

# LODGING PROGRAM



Hotel Solutions

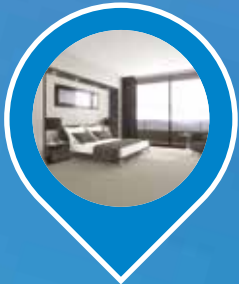


# ECOLAB SOLUTIONS - EVERYWHERE IT MATTERS

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



**Housekeeping - Public areas**  
Make a good first impression by ensuring public areas are clean and welcoming.



**Housekeeping - Guest Rooms**  
Keep rooms looking and smelling first-guest-fresh even after thousands of guests have enjoyed their stay.



**Warewashing**  
Obtain the clean results your customers expect while saving water, energy and ultimately, costs.



**Laundry**  
Protect your investment and earn the best reviews by providing guests with consistently clean, white and soft linens.



**Kitchen Hygiene**  
Keep every corner of your foodservice operation cleaner, safer and running more efficiently.



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# ECOLAB VALUE

Our team of Territory Managers delivers personalized service and offers a comprehensive range of solutions and data-driven insights to help their customers run clean, safe, efficient and sustainable operations.

Whether maintenance, training or installation of equipment; from time of arrival at your location to the time of departure, our Territory Manager's sole purpose is to support you and your operation.

## CONSULTATIVE, PERSONALLY DELIVERED SERVICE:

- Regular, on site service & support with emergency coverage.
- Checks, observations, recommendations and actions made at critical points.
- Service calls recorded on Ecolab's reporting platform and shared with you to show observations and actions taken.
- We recommend best solutions to suit your operational needs, using innovative and patented dispensing systems combined with super concentrated products for best in-use cost.



ECOLAB HELPS TO PROTECT YOUR REPUTATION, GROW YOUR BUSINESS AND IMPROVE GUEST SATISFACTION

## OUR SERVICE AND TRAINING HELPS YOU



PROTECT YOUR BRAND



SPEND LESS



REDUCE WASTE



KEEP STAFF & CUSTOMERS SAFE



INCREASE GUEST SATISFACTION

## BESPOKE TRAINING AND TOOLS TAILORED TO YOUR NEEDS:

During regular service calls, Ecolab Territory Managers work alongside your teams to ensure they always safely follow the right procedures, use the right products and achieve the right results:

### EXPERT TRAINING

- Training on right product and equipment usage and maintenance.
- Employee education for correct hygiene procedures.
- Delivered either in a classroom environment, on the job or using the training app.



### CONTINUING AWARENESS

- Point-of-use materials (wallcharts, posters) that engage employees and reinforce procedures at each working station.
- Webinars available online for further learning on Public Health, Infection Prevention, Guest Satisfaction, Food Safety.
- Campaign materials that help inform and encourage staff to keep hand hygiene and public health matters top of mind.





# SUSTAINABLE

Sustainability is core to our purpose to make our world cleaner, safer and healthier, protecting people and vital resources. Ecolab is often acknowledged for its leadership, innovation, corporate social responsibility and commitment to sustainability.



**WORLD ENVIRONMENT  
CENTER 2018 GOLD MEDAL  
FOR SUSTAINABLE  
DEVELOPMENT**

MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM

**2018 DOW JONES  
SUSTAINABILITY NORTH  
AMERICAN INDEX**



**FTSE4Good**  
**FTSE4Good INDEX FOR THE  
FIFTH CONSECUTIVE YEAR**



**RANKED #8 ON CORPORATE  
RESPONSIBILITY MAGAZINE'S 100  
BEST CORPORATE CITIZENS LIST**



**EU ECOLABEL**

A choice of products which meet the  
standards of the European Flower label.



**Green Key**

**GREEN KEY PARTNERSHIP**

To support the delivery of  
environmental responsibility and  
sustainable operations within the  
tourism industry.

# THE ECOLAB DIFFERENCE

With products and services touching people every day in nearly every corner of the world, we have a responsibility to embed sustainability into every aspect of our innovations. We pay careful attention to ingredient responsibility, human health and environmental impact, without compromising performance.



**SAFETY**



**WATER**



**ENERGY**



**AIR**



**WASTE**



**ASSETS**

## ACCELERATING MEANINGFUL CHANGE



**WATER**

### Responsible water use

We have helped our customers save more than 855 billion litres of water in a year\*. By 2030, we aim to conserve 1.3 trillion litres of water per year by reducing water consumption in our own and our customers' operations.



**ENERGY**

### Clean first time

We have helped our customers conserve more than 19 trillion BTUs of energy in a year\*. Our innovative systems and procedures ensure your operations are as efficient as possible, saving precious time and resources.



**WASTE**

### Putting a lid on plastic packaging

We saved more than 6 thousand tonnes of newly produced plastic in a year\* because of innovations in the way we formulate and package products for our customers. For example, we offer alternatives to bulky liquid detergent for warewashing or laundry - with solid capsules or shrink-wrapped blocks, saving 95% of plastic packaging.



# CLEANER

## SECURE A POSITIVE GUEST EXPERIENCE

Did you know that a single negative online review can cost a hotel 30+ customers? So it's no wonder that hygiene and cleanliness play a vital role in improving guest satisfaction and ultimately the success of your operation.

Ecolab Solutions

1

### HOUSEKEEPING

Keep rooms looking and smelling fresh after thousands of guests have enjoyed their stay.

2

### WAREWASHING

High performing warewash chemistry helps ensure sparkling clean results in one pass.

3

### FLOOR CARE

Keep floors and carpets looking new with industry-leading solutions, service and on-site training.

4

### LAUNDRY

Earn rave reviews by providing guests with consistently clean, white and soft linens.



## INCREASE GUEST SATISFACTION THROUGH IMPROVING CLEANLINESS WITH ECOLAB



UTILISE YOUR TEAM OF DEDICATED HYGIENE SPECIALISTS AT ECOLAB



ASK FOR AND TRACK GUEST FEEDBACK TO IDENTIFY AND TARGET PROBLEM AREAS



REMOVE GERMS BY CLEANING AND DISINFECTING SURFACES



WITH FOCUSED TRAINING ENSURE STAFF ARE SKILLED IN DELIVERING IMPROVED CLEANLINESS



# SAFER

## SAFEGUARD YOUR GUESTS AND EMPLOYEES

The most common workplace injuries in the hospitality sector are slips, trips and falls.\*  
Our products are designed to provide the safest working environment for your team  
- with simple and easy to use solutions.

\*Source: HSE.gov.uk

### Ecolab Solutions



1

### HOUSEKEEPING

Precise dispensing systems minimize direct contact with chemicals and risk of spills.

2

### FLOOR CARE

Industry-best floor cleaners help remove dirt but more importantly prevent slips and falls.

3

### HOUSEKEEPING TOOLKIT

Engineered to improve employee efficiency and reduce repetitive motion injuries, The Housekeeping Cleaning Toolkit ensures a safer, more productive workplace.

4

### HAND HYGIENE

Personally delivered hand hygiene training helps reduce the risk of foodborne illness.

5

### FOOD SAFETY

Wide-range of disinfectants help ensure HACCP compliance.

## FOOD SAFETY MATTERS: TIPS FOR A STRONG FOOD SAFETY PROGRAM



Make sure hand washing stations are visible, easily accessible and fully stocked



Establish regular cleaning protocols for food contact surfaces, non-food contact surfaces, equipment and utensils



Conduct regular assessments to track progress and identify opportunities for improvement



Establish rigorous food safety on-boarding training for new hires and follow ups for all staff



Post signage in appropriate areas to keep best practices top of mind



# HEALTHIER

## SAFEGUARD YOUR GUESTS AND EMPLOYEES

According to the European CDC, almost 1 in 10 people worldwide fall ill every year after eating contaminated food. We can help you eliminate the top causes of foodborne illness outbreaks through effective cleaning and disinfecting.

### Ecolab Solutions



#### 1 HOUSEKEEPING

Keep guest spaces infection free and prepare for any outbreak with the right products and training in place.

#### 2 FOOD SAFETY

Protect your guests and staff from foodborne illnesses with the right disinfectants and procedures to help ensure HACCP compliance.

#### 3 HAND HYGIENE

Personally delivered hand hygiene training helps reduce the risk of foodborne illness.

### INFECTION PREVENTION WITH ECOLAB

Prevention is key! You can ask your Ecolab expert or check our website for a range of public health resources - with tips, videos and white papers to support your operations.





# EFFICIENT

## ACHIEVE OPTIMAL RESULTS AT THE LOWEST TOTAL COST

Spend on chemical is the smallest portion of the total cleaning cost.  
Ecolab's program efficiently provide superior & consistent results to make cleaning easier for your staff and to maximise their efficiency.

### Ecolab Solutions

1

### HOUSEKEEPING

The Oasis Pro system delivers concentrated formulas and consistent dilution rates.

2

### FLOOR CARE

Innovative enzyme-based chemistry of KitchenPro Wash'N Walk means there is no need to rinse, providing excellent results while saving water.

3

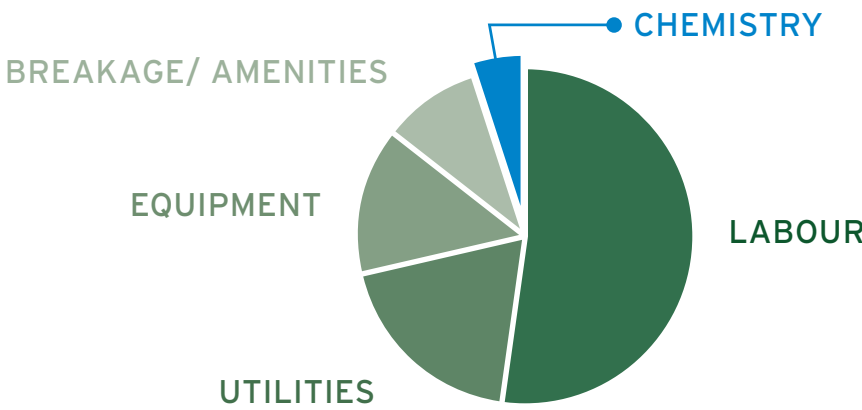
### TRAINING

Ecolab's Territory Managers ensure your team is fully trained and follows the correct procedures to get the clean results first time around, removing the need to rewash and saving time and energy.



## TOTAL COST OF OPERATION: OUR VALUE EXTENDS BEYOND CHEMISTRY

Potential operational impact of chemical program is significant relative to the cost of chemical.

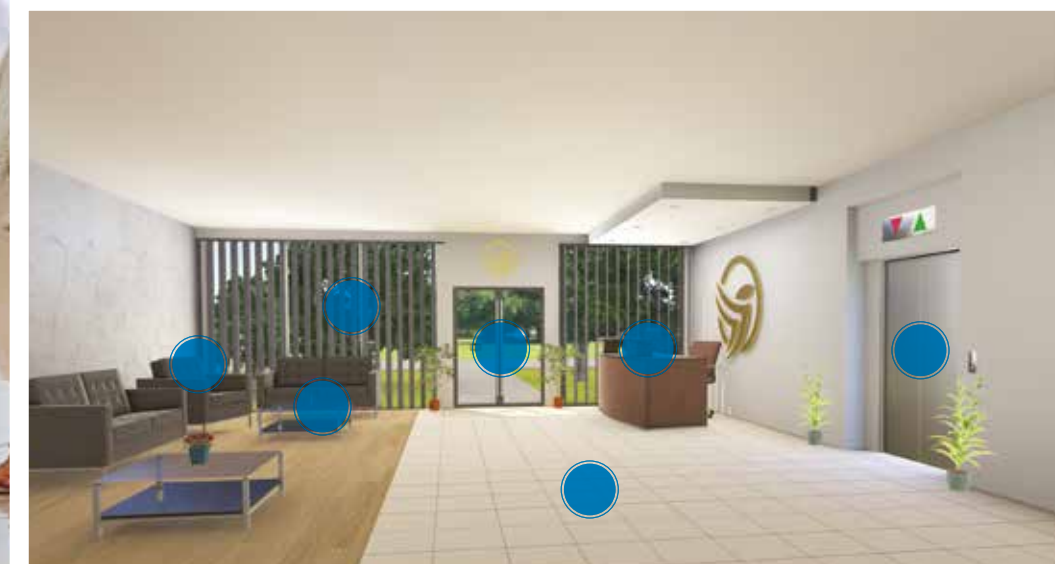




## Clean Public Areas Are Critical to Delivering a Positive Guest Experience

- Guests judge your hotel based on what they see and smell.
- Constant lobby traffic makes it hard to maintain cleanliness.
- Failure to clean consistently can lead to public health issues.
- Maintaining busy public areas is a 24/7 job.

EVERYWHERE  
FIRST  
IMPRESSIONS  
MATTER





## HOUSEKEEPING

### Public Areas Solution

#### CLEANER

##### Guest Satisfaction

- Project a clean and inviting environment from the minute guests and visitors arrive.
- Turn one-time visitors into loyal customers by maintaining an inviting appearance.

#### EFFICIENT

##### Operational Efficiency

- Minimize product consumption and upkeep with measured dispensers and more effective products.
- Keep floors and hallways looking their best without having to close off access.

#### SAFER

##### Employee Safety

- Help minimize employee contact with cleaning chemicals.
- Prevent employee injuries by using our ergonomically designed tools.

#### ABOVE AND BEYOND

##### Ecolab Service

- Your Ecolab specialist will teach your staff more efficient ways to achieve your cleaning goals.
- Your staff will learn better ways to stay on top of hard-to-clean public areas.

## BRING GUESTS BACK BY MAKING A GREAT FIRST IMPRESSION

Ecolab's industry-leading cleaning solutions and systems help ensure the first impression visitors and guests receive is one of cleanliness and care.



## Solution



Ecolab's industry-leading cleaning products and systems help ensure the first impression visitors and guests receive is one of immaculate perfection.

- Leave all areas of your facility smelling fresh and clean.
- Extend the life and look of high-end materials like carpet, marble and stone.
- Eliminate any risks of infection with the right hand hygiene solutions.



**Oasis Pro Air Fresh** - Highly effective, long-lasting odour counteractant and fabric odour neutraliser to leave a clean and positive impression.



## Achieving High Cleanliness Scores Is a Daily Challenge

- A wide variety of surfaces need to be kept clean.
- Rooms need to be cleaned and turned around quickly to accommodate guests.
- Improper choice and use of cleaning products can damage valuable furniture and fixtures.
- High staff turnover negatively impacts cleaning consistency.



EVERYWHERE  
CLEAN AND FRESH  
GUESTROOMS  
MATTER



## HOUSEKEEPING

### Guest Room

#### CLEANER

##### Guest Satisfaction

- Solutions deliver superior cleaning results throughout the property.
- Innovative odour control solutions keep guest rooms first-guest fresh.

#### SAFER

##### Employee Safety

- Colour-coded systems and language-free training programs help improve employee safety.
- Closed-system dispensers help protect employees from contact with chemicals.

#### EFFICIENT

##### Operational Efficiency

- Concentrated solutions and automated dispensing systems control costs and reduce waste.
- Intuitive, easy-to-use solutions and tools minimize the impact of staff turnover and enhance employee productivity.

#### ABOVE AND BEYOND

##### Ecolab Service

- Experienced, attentive specialists ensure you have the right products, tools and procedures for your unique cleaning needs.
- Regular service calls and expert advice keep your property inspection ready.

## PROVIDE A HIGHER STANDARD OF CLEAN

Ecolab helps make it easier to keep rooms looking and smelling first-guest-fresh.



Solution

## DELIVERING OUTSTANDING GUEST SATISFACTION

Ecolab's innovative, streamlined Oasis Pro range, along with world-class training and tools, let you clean with confidence and ensure your guests are more than satisfied.

Concentrated products are packaged in pouches and dispensed into reusable spray bottles, providing significant reduction of packaging waste of 70% minimum vs traditional pack sizes.



**Oasis Pro All Bath -**  
Concentrated powerful, multi-surface degreaser and bathroom cleaner for use on all acid sensitive surfaces in sanitary areas.





## Keeping Public Restrooms Clean is one of the toughest Challenges you Face

- Public restrooms are frequently one of the first things visitors see.
- 8% of guests judge a clean bathroom as an indicator of a clean kitchen and good food quality.\*
- Failure to clean consistently can lead to unpleasant smells or even public health issues.
- 95% of people don't wash their hands adequately and 11% of hands are so "grossly contaminated" they are carrying as many germs as a dirty toilet bowl.\*\*

EVERYWHERE  
SPARKLING CLEAN  
RESTROOMS  
MATTER



\*Blackstone H, Evans C (2004). The Lavatory Laboratory. Restaurant Hospitality 88:142144.

\*\*Queen Mary, University of London (QMUL) and the London School of Hygiene & Tropical Medicine (LSHTM).



## HOUSEKEEPING

### Public Restroom Solution

#### CLEANER

##### Guest Satisfaction

- Keep your restrooms fresh smelling and inviting.
- Project a clean environment from the minute guests and visitors walk in.

#### SAFER

##### Employee & Guest Safety

- Keep hand hygiene and infection prevention top of mind with the right hand hygiene program.
- Help minimize employee contact with cleaning chemicals.

#### EFFICIENT

##### Operational Efficiency

- Professional cleaning solutions and devices make quick work out of restroom maintenance.
- Minimize product consumption and upkeep with measured dispensers and more effective products.

#### ABOVE AND BEYOND

##### Ecolab Service

- Your staff will learn more efficient ways to achieve your cleaning goals in hard-to-clean public areas like restrooms.

## TAKE CONTROL OF YOUR PUBLIC RESTROOMS

Ecolab's best-in-class solutions, tools and time-saving procedures help you maintain sparkling public restrooms all day, every day.



## Solution



## CLEAN WITHOUT A DOUBT

Nexa's hand hygiene system combines bacteria-killing chemistry, innovative dispensing & world class support:

- Anti-drip pump helps to avoid slips, falls and product waste.
- Nexa foam washes 30% more hands and requires less water and energy.\*

\* Lower dose volume (0.7ml vs. 1.0ml) compared to Nexa Hand soap liquid



The Nexa multi-use unit is able to dispense all types of product - gels, liquids and foams

Ecolab's housekeeping range helps you deliver outstanding guest satisfaction:

- Delight your customers with cleaner, odour-free restrooms thanks to our sanitary cleaning housekeeping range.
- Specially formulated to ensure you have the right product, cleaning tools and training aids for the task at hand.





### Luxurious linens and Bedding Are Key Drivers of Guest Satisfaction

- Providing clean, white linen requires a complex knowledge of chemistry, equipment, water conditions, soil levels and the wash process.
- Soft, fresh-smelling linens are essential to providing guests with a relaxing and enjoyable stay.
- Efficiently operated laundry rooms require training and support for employees.
- Increased government regulation requires chemistry that improves environmental safety and sustainability impact.
- Efficient use of high-cost water and energy resources is increasingly important.

EVERYWHERE  
CLEAN, WHITE  
& SOFT LINENS  
MATTER





## HOUSEKEEPING

### Laundry Solution



## Solution

### CLEANER

#### Guest Satisfaction

- High-performance solutions provide noticeably cleaner, whiter and softer linens.
- Guests notice and appreciate linens and bedding that is kept first-guest fresh.

### EFFICIENT

#### Operational Efficiency

- Proper care of linens and bedding reduces your replacement costs.

### SAFER

#### Employee Safety

- Solid capsules eliminate chemical contact with closed-system technologies.
- Smaller product containers allow for easier transporting and loading.

### ABOVE AND BEYOND

#### Ecolab Service

- Service specialists design customized wash programs based on your specific soils, water conditions and guest satisfaction requirements.
- We optimize your entire laundry operation by ensuring your employees are well-trained and highly productive.

## CLEAN, WHITE AND SOFT LINEN TO DELIGHT YOUR GUESTS

Your laundry program will produce fresh and soft results that are also hygienically clean, while reducing operational costs.

Ecolab will partner with you to develop an on-premise laundry programme, featuring advanced chemistry and equipment, that helps you manage the total cost of laundry including water and energy consumption.



**TAXAT** - High preforming laundry powders for smaller machines



**Aquanomic** - Concentrated solid laundry detergents dispensed through a closed loop system for safe working practices



**Ecobrite** - A comprehensive liquid laundry offering for clean and efficient results

## MAXIMIZE COMFORT, OPTIMIZE PERFORMANCE

Ecolab's high-performance laundry solutions make it easy to keep linens, towels and other washable items looking and feeling their best.



## Your Restaurant Says a Lot About Your Hotel

- Customers ranked hygiene more important than choice of food, value for money and quality of service.\*
- Poor hand hygiene is responsible for 89% of foodborne illness in which food was contaminated by food workers. But there is much more to food safety than hand hygiene.
- Equipment must be cleaned frequently and thoroughly to keep your restaurant running at peak performance.
- Failure to clean consistently can lead to food safety and health issues.
- Providing employees with a safe working place in a fast-paced environment is a challenge.



EVERYWHERE  
CLEAN  
MATTERS

\* Source: Peach Brand Track, Demographix/Toluna Nov 2011



## FOOD SERVICE

### Kitchen Hygiene

#### CLEANER

##### Guest Satisfaction

- Professional cleaning and disinfecting solutions help secure a consistently positive guest experience.

#### SAFER

- Proven solutions help reduce cross contamination and foodborne illness risks.
- Trusted solutions, systems and training help maintain a safer working environment.

#### EFFICIENT

##### Operational Efficiency

- Maximize cleaning results and secure profits by maximizing labour and utility costs.

#### ABOVE AND BEYOND

##### Ecolab Service

- Regular Ecolab service calls keep your food and beverage operation running smoothly and efficiently.
- Ecolab service specialists provide you with a tailored plan including the best cleaning products and systems so you can get desired results fast and easy.

## SECURE A POSITIVE GUEST EXPERIENCE

Ensure your cooking equipment and kitchen surfaces are clean and maintained, and the food you serve is safe.



## Solution

## YOUR KITCHEN HYGIENE PROGRAM

The KitchenPro range offers innovative products and dispensing systems:

- Safely achieve hygienically clean results.
- Your Ecolab Representative will work closely with you to choose the disinfection products and procedures to fit your needs.

**KitchenPro Wash'N Walk** - enzyme-based floor cleaner and degreaser to eat away grease build up and reduce slips, trips and falls.

**Greaselift™** - Highly efficient degreasing capabilities without the need for PPE.

0 Weeks

0 - 3 Weeks

3 - 6 Weeks





**CLEANER****Guest Satisfaction**

- Spotlessly clean dishes and sparkling cutlery help secure a consistently positive guest experience.

**SAFER****Employee & Guest Safety**

- Trusted solutions, systems and training help maintain a safer working environment.

**EFFICIENT****Operational Efficiency**

- Professional solutions and procedures to achieve first pass results.
- Minimize detergent consumption with measured dispensers and more effective products.

**ABOVE AND BEYOND****Ecolab Service**

- Regular Ecolab service calls keep your warewashing operation running smoothly and efficiently.
- Your Ecolab specialist will ensure your site is equipped with the appropriate equipment, signage and training to help staff follow the right procedures.

# SPARKLING RESULTS. FIRST TIME AROUND.

Ecolab's warewashing solutions help you provide spotless dishware, glassware and silverware, making a positive impact on your guests to keep them coming back.

Your Ecolab Representative will work closely with you to choose the right liquid or solid product to fit the specific needs of your business. We can partner with you to help reinforce the best dishwashing practices with on-site training and materials.

**APEX:** Concentrated solid detergent system with actionable insights for safe and efficient operations.



**SOLID:** Solid warewashing detergent capsules dispensed through a closed loop system for safe working practices.



**LIQUID:** Liquid detergent and rinse-aid range for clean and efficient results.



**APEX PRESOAK:** Thoroughly removes tough, dried- or baked-on protein and starch soils - for sparkling cutlery first time around.



SECURE A  
POSITIVE  
GUEST  
EXPERIENCE  
WITH SPOTLESS  
DISHWARE,  
GLASSWARE  
AND  
SILVERWARE





DELIVERING THE KIND  
OF CLEAN THAT'S GOOD  
FOR BUSINESS





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