

GLOBAL QUALITY POLICY (ENGLISH)

Quality is the Core of Everything We Do

Purpose

Ecolab sets a global standard of excellence in product quality and operational performance to help our customers succeed and protect what is vital. Quality is a shared responsibility, and each associate is empowered to deliver on this commitment.

Our commitment to quality protects our customers, strengthens our brand, safeguards the environment, and enables sustainable long-term growth.

This policy provides a framework to establish, implement, maintain, and continually improve the effectiveness of Ecolab's Quality Management System (QMS). It defines mandatory quality expectations to ensure regulatory compliance, product safety, customer satisfaction, and consistent operational performance across the organization.

Scope

This policy applies to all Ecolab divisions, geographies, and product lines. It is reviewed on a defined periodic cycle by designated Quality Leadership or as required by regulatory or business changes.

Policy

Ecolab is responsible for designing, developing, manufacturing, delivering, and supporting products, solutions, and services throughout their lifecycle to ensure they are safe, compliant, reliable, and appropriate for their intended use.

Ecolab maintains a documented QMS that must be applied consistently across all divisions, geographies, and product lines.

The QMS must maintain customer and stakeholder focus, comply with applicable laws and requirements, apply risk-based identification and mitigation of quality issues, uphold integrity in decision-making, and support effective product stewardship across the product and service lifecycle.

Ecolab is required to conduct audits, management reviews, and performance monitoring using defined quality objectives and key performance indicators to evaluate the effectiveness of the QMS and identify opportunities for improvement. Quality leaders responsible for each QMS certificate are accountable for reviewing the results of these activities and ensuring that any identified failures or deficiencies are addressed through appropriate actions.

Quality issues, risks, or nonconformities are required to be addressed through documented corrective actions and continuous improvement activities.

Explanation of Key Terms

Quality Management System | The set of policies, processes, and procedures required for the planning and execution of products or services. The desired outcome is to consistently meet customer and regulatory requirements and expectations, and to enhance customer satisfaction.

Nonconformity | Non-fulfillment of a specified requirement.

Corrective Action | Action taken to eliminate the cause of a non-conformity and prevent recurrence.

Management Review | Define A forum comprised of top management which meet at defined intervals to ensure the Quality Management System is effective and adequate.

Responsibility

All associates shall comply with this policy and applicable quality procedures relevant to their roles.

Quality Leadership is accountable for the effectiveness of the QMS. Regional quality teams are responsible for providing governance and oversight to support QMS effectiveness through established review and assurance mechanisms. Functional Leadership shares responsibility for upholding quality within their operational areas by ensuring alignment of this policy with Ecolab's strategic direction and reinforcing quality expectations through their day-to-day operations and decisions.

Compliance

Compliance with this policy is mandatory. Failure to comply with this policy may result in corrective action in accordance with Ecolab policies and applicable regulations.

Version #	Date	Description	Revised By
Initial Release (0)	01/14/2019	Initial Release	Corporate Compliance
1	09/01/2022	Policy Revision and Update	GQSS
2	05/2026	Policy Revision and Update	Quality & Process Engineering