

A SHARED COMMITMENT TO GUEST SATISFACTION



COMPREHENSIVE SERVICE YOU CAN TRUST

Knowledgeable | Dependable | Experienced

Ecolab service specialists are dedicated to providing personal service and reliable support to help ensure your success in delivering guest satisfaction.

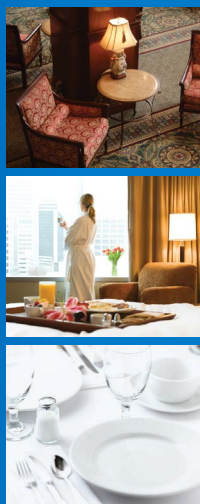


MAKING THE WORLD CLEANER, SAFER & HEALTHIER

Ecolab is the global leader in water, hygiene and energy technologies and services that protect people and vital resources. As a trusted partner at more than one million customer locations, we protect some of the worlds most prestigious hotel brands. We deliver comprehensive solutions and on-site service to promote safe food, maintain clean environments, optimize water and energy use and improve operational efficiencies for customers in the food, healthcare, energy, hospitality and industrial markets in **MORE THAN 170 COUNTRIES AROUND THE WORLD.**

We understand that cleanliness is critical when it comes to protecting the Hilton brand. Cleanliness impacts your guests' experience and perceptions, affects their loyalty and influences what they tell friends and family. That's why it's important to **consistently deliver a clean, fresh first impression** – improving guest satisfaction and helping increase your bottom line.

Our unique Added Value approach consists of providing highly concentrated quality products accurately dispensed, staff training and hygiene materials, all supported by documented regular hotel service from our team of Territory Managers.



We will help you achieve:

- Clean and comfortable guest rooms and public areas
- Clean, soft, pleasant smelling linen
- A fresh-smelling property
- Shiny floors and spot-free carpets
- A pristine and inviting pool and spa area
- Sparkling glasses, dinnerware and dining areas
- All at the lowest operational costs

TOTAL COST APPROACH

We will work with you to **identify improvement opportunities** to help the Hilton brand achieve a cleaner, safer and healthier environment for both customers and employees.

Ecolab is committed to providing **the most effective and efficient cleaning and food safety programmes available**, delivering improved results at lower total costs.

For example, did you know:

detergents account for **only 5%** of your **warewashing cost** **€£\$¥**

At Ecolab we focus on **your total costs**, resulting in **savings opportunities in water, energy, waste, labour, safety.**



EXPERTISE

ACROSS YOUR ENTIRE OPERATION

Ecolab provides comprehensive total impact solutions for each critical area of your operation, where safety, efficiency and guest satisfaction matter. Each program is personally delivered by dedicated service specialists who know your business and can demonstrate impact. Ecolab offers extensive customer and technical support for each program and continuously innovates to ensure the best possible results.



Guest Rooms



Public Spaces



Food & Beverage



Engineering

We earn customers for life through on-site services and innovative technologies, personally delivered. We bring unlimited resourcefulness to the challenge of limited resources – and deliver positive economic, social and environmental outcomes.

Clean Water

Safe Food

Abundant Energy

Healthy Environments

We're always there to help in areas critical to your operation's success – keeping everything clean and safe, delighting guests, performing well and conserving resources.



SAFETY



WATER



ENERGY



AIR



WASTE



ASSETS



[Click Here](#) to learn more about our company and the Ecolab difference

[Click Here](#) to watch our Purpose and Values video

GUEST ROOMS

Keep rooms looking and smelling first-guest-fresh each and every day.



Clean and comfortable guest rooms are critical drivers of guest satisfaction. Keeping rooms as clean as they need to be is no small task. With countless surfaces, odors to control, and limited time to train a constantly changing staff, you need products, systems and services that can deliver fantastic results easily, effectively and economically.

HOUSEKEEPING

- Concentrated products, automated dispensing systems and personally delivered, on-site training for superior results
- Easy-to-use tools and procedures for your unique cleaning needs

LAUNDRY

- High-performance laundry solutions for clean, white and soft linens and towels

PEST

- A variety of bed bug treatment options backed by a multi treatment protocol designed to kill all life stages, helping protect your guests and your brand

OUR PRODUCTS AND SERVICES HELP YOU

- Ensure your facility is always ready to produce high SALT scores with help from Ecolab's service calls and expert advice
- Consistently deliver the standard of cleanliness guests expect
- Simplify difficult jobs and minimise the impact of labour turnover with intuitive and easy-to-use products and tools
- Enhance employee productivity and training with color-coded systems and language-free training kits



PUBLIC SPACES



Make a great first impression with public areas that are clean and fresh

With guests and visitors freely moving in and out of your hotel, maintaining public areas up to your high quality standards can be difficult. That's why it's important to have programmes and systems you can count on to deliver an environment that turns onetime visitors into loyal guests.

FLOORS & BUILDING CLEANING

- From carpet to stone to conventional floors, maintain your investment with solutions that create the best possible results at the lowest cost
- Best-in-class solutions, tools and time-saving procedures help you maintain clean restrooms, lobbies and other public spaces all day, every day

PEST

- Comprehensive protection against the most common pests so your guests continue to have that great first impression

BOILERS/CHILLERS/AIR HANDLERS

- Water treatment programs extend the life of HVAC equipment, maintain efficient trouble-free operation and reduce energy and water needed to operate the equipment
- 3D TRASAR®/Nalco 360 technology monitors key program parameters 24/7 to maintain efficient operation and reduce engineer workload

POTABLE WATER

- Programs to reduce overall site and guest risk from waterborne pathogens, using HACCP planning, secondary disinfection of domestic water, and where needed, emergency remediation of water systems

OUR PRODUCTS AND SERVICES HELP YOU

- Stay on top of hard-to-clean public areas, keep floors and hallways looking their best and leave all areas of your facility smelling fresh and clean
- Project a clean and inviting environment from the minute guests arrive
- Ensure restrooms and lounge areas reflect your attention to cleanliness
- Extend the life and look of high-end materials like carpet, marble and stone





FOOD & BEVERAGE

Clean and safe operation,
satisfied guests and
better business results –
Ecolab provides confidence
that all aspects of
your operations
are protected

From the time foodstuffs enter your kitchen until they reach the plate, Ecolab offers a broad range of essential product solutions designed to keep every corner of your kitchen sparkling clean and healthy.

WAREWASHING, CLEANING & SANITATION

- Solutions combined with expert service to manage food safety risks, employee safety and your operational efficiency
- Total cost approach to uncovering those hidden costs such as increases in water and energy due to rewashing

FOOD SAFETY SOLUTIONS

- Food safety procedures with easy implementation and compliance

PEST ELIMINATION

- Tools and expertise to help ensure proactive protection against pests that can impact food safety, hygiene and your operation

OUR PRODUCTS AND SERVICES HELP YOU ACHIEVE

- Hygienic, clean kitchen equipment
- Managed and organized sparkling china and tableware
- Maximum cleaning performance at the optimum cost
- Improved staff satisfaction with minimal chemical contact
- Prevention of costly food contamination



HIGHER STANDARD OF CLEANLINESS AT A LOWER OVERALL COST



Ready-to-use cleaners and liquid detergents may seem less expensive at first glance, but their costs quickly add up

Ecolab's concentrated warewashing detergents, Oasis Pro Premium cleaners and automated dispensing systems greatly reduce product waste and optimize your end use cost.

SOLID WAREWASHING DISPENSING

- Electronic dispensing system ensures one pass results at the lowest operational cost
- Probed system which means you only use detergent when you need it

KITCHEN & HOUSEKEEPING AUTOMATED DOSING

- Help increase customer and employee safety
- Simplify employee instructions with color-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

LAUNDRY DOSING SYSTEMS

- Easy-to-use and fully programmable dispenser to ensure optimum textile hygiene results
- Fully supported by comprehensive service from your Territory Manager





COMPREHENSIVE TRAINING & SUPPORT

Knowledgeable | Dependable | Experienced

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 Healthier operation.**

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 on 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.

Contact your **Regional Ecolab Representative**

Europe: Steve.Bonwick@ecolab.com

MEA: Bryan.Poole@ecolab.com

APAC: Caroline.Sheng@ecolab.com

As well as regular, on-site service and support, Ecolab Territory Managers will provide **on-site training:**

- Hygiene training
- Product training
- Increased guest satisfaction
- Comprehensive engineer training for cooling and boilers
- Procedure training

To ensure your hotels are safe for your employees and guests **we provide:**

- Chemical wall charts
- Safety Data Sheets
- Classification of Labelling & Packaging conversion chart
- Procedure Cards
- Training Videos
- Multi-lingual materials



THE MORE WE IMPACT YOUR BUSINESS, THE MORE YOU SAVE!



[Click Here](#) to learn more about Sustainability and Ecolab

Special Hilton incentives available to properties that partner with Ecolab for multiple solutions. Incentives increase as the number of solutions increase.

EUROPE



MIDDLE EAST & AFRICA

ASIA PACIFIC



Industry-leading Global Expertise:

Locally Delivered Results

- Cleaning & Sanitation Solutions
- On-Premise Laundry
- Warewashing & Foodservice
- Pest Elimination
- Water Solutions

WHEN OUR CUSTOMERS SUCCEED: WE SUCCEED

A partner with a vested interest in your success

Pest Elimination may not be available in all countries.