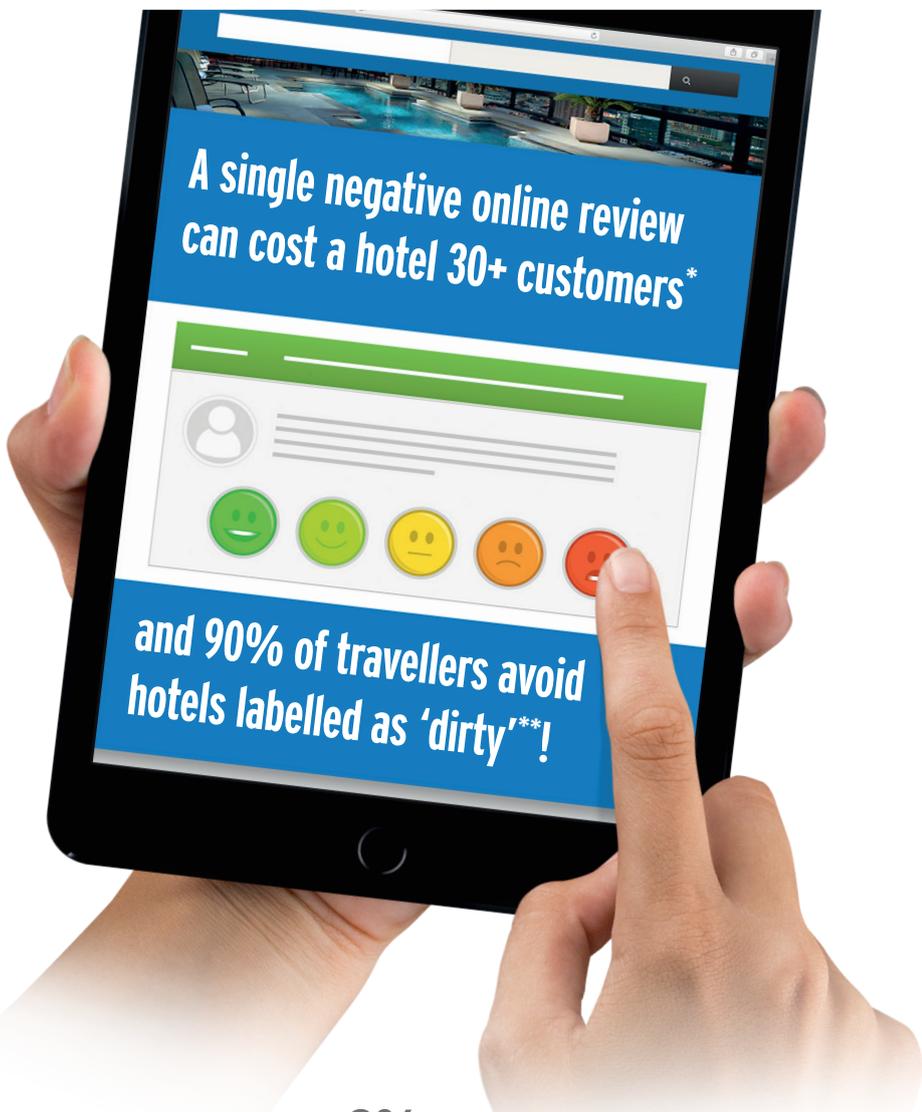




Housekeeping Program

Delivering outstanding guest satisfaction

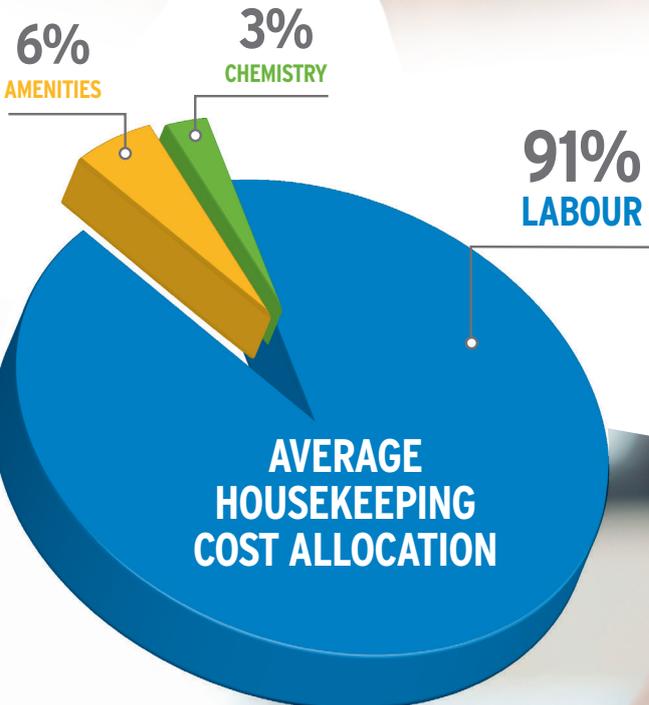
ECOLAB[®]
Everywhere It Matters.™



So it's no wonder that hygiene and cleanliness play a vital role in improving guest satisfaction and ultimately the success of your operation. But with growing competitive pressure and increasing quality and service demands, housekeepers are facing more challenges when it comes to enhancing guest satisfaction:

Main Housekeeping Challenges:

- ▲ Consistently deliver the highest standards of clean
- ▲ Demanding time pressures requiring optimized cleaning procedures and products
- ▲ Hiring, training and maintaining the right employees



LABOUR
ACCOUNTS FOR
THE BIGGEST COST
IN HOUSEKEEPING.



*Convergys corp. **LateRooms, November 15, 2012.

With Ecolab as your partner, it's easier for you to deliver a clean, safe and welcoming environment that protects your reputation and grows your business



Having the right hygiene program in place is a great way to maximise efficiency. Ecolab's innovative, streamlined solutions, along with world-class training and tools, let you clean with confidence and ensure your guests are more than satisfied.

Whatever the cleaning task, **ECOLAB'S 5 STAR QUALITY HOUSEKEEPING PROGRAM** provides superior and consistent results to make cleaning easier for your staff and improves their efficiency.



High performing products

To drive exceptional results, you'll need high performing products and our exclusive Housekeeping range has been specially formulated to ensure housekeepers have the right product for the task at hand.

The color-coded range is broken down into 3 easy to understand areas to help your team deliver superior and consistent results:

- ▲ Sanitary Cleaning - for the removal of more stubborn soils
- ▲ Room cleaning and refreshing - to freshen and brighten any room
- ▲ Speciality - made for more specific cleaning challenges



SANITARY CLEANING

<p>OASIS PRO ACID BATH</p> 	<p>High performing and fresh scented sanitary bathroom cleaner that removes 2x more limescale than the leading competitor product.*</p>	<p>9091780 2 x 2L Pouch</p>
<p>OASIS PRO ALL BATH</p> 	<p>A powerful, multi-surface degreaser and bathroom cleaner for use on all acid sensitive surfaces in sanitary areas. e.g. marble.</p>	<p>9092780 2 x 2L Pouch</p>
<p>OASIS PRO 61D PREMIUM</p> 	<p>Light acid cleaner and disinfectant for one step cleaning with a fresh fruity scent. Bactericidal according to EN 1276 at 2% / 5 minutes; bactericidal according to EN 13697 at 10% / 5 minutes; yeasticidal according to EN 1650 at 10% / 15 minutes.</p>	<p>9051150 2 x 2L Pouch</p>
<p>OASIS PRO TOILET</p> 	<p>A highly viscous toilet cleaner that not only removes organic build-up and scale but also improves efficiency by helping to prevent resoiling.</p>	<p>9091880 2 x 2L Pouch</p>

ROOM CLEANING

<p>OASIS PRO GLASS</p> 	<p>Fast drying formulation ensures excellent cleaning results on glass, mirrors and other glossy surfaces, leaving a streak-free shine.</p>	<p>9091820 2 x 2L Pouch</p>
<p>OASIS PRO AIR / OASIS PRO WHITE COTTON</p> 	<p>Highly effective, long-lasting odour counteractant and fabric odour neutraliser to leave a clean and positive impression.</p>	<p>Air 9091860 White Cotton 9091840 2 x 2L Pouch</p>

SPECIALITY

<p>OASIS PRO MULTI</p> 	<p>Multipurpose cleaner with advanced nanotechnology for long lasting cleanliness on all water resistant surfaces such as glass, mirrors, stainless-steel, chrome and copper.</p>	<p>9091900 2 x 2L Pouch</p>
<p>OASIS PRO FLOOR</p> 	<p>High performance floor cleaner for all glossy surfaces such as marble, dolomite and granite.</p>	<p>9091920 2 x 2L Pouch</p>
<p>LAUDAMONIUM</p> 	<p>Quat-based surface disinfectant with a broad disinfection spectrum to prevent cross contamination. EN13727(bactericidal): clean conditions: 1% (10 ml/L) - 60 min, dirty conditions 2% (20ml/L) - 60 min</p>	<p>9078670 2 x 2L Pouch</p>

Use biocides safely. Always read the label and product information before use

* Lime removal capacity test - Ecolab Acid Bath versus leading industry competitor products (3% dosage), 2016

Efficient dosing

- ▲ The innovative Housekeeping range is packaged in **2L pouches** and are dispensed into reusable spray bottles
- ▲ Due to the unique dispensing method, there is **no contact with concentrates** to improve the safety of your employees



- ▲ One pouch makes up to **1000 re-usable spray bottles***
- ▲ Significant reduction of packaging waste of minimum **70% vs traditional pack sizes**



*Based on one 2-litre pouch of Oasis Pro Glass making over 1000 650ml spray bottles at minimum dilution rate.

The right cleaning tools

Having the right tools at hand will help to reduce the amount of time it takes to clean a room while maintaining high performance.

Fully customized cleaning tool kit for hotel rooms:

- ▲ Improve efficiency and user experience with the quick change feature and tools that are interchangeable with the same handle
- ▲ Quickly move from one task to the next while minimizing trips to the housekeeping trolley
- ▲ Increase user safety with lightweight tools including easy on-and-off mechanisms
- ▲ Includes Telescopic Pole, Velcro Pad Holder, Microfibre Mop, Non-abrasive White Pad and Window Squeegee



Speak to your **Ecolab Territory Manager** for more information

The correct training

Working alongside your teams, Ecolab will deliver a bespoke training program specifically for your unique requirements so the correct process and high standards of clean are delivered and maintained for your operation to ensure consistent customer satisfaction.



Partnering With You to Achieve a Higher Standard of Clean

Ecolab's Modular-Based Procedures can be used to quickly onboard new staff as well as refresh experienced staff knowledge. The training program and supporting materials will help to progress and develop your biggest investment - your employees by ensuring they use the correct products and processes to safely maximize their productivity.

- ▲ Full material compatibility guidance so the correct product is used on the right surface area
- ▲ Practical tips and tricks to improve cleaning efficiency in every room
- ▲ Product and material demonstrations outlining best practice
- ▲ Correct cleaning tool usage and trolley set-up to improve cleaning proficiency
- ▲ Step-by-step cleaning process explanation
- ▲ Outline preventative procedures to maintain the value of surface areas by reducing the risk of damage and extending lifespan



As part of the training, you will also have access to a comprehensive suite of support materials so your staff can maintain the high standards of clean your guests expect

- ▲ Image-based troubleshooting guides
- ▲ Simplified product application overview to improve safety
- ▲ Material compatibility guide
- ▲ Language-free support videos
- ▲ Detailed procedure cards



Consultative Service

...Service Personally Delivered

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.

- ▲ Service calls recorded using Ecolab's revolutionary G360 reporting platform
- ▲ Captures checks, observations, ongoing on-site training, recommendations and actions made at critical points
- ▲ Reports summarized, presented and emailed to show key details and insights recorded



ECOLAB'S HOUSEKEEPING PROGRAM HELPS TO PROTECT YOUR REPUTATION, GROW YOUR BUSINESS AND IMPROVE GUEST SATISFACTION

PERFORMANCE

Providing solutions to your biggest cleaning challenges and delivering superior and consistent results

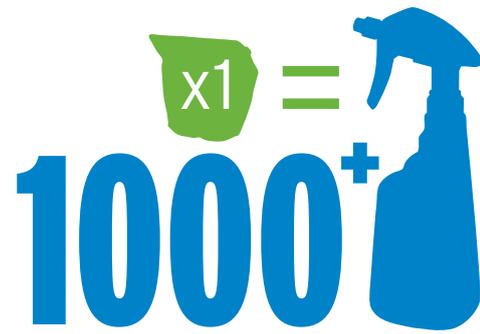
EFFICIENCY

Bespoke training program and materials to help drive and maintain staff productivity

SAFETY

Color-coded products with a unique dispensing method so there is no contact with concentrates

Control your environmental impact

x1 = 
1000+
re-usable spray bottles*

Reducing transport by over



... therefore reducing emissions**



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* Based on one 2-litre Oasis Pro Glass pouch making 1000 650ml spray bottles. ** Comparing the transport of 2 litre Oasis Pro pouches versus 650ml ready-to-use Spray bottles. *** Versus traditional pack sizes