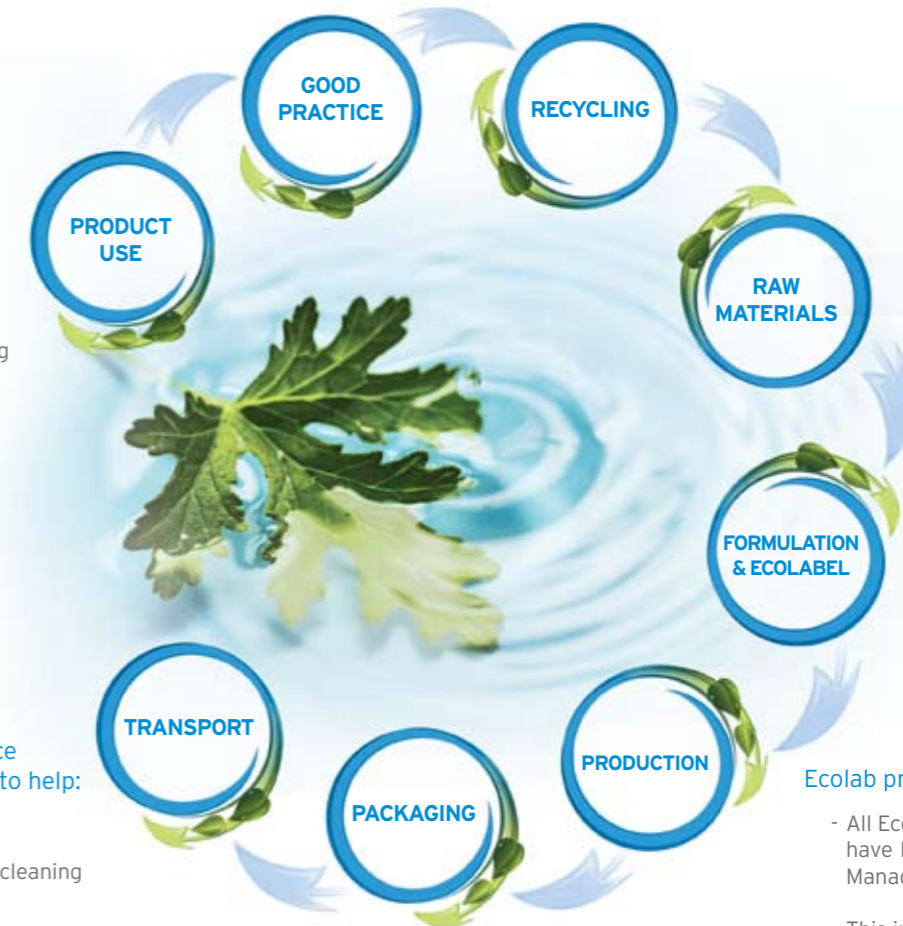
Ecolab reduces unnecessary transportation:

- Each Ecolab Solid capsule is the performance equivalent to one 20L drum of traditional warewashing detergent
- Across Europe in the last 12 months transporting solids has saved 3000 additional trucks making unnecessary journeys. Saving 182,100 tonnes of needless CO2 emissions
- Annual plastic packaging waste was reduced by 2,000 tonnes to less than 250 tonnes
- Crushable solid capsules reduce waste volume and are 100% recyclable
- A Solid capsule is much smaller than a 20L or 10L drum so takes up far less room in disposal and transport



Ecolab's packaging:

- Is designed to prevent waste and uses recyclable material



Ecolab formulations:

- All biodegrade within EU and OECD regulation guidelines, so do not remain in the environment
- Ecolab's super concentrated formulations eliminate transportation of excess water

Ecolab production:

- All Ecolab's European factories have ISO 14001 Environmental Management Systems accreditation
- This includes our main production site in the UK based at Cheadle, which produces over 35,000 tonnes of product per year



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