



Water

Water

OUR PERFORMANCE IN 2019

Aim	Progress	Aim	Progress
33%	4%[†]	35%	37%[†]
reduction in water impact per dose by 2020	decrease in water impact per dose vs 2012	reduction in water use in manufacturing and warehousing by 2020	reduction per unit of production vs 2012

¹ Manufacturing and warehousing only.

[†] Assured by ERM CVS as part of their limited assurance scope; for details, see our Sustainability governance, reporting and assurance insight. Excludes IFCN.

Our biggest challenge is often not the water we use in our operations or products, but the water needed by people to use our products.

Our approach to water

Across the world today, millions of people are affected by water scarcity and poor water quality, and that number is predicted to rise due to climate change. This year 55 million people suffered from drought, and two billion people lack access to safe water supplies. Therefore managing water resources well is essential for the health of our planet and society and for our long-term success as a business.

Our biggest challenge is often not the water we use in our operations or products, but the water needed by people to use our products. Since 2012, we've been working to measure and reduce water use throughout our value chain.

We're also working to help people in our communities have better access to clean water and sanitation, particularly in water-stressed areas where we operate such as Turkey and India. Our efforts to make a positive difference to people's health and the environment are both good for our business and the communities that surround us, while supporting UN SDG 6, calling for clean water and sanitation for everyone.

We've made good progress in reducing the water impact of our own operations, such that water used in our manufacturing now represents less than 1% of our total water impact. This is thanks to our sites achieving their water reduction targets, using water more efficiently,

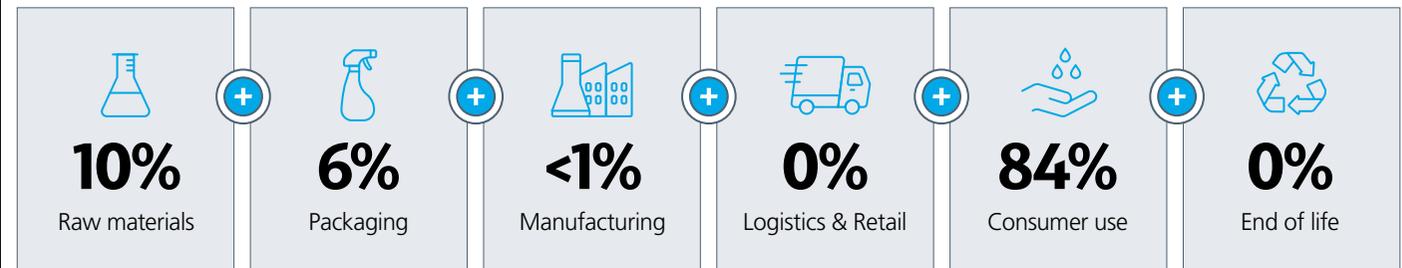
treating wastewater more effectively, and in some cases reaching a goal of zero wastewater being discharged from the facility. However, there are challenges ahead – the IFCN business we acquired as part of Mead Johnson in 2017 offers products which are water-intensive throughout their life cycle. As we're still integrating IFCN into our reporting, the historic performance for Mead Johnson is not yet part of our metrics and will have an impact on our performance in the future.

What is much more difficult, however, is reducing our impact on water across our value chain, particularly the 84% attributable to consumer use. Even though we achieved a small decrease in our overall water use this year, we're still some way off our overall target to reduce this by a third.

The remaining 16% of our impact comes from our supply chain, with 10% attributed to raw materials and 6% to packaging.

While we've made some progress, we still have much to do. We're focusing more closely on the complete life cycle of our products, and have several promising initiatives to lower the impact on consumer water use. These include reformulating our products using ingredients with a lower water footprint, as well as building consumer awareness on how to conserve water when using our products. This year our Finish brand, in conjunction with National Geographic, began our campaign on water in Turkey and Australia. We will extend the campaign to other markets in 2020 to help raise awareness and encourage people to use less water at home.

Our water impact



Water continued



Managing our water resources

With the exception of our IFCN sites, which we acquired more recently, all our sites are certified to ISO 14001. IFCN sites are in the process of completing final assessments for certification and should all be certified by the time of our next report. All sites must also meet our Global Water Management standards, our best practice framework. Sites also assessed potential ways to reduce their water impact, which supports improvements and our future planning.

Across many of our sites including; Atizapan, Mexico; Cileungsi, Indonesia; Shangma Qingdao, China and Raposo Tavares, Brazil, we increased water reuse and recycling. We achieved this using various water treatment techniques, such as reverse osmosis which cleans the water before we reuse it. In Granollers, Spain we saved water by reformulating some of our products, and in Atizapan by treating water to deliver different levels of quality which we then use appropriately. Higher quality water is used for products while lower quality water is used for flushing toilets. We increased water efficiency in various sites by changing how we clean our production lines, including; Tuas, Singapore; Sitarganj, India; Mira, Italy and Chartres, France. We also installed water efficient equipment to reduce water use in toilets or showers in Raposo Tavares, Brazil and Cali, Columbia.

We're also evaluating water use as part of our sustainability assessments when developing our products. At each stage of development, we run models using our sustainability innovation calculator (SIC) app to make sure we're keeping water use and waste to an absolute minimum. See more on this in our [Sustainable product innovation insight](#).

We have previously carried out global water scarcity assessments using the WRI Aqueduct tool. This identified where we can have the greatest positive impact, and where we want to increase our efforts. We look to drive water performance across all our sites, but this is especially true of sites in areas of water scarcity.

We operate in 24 water-stressed areas, and we have more to do to understand how we can mitigate risks, by working in the water catchment areas where our sites operate. This has already led to initiatives such as water harvesting, ensuring that rainwater captured from roofs is reused, or perhaps returned to local agriculture.

A major focus is making sure we treat and reuse as much water as possible in areas where water is scarce – treating water so we can use it for different purposes and challenging ourselves to find new ways of reusing water and reducing its use as much as possible. This year through these programmes, several sites, including Hosur, Mysore and Irungattukottai in India and Banglee, Thailand, have achieved zero liquid discharges – by purifying, recycling or putting back into production water used on site.

Our focus for 2020 and beyond

To address our challenges for water, we're developing a new water resource strategy that incorporates IFCN and sets ambitious targets to 2025 and beyond. We'll be focusing particularly on improving water efficiency, the impact of our water use on the overall catchment area and the quality of wastewater in water-stressed locations. Where possible, we are aiming for zero effluent discharge.

Over the next five years we'll work even harder to understand the impacts of our products across their life cycles. While our focus so far has primarily been on manufacturing, where we can most make a difference, we know that taking an end-to-end view is the right and responsible thing to do. So we're looking to reduce our impact on water at all stages: from design and manufacture to ingredients and materials, and through to how people use and dispose of our products. Examples of this include our Vanish Stain Remover Gel with its more concentrated formula and the removal of the plastic dosing ball and Finish Eco Dishwater Detergent Gels where reformulation enabled less water to be used in the wash and which received a certified EU eco label in 2019.



Water continued



Water use – product¹

Total water use 2019 (RB excl IFCN)	Units	Raw material	Packaging	Manufacturing	Logistics & retail	Consumer use	End of life	Total/average
Water use 2019	total (million litres)	577,200	429,600	5,700	0	1,658,500	0	2,670,900 [†]
	litres/dose	1.1	0.8	<0.1	0	3.2	0	5.1 [†]
	% split	22%	16%	<1%	0%	62%	0%	100%

Total water use reductions (RB excl IFCN)	2012 (baseline)	2018	2019	% Change on 2012	% Change on 2018
Water use (litre/dose)	4.9	5.1	5.1 [†]	+1%	0%

Total water use for IFCN 2019	Units	Raw material	Packaging	Manufacturing	Logistics & retail	Consumer use	End of life	Total/average
Water use 2019	total (million litres)	453,900	69,500	4,100	0	409,200	0	936,600 [†]
	% split	48%	7%	<1%	0%	44%	0%	100%

Water impact – product¹

Total water impact 2019 (RB excl IFCN)	Units	Raw material	Packaging	Manufacturing	Logistics & retail	Consumer use	End of life	Total/average
Water impact 2019	total (million e-litres)	260,800	273,100	6,300	0	3,960,500	0	4,500,600 [†]
	e-litres/dose	0.5	0.5	<0.1	0	7.5	0	8.6 [†]
	% split	6%	6%	<1%	0%	88%	0%	100%

Total water impact reductions (RB excl IFCN)	2012 (baseline)	2018	2019	% Change on 2012	% Change on 2018
Water impact (e-litres/dose)	8.91	9.25	8.55 [†]	-4%	-8%

Total water impact for IFCN 2019	Units	Raw material	Packaging	Manufacturing	Logistics & retail	Consumer use	End of life	Total/average
Water impact 2019	total (million e-litres)	215,600	44,100	900	0	147,400	0	407,900 [†]
	% split	53%	11%	<1%	0%	36%	0%	100%

¹ Pre-acquisition data for our IFCN business is not available. To ensure like-for-like comparisons, target performance trends vs 2012 exclude IFCN. IFCN results are shown as a separate entry.

[†] Assured by ERM CVS as part of their limited assurance scope; for details, see our [Sustainability governance, reporting and assurance insight](#).

Figures in the above tables have been rounded for presentation purposes.

Our performance in 2019 – data detail

We measure and report on water use by product, water impact by product, water used in our operations, and our wastewater discharge by destination and volume. All our reporting is against a 2012 baseline, excluding our Infant Formula and Child Nutrition (IFCN) data, which is shown separately. This year we were particularly pleased to receive leadership status in the Carbon Disclosure Product (CDP) for water stewardship. We scored A-, up from B- in 2018, after we focused on improving our disclosure, policies and water accounting.

This year we incurred no fines or prosecutions with regards to environmental breaches or pollution, and there were no significant spills.

Overall, we used less water this year than in 2018 for two reasons – our overall production volumes declined and we also made our processes more efficient. However, water used per unit of production increased after launching different products and pack sizes.

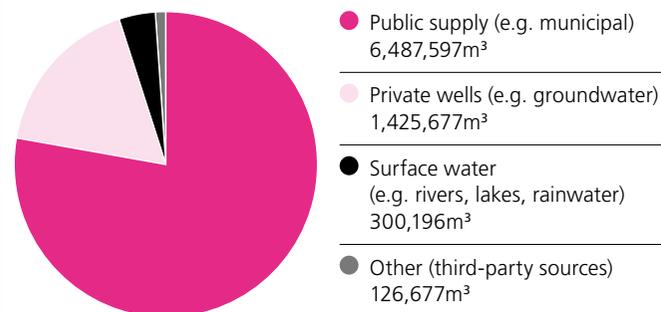
Water continued



Water used in our operations

Across our operations we use water from a number of different sources depending on the local area. Since 2012, we have reduced our water use by 37% (per unit of production), despite a slight increase of 1.1% since 2018 which occurred due to changes in the type and size of products we make. This year our total water withdrawals (including IFCN sites) were 8,340,146 m³, a reduction of 5.4% since 2018, while we recycled and reused 222,708 m³, up 3% since 2018.

Total water use (withdrawals) in 2019 in m³



Wastewater discharge

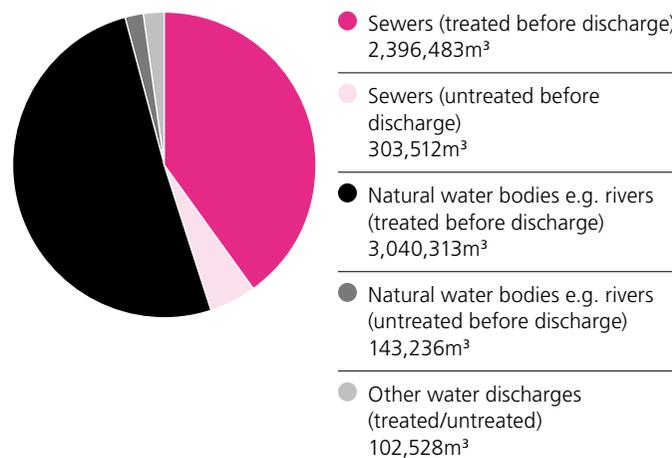
Wastewater discharge this year was higher compared with 2018, as a result of improvements in on-site waste water treatment capacity and reductions in wastewater treated off-site.

Wastewater discharges – quality

	Units	2016	2017	2018	2019
Direct chemical oxygen demand	metric tonnes	1,421*	1,517*	1,338*	750

* Previous years restated due to data reporting improvements and correction of previous unit factor error. Improvement in quality of data is ongoing and will be further worked on over the next 12 months.

Wastewater discharges in 2019 in m³



Listening to our stakeholders

Reporting effectively across the breadth of our sustainability issues, and the regular updates on our many programmes and activities, is always a work in progress and so we look forward to hearing your feedback – what should we keep and where can we do better?

Email us at sustainability@rb.com.

Or write to: The Sustainability team

Reckitt Benckiser Group plc (RB)
103–105 Bath Road
Slough, Berkshire, SL1 3UH
UK

Water use – manufacturing and warehouse operations¹

Metric	Units	2012	2013	2014	2015	2016	2017	2018	2019 [†]	Change vs 2018	Change vs 2012
Water use per unit of production	m ³ per 1,000 CU	0.964	0.788	0.718	0.675	0.657	0.612	0.598	0.605	1.1%	-37.2%
Water discharge per unit of production	m ³ per 1,000 CU	0.496	0.344	0.289	0.281	0.289	0.238	0.246	0.268	8.7%	-46.0%

¹ Pre-acquisition data for our IFCN business is not available. To ensure comparison with our 2012 target baseline, 2019 data shown in this table excludes IFCN. Including IFCN, 2019 manufacturing and warehouse water use was 1.090m³ per 1,000 consumer units (CU) and water discharges were 0.783m³ per 1,000 CUs.

[†] Assured by ERM CVS as part of their limited assurance scope; for details, see our Sustainability governance, reporting and assurance insight.



CASE STUDY

#FINISHWATERWASTE DRIVES GROWTH, SAVES WATER

Our #FinishWaterWaste campaign in Australia is helping us change consumer behaviour and reduce our carbon footprint when consumers use our products. The New South Wales bushfires this year illuminated the catastrophic effect that drought can have on homes, livelihoods and wildlife. Working in partnership with Rural Aid, our dishwashing brand Finish encouraged consumers to stop pre-rinsing their dishes, saving 40 litres of water per wash. For every tablet sold, (at retailers Coles and Woolworths in September and October), Finish promised to donate the same amount to rural communities in need. In September, Finish and Rural Aid donated a much needed 1,900,000 litres of water to communities in Warwick, Queensland which were experiencing some of their worst droughts in recent history.

FINISH AND NATIONAL GEOGRAPHIC

In Turkey, our Finish brand worked with National Geographic to raise consumer awareness about water scarcity. The documentary, 25 Litres, posed the challenge of living with only that amount of water each day, mirroring drought conditions. Together we also revitalised Lake Kuyucuk in Turkey. And working with our retail customers we built consumer awareness through television coverage and supermarket events to emphasise the importance of managing water resources for the future. With one customer, Migros, we introduced the 'Water Bill Challenge', where customers received discounts on Finish products when making savings on their water bill.

MISSION PAANI, INDIA

Our Mission Paani in India aims to generate nationwide awareness, behaviour change and action for protecting and conserving water resources. It's a campaign that combines compelling communication with water conservation and governance measures.

Community projects play a large part, promoting water awareness among households and supporting reuse of water. A pilot with local households, communities and Panchayati Raj Institutions (a key governance mechanism in rural India) will do three things: (1) identify ways to build a culture of water consciousness; (2) develop a baseline of household water availability, water sources and consumption, against which we can measure improvement; and (3) find ways to reduce wasteful use of water.

Under the Jal Jeevan Mission, a government initiative to ensure access of piped water for every household, we have been inspiring people to 'Measure-Reduce-Reuse' water. All our work complements the Indian Government's efforts on water. We aim to build from our pilots to scale up and drive significant positive impact on India's future water resources.