

## Insights on Recent Publicity

In October and November 2003 there was an outbreak of Legionnaires' disease in Hereford, England. As a result of this outbreak there were 28 cases of Legionnaires' disease of which 2 proved to be fatal. Investigations completed in the area by the Environmental Health Department and the Health and Safety Executive centred on the Bulmers cider making plant.

### **Q1. What happened in the Bulmers case?**

Two towers at the cider plant were found to be positive for *Legionella pneumophila*, sero group one. Nalco Limited had treated this facility for 17 years without incident, close examination of the processes and procedures found the tower cleaning and pack removal processes to be insufficient. Both Bulmers and Nalco Ltd pleaded guilty to breaches of section three of the Health and Safety at Work Act 1974 and admitted to an unintentional breach in H&S guidance.

### **Q2. Has the legal action affected the accreditation status of Nalco to certain organisations and professional bodies?**

No. The incident occurred in November 2003. Since that time the Legionella Control Association (LCA) has audited Nalco management procedures twice and Nalco remain accredited to the LCA. We continue to work with this organization in order to improve the standards within the industry. Additionally, Nalco has been successfully audited by DNV in regard to its ISO 9001 certification during this time.



### **Q3. Within Nalco, what has happened with regard to its Legionella based services since the outbreak?**

Nalco has always had a philosophy of seeking continual improvement in all of its processes. Since 2003, Nalco has thoroughly audited all service related processes and procedures and has worked closely with the Legionella Compliance Association to help develop industry best practices. As these best practices are developed they are taken on board and used by Nalco in its day to day operations.

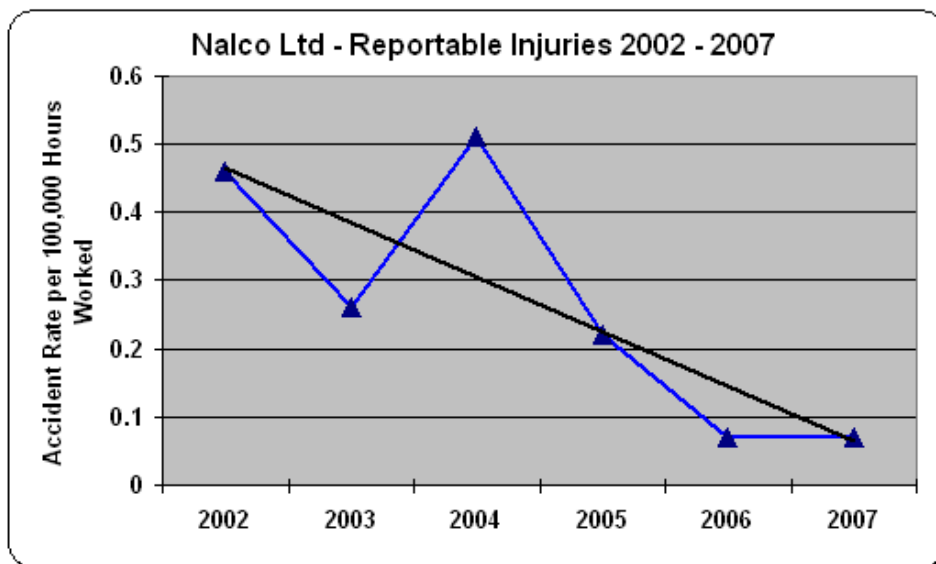
### **Q4. How are you going to communicate lessons learned with your customer base and the rest of the industry?**

We continue to remain active in industry associations where we meet regularly with other companies in the same field. We have scheduled industry seminars for our customers to enable us to share our experiences and best practices. These will be held throughout the latter part of 2008.

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**Q5: Can you comment on Nalco’s Health and Safety record?**

Safety has the highest priority in the Nalco organisation. Over the last 5 years we have made an exceptional improvement in our reportable injury rate, which is currently better than the industry average rate reported by the UK Chemical Industries Association.



**Q6: Can I still be confident in choosing Nalco as my service provider?**

Yes, Nalco is the market leader for the supply of water treatment, associated hygiene services and innovative technology. We operate to ISO9001:2000 standards and maintain accreditation with the Legionella Control Association. We will continue to lead the market in sustainable innovations oriented toward improving our customers risk management and compliance activities such as:

- 3D Trasar – for monitoring and control of cooling water treatment
- Envirox – safe and effective secondary disinfection
- EnviroTrak – web-enabled data management compliance tool
- eRisk Assessment - global standard for pathogen Risk Assessment
- FastPath – for rapid in field Legionella SG 1 detection
- CoilFlo – a coil cleaning technology to improve Indoor Air Quality

Nalco remains committed to lead our industry and to continuously evolve to meet changes in customer and legislative requirements.