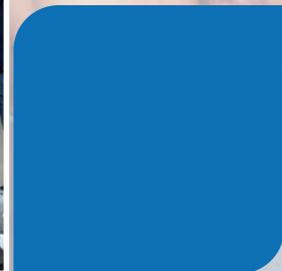


2020



NCH Asia Pacific CSR and Sustainability Report



Agenda

1	INTRODUCTION by DongEun Kim	03
2	ABOUT NCH	04
3	NCH CARES	06
4	2020 NCH APAC CSR HIGHLIGHTS	08
	COVID DONATION	09
	■ VIETNAM	10
	■ INDIA	
	■ PHILIPPINES	11
	■ MALAYSIA	12
	■ JAPAN	
	■ CHINA	13
5	NCH CARES GOALS Helping inside and Out	14
6	NCH COMMITMENT STATEMENT	18

A message from our President

DongEun Kim, President, NCH Asia Pacific



“If you give me a lever and a firm place to stand, I can move the world.” -Archimedes

Dear NCH Associates,
As we all know by now, the world as we know it has changed—and amidst tremendous challenges we are still here: adapting, resilient, and determined to thrive. I believe what makes the difference for us is the strength of our foundation—NCH. NCH corporation came into business during the 1919 pandemic and has overcome a lifetime of world changes. Our company is still here today because we have the following: solid support, we are equipped to make changes to adapt and the common desire to overcome adversity and be successful in providing for our families and community.

Hardship is not new to us. We are determined to recover quickly and make full use of our key strengths: people, product and the expertise to be the source of solutions that our customers have come to expect from our team. As we remain strong together, we will outlast the challenges.

I am proud to share that despite the year that was, we still participated in contributing to our community as well as taking good care of our own. Having the ability to do both is world changing.

Strong together,
DongEun Kim

A handwritten signature in black ink, appearing to read "DongEun Kim".

About NCH



OUR 100 YEARS OF HISTORY

- Founded in 1919 in Dallas, Texas, USA by Milton P. Levy Sr.
- Global Headquarters in Irving, Texas, USA
- \$1 Billion USD in Sales

OUR MISSION:

To be the best company in the world at cleaning water, conserving energy, and maintaining equipment while remaining environmentally responsible and economically competitive for our customers.



GLOBAL COVERAGE



NCH has 8,000 employees, with branch offices and manufacturing plants located on five continents.

We operate in over 50 countries with an extensive and varied product line. NCH Asia Pacific operates in 15 countries including: Australia, China, Hong Kong, India, Indonesia, Japan, Korea, Macau, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, and Vietnam.



INDUSTRIES SERVED

We focus on commercial, industrial, and infrastructure businesses in Asia Pacific, including:

Commercial

- Hotels & Hospitality
- Food & Beverage
- Shopping Malls
- Hospitals
- Schools
- Amusement Parks
- Commercial Buildings
- Golf
- Ski Resorts

Industrial

- Steel & Metal Works
- Food & Beverage
- Pulp & Paper
- Automotive
- Manufacturing
- Pharmaceuticals
- Agriculture
- General Manufacturing

Infrastructure

- Water Treatment
- Waste Management
- Mining, Oil & Gas
- Construction
- Marine
- Transportation
- Power Generation

ADVANCED TECHNOLOGY

NCH is committed to the continuous development of our products, equipment, and services to better serve our clients. Our Research & Development Laboratories are on the cutting-edge of technology - developing tomorrow's products today.

- NCH products meet or exceed standards set by OSHA, EPA, FDA, NSF
- Our products are produced under strict quality control in ISO 9001 certified plants
- NCH is proud of our nearly 400 patents

NCH Cares



Established on our 100th year anniversary, NCH Cares is our official corporate social responsibility (CSR) project that was focused on providing non-profit organizations with funding, product and hands-on volunteer support.

In 2019, to celebrate our centennial we have contributed more than 100 hours of volunteer work equally shared among the 50 subsidiaries world-wide.

NCH Cares continued to be active during the height of the pandemic, committed to reaching and providing solutions whenever possible.



2020 NCH APAC CSR HIGHLIGHTS



2020

NCH Australia models leading the way in **supporting internal sales and customers** through the lockdown by providing sales reps and customers a safe way to conduct business while compliant with all the current Covid-19 measures in place.



March 2020

NCH Vietnam leads **the first public disinfection project** against Covid -19



May-June 2020

Recognizing the need for immediate support during the critical first weeks of the COVID-19 global lock-down and rising cases that threatened to overwhelm local government and facilities, **NCH Corporation donated US\$60,000** to the hard-hit countries managed by its subsidiaries. The aim was to reach key institutions and front-liners devoted to fighting Covid-19 and provide the best of NCH: Food and hospital-grade disinfectant EVERBRITE PLUS, cleaning chemical products, CHEMENE and SANICHLOR, and a quick and effective hand cleaner, SWOOP, along with hand sanitizers. And much needed personal protective equipment (PPE).



Whole of 2020 and onwards

Internal support for sales and support teams to help adjust and **adapt to WFH and providing safety and disinfection materials.**

APAC Product Donations

NCH Corporation Donates to Countries Affected by Covid-19 Through its Community Service Program, NCH Cares.

- **Donation from the Levy Family and NCH Corp. amounting US\$60,000 was given to 4 Countries in Asia deeply affected by Covid-19 : China, India, Malaysia and the Philippines.**
- **Beneficiaries are key institutions and frontliners devoted treating the pandemic in their country**



NCH ASIA PACIFIC today announced the ongoing efforts of its NCH Cares community service against Covid-19 in key countries namely, China, Philippines, India and Malaysia.

NCH Corporation headed by the Levy family, has donated US\$60,000 to the countries managed by its subsidiaries, for use in providing product and PPE's to key institutions and its frontliners devoted to fighting Covid-19. All countries have already been on more than a month-long lockdown to minimize the spread of disease. The highlight of the ongoing drive is to provide the best of NCH. Donations are mainly comprised of food and hospital-grade disinfectant EVERBRITE PLUS.

NCH also supplied cleaning chemical products, CHEMENE and SANICHLOR, and a quick and effective hand cleaner, SWOOP, along with hand sanitizers and also much needed personal protective equipment (PPE).

NCH Philippines has donated a total of 40,000 Liters to 18 hospitals with Covid-19 wards and 5 Local Government Units for use in community disinfection. NCH Malaysia is fully supporting their frontliners by donating to the Malaysian Ministry of Health to distribute product at key hospitals and police stations. NCH India is focusing on government, private and primary hospitals specialized in COVID-19 and finally, NCH China supporting the educational institutions with thermo-detectors and masks.

to the Malaysian Ministry of Health to distribute product at key hospitals and police stations. NCH India is focusing on government, private and primary hospitals specialized in COVID-19 and finally, NCH China supporting the educational institutions with thermo-detectors and masks.

According to Walter Levy, Co-President/CEO at NCH Corp, "We are a 100-year-old company, we have been through a lot over the years at NCH. If there's anything that I know is true, we will come out of this stronger, together." With that, NCH Asia Pacific countries will continue supporting and building strength through NCH Cares community service.

***About NCH Corporation and NCH Cares :** Established in 1919 in Dallas, TX., is a company that manufactures cleaning, sanitation and maintenance products for commercial, institutional and industrial use. On its 100th anniversary, NCH launched NCH Cares, the biggest worldwide corporate social responsibility (CSR) projects of NCH Corporation. NCH Cares is promoted in all subsidiaries in 50 countries around the world.



NCH VIETNAM

March 2020

NCH Vietnam performed cleaning and disinfecting for office building and two schools in District 7, Ho Chi Minh City. NCH donated 500 liters of Everbrite Plus and helped to spray disinfectant on hallways, stairs, elevators & in classrooms as well as on the walls.

- VTA Office Building - 21 Phung Khac Khoan, District 1 with scale of 1,200 m2
- Nguyen Van Hung Elementary School, District 7 with a scale of 7,000m2
- Quyen High School, District 7 with a scale of 20,000m2



NGO QUYEN HIGH SCHOOL,
DISTRICT 7, HOCHIMINH CITY



VTA OFFICE BUILDING,
DISTRICT 1, HCMC



NCH INDIA

NCH India distributed cleaning chemical products to local healthcare workers and volunteers to help support them in the battle against COVID-19.





NCH PHILIPPINES

NCH Philippines distributed a total of **40,000 Liters of Everbrite Plus** to 18 hospitals with Covid-19 wards and 5 Local Government Units for use in community disinfection in and around metro manila and nearby provinces. Due to limited services, NCH was aided by our transport partner that donated its trucks and manpower were all volunteers from sales and operations –all helping in the distribution drive.





NCH MALAYSIA

NCH Malaysia provided full support by donating hospital-grade disinfectant - Everbrite Plus, and hand soap - Swoop to hospitals to alleviate the shortage of disinfectant



NCH JAPAN

NCH Japan donated Everbrite EC to their key account





NCH CHINA

NCH China provided public facilities and schools with 71 thermo-detectors
34200 piece of masks



NCH CARES GOALS : Helping inside and Out

Australia  leads in internal CSR efforts



- Masks to all sales reps / technicians
- Covid novelty pack for customers



novelty pack

- Operations **working on scheduled rosters** during lockdown
- Adhering to all the current Covid-19 measures in place
- Doubled-tripled up **stock levels to prevent shortages and help customers** with their needs during the worst moments
- Added **hand sanitiser** back to our product line and created **health pack** with sanitiser and tissues to hand out to our customers
- Zoom video calls from managers to help reps when in the field in front of customers. **Weekly training via zoom** for selected groups

- Provided **signage and cleaning/ disinfectant products** around the office for the team to use
- Sent out a letter to all customers to let them know what measures we have taken to train our sales team so they are **acting in a safe manner** when in the field
- Provided discounted billing to few of our customers
- Suspended contract billings to whole of Marriot group in Fiji , still is suspended (CA)
- Provided **Chemene disinfectant to office staff** for regular cleaning. Provided **sanitiser to office areas** for repeated use
- Completed and approved travel permit for lock down areas (e.g. Melbourne)
- All reps completed their **COVID 19 Certification** of Acknowledgment / Infection Control Training and received Certificates to show customer if needed.

Leading Internal Efforts

NCH CARES FOR NCH



Work-From-Home (WFH)

NCH values its people's safety above all. **Work-From-Home (WFH)** was allowed and supported. All personnel had full support and needs were provided to ensure a smooth work transition even during lockdown.

Laptop units were purchased and made available. Accounts and Training was set up for virtual video and audio conference apps to allow our colleagues to work better internally and to be able to reach out to customers.

Masks and personal use disinfectants



- Masks and personal use disinfectants were provided
- Observation of limited capacity offices where applicable
- For sales & operation personnel, test kits are covered expense
- For everyone's safety, "Go Digital" policy was introduced

NCH CARES GOALS : Helping inside and Out



Dear valued customers,

Like so many of you, the team at NCH is adapting to the new realities around us. We're all focused on how to best protect and support our families, employees, customers and communities in the face of this unprecedented global crisis.

NCH ASIA PACIFIC has taken necessary precautions to ensure our ability to continue running our business, operating our warehouses, and providing continuous high-quality support to all our customers.

We are utilizing social distancing as a global policy but much of the essential work we do cannot be done from home. So, we've implemented a series of preventative health measures for employees — everything from increasing the frequency and intensity of cleaning to adjusting our practices in warehouse to ensure the recommended social distancing guidelines.

We have adapted digital collaborative tools and a weekly company-wide online team teleconferences for continuous feedback and updates to our employees on any enhanced guidelines. We still maintain a mandated travel restrictions and visitor guidelines to reduce the risk of infection.

Making it easier than ever to do business with us

To help serve you better, our teams have been instructed to work with customers through all and any digital or online channel you are comfortable with using and still be in support of social distancing and keeping in-person interactions to a minimum.

And if we do meet, we've placed orders to make available face masks, and sanitizers. Soon our associates will be contacting you to share information about our Hygiene line card to keep you and your premises safer.

With the actions we have taken, we remain confident and committed to supporting all our customers as they work through these trying times.

Thank you for your continued confidence in us.

Staying Safer Together!

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Leading Internal Efforts

NCH CARES FOR NCH

Masks, vitamins, first-aid and disinfectants are provided to all employees



- Masks, vitamins, first-aid and disinfectants are provided to all employees
- Observation of limited-capacity spaces where applicable
- For sales & operation personnel, covid-19 tests are a covered expense
- Automatic disinfectant dispensers at all offices
- For everyone's safety, "Go Digital" policy was introduced





NCH COMMITMENT STATEMENT

"Stronger together"

- Continue to support our teams by providing assistance when needed.
- When available, private COVID-19 vaccinations will be sponsored.

NCH is more than just products:

NCH is our People supporting the Community and the Environment.



NCH Cares People

- Inspire NCH Associates, Partners and Customers to help people in need.
- Invest in skills
- Develop People -personally and professionally
- Safety, health and wellness of employees and their families
- Build a positive, safe and supportive work environment



NCH Cares Community

- NCH promise to aid community in disaster management via corporate strength in product, service and expertise.
- NCH Plant Locations will have an annual area cleaning drive for preventive maintenance.
- Announce Free Preventive Maintenance (TPM) Courses near Plant Locations.



NCH Cares Environment

- NCH will support and produce product and service innovations while caring for the environment
- Environmental-impact consciousness (less waste, less residue, no pollution, go green)
- Go for ISO 14000 as ideal.
- Provide long term environment aid via Tree Planting, Area protection, Support less waste.

