



- ENERGY
- PEOPLE
- PRODUCT
- WASTE



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# 2010 Tennant Corporate Social Responsibility Report

## Leading through Stewardship

Five years ago, Tennant Company embarked on a journey for which there was no roadmap. At that time, Tennant made a commitment to become a leader in delivering environmental cleaning solutions, a direction which opened the door to developing water-based cleaning technologies such as our chemical-free ec-H2O™ technology. This technology led the way to a fundamental shift in how our industry cleans spaces...and literally changed the course of our 140-year-old company which had been best known for producing high-quality, industrial strength cleaning equipment.

This decision also marked the beginning of Tennant's Sustainability journey. Rooted in a belief that we are not owners of environmental resources but rather are stewards of these resources, Tennant is guided by a commitment to leaving things in better condition than we found them. Driven by

this core value of stewardship, our sustainability efforts are inherently aligned with our company's vision to help create a cleaner, safer, and healthier world through chemical-free and other sustainable cleaning technologies.

These sustainability efforts are grounded in four pillars:

- **Products**
- **Energy and Emissions**
- **Waste**
- **People**

Despite the economic uncertainties of the recent past, Tennant has made significant strides in each of these four areas and we are proud of our accomplishments. These include:

- expanding our suite of water-based cleaning technologies to our full line of floor scrubbers, bringing us closer to realizing a vision of cleaning without chemicals;

- reducing waste production and energy consumption throughout our product lifecycle;
- engaging more of our employees in sustainability programs;
- continuing our commitment to community giving and volunteerism.

We know there is still more work to do. We will continue to focus on our sustainability core pillars and identify ways to further our progress against each of them. Our current year initiatives include:

- Building on our portfolio of revolutionary water-based cleaning technologies such as ec-H2O™ and the Orbio® 5000-Sc
- Continuous improvement in monitoring and reporting on greenhouse gas emissions for the U.S. and Europe
- Continuous improvement in reduction of inbound and outbound

- packaging materials
- Ongoing engagement of Tennant employees as leaders and stewards of sustainability

We recognize that Tennant's sustainability journey is just that: a journey. Along this journey Tennant will leverage all of the resources at our disposal to focus on sustainability as we innovate for our customers, improve efficiency in our operations, reduce resource consumption across the enterprise and engage employees, customers and partners in our quest to create a cleaner, safer, healthier world.

Yours in stewardship,



H. Chris Killingstad  
President and Chief Executive Officer  
Tennant Company

## Tennant Sustainability Pillars



### PRODUCTS



### ENERGY & EMISSIONS



### WASTE



### PEOPLE





Advancing the Market

# Company Profile

A HISTORY OF GROWTH AND INNOVATION

## MARKETS

Tennant Company offers a full suite of solutions for cleaning and maintaining spaces in the following industries:

- Retail and Public Spaces
- Hospitality
- Health Care
- Education
- Food and Beverage
- Government
- Warehouse and Distribution
- Manufacturing
- Aviation

Founded in 1870 by George H. Tennant, Tennant Company began as a one-man woodworking business, evolved into a successful wood flooring and wood products company, and eventually into a manufacturer of floor cleaning equipment. Throughout its history, Tennant has remained focused on advancing its industry by aggressively pursuing new technologies and creating a culture that celebrates innovation.

Today, Tennant is a global leader in designing, manufacturing and marketing solutions that help create a cleaner, safer, healthier world. Tennant products include equipment used to maintain indoor and outdoor surfaces, as well as equipment parts, service, maintenance and financing. Products are marketed under the Tennant®, Nobles®, Green Machines™, Orbio™ and Alfa® brands.

### TENNANT BRANDS



# AWARDS

## RECOGNIZED FOR INNOVATION AND CREATING A CLEANER WORLD

- Minnesota Keystone 2% award (Donating at least 2% of pre-tax earnings to community)
- US Environmental Protection Agency's SDSI Safer Detergents Stewardship Initiative
- Minnesota High Tech Association - Tekne Cleantech Award - 500ze Electric Sweeper
- 2010 'Noise Oscar' for Technology from the Noise Abatement Society (NAS) - 500ze
- Ruban d'Honneur for the UKTI Award for Innovation - 500ze
- Pepsico Fleet North America - Supplier of the Year
- "Top 10 Green Company" by Portfolio 21 for 2011
- ec-H2O Best Research Activity Award by Revista Limpiezas (Spain)
- Recognized for 40 years of support to Metropolitan Economic Development Association



## MEMBER ORGANIZATIONS

Tennant Company is a member of the following organizations. We participate on committees and projects and consider these memberships as strategically aligned with our business and vision.

- International Sanitary Supply Association
- United States Green Building Council
- Healthy Schools Campaign (provide substantive funding)
- Boston College Center for Corporate Citizenship
- Minnesota Environmental Initiative
- MAPI – Manufacturer's Alliance
- Minnesota Business Partnership
- Minnesota Chamber of Commerce
- Waste Wise Minnesota
- BSCAI (Building Service Contractor's Association International)
- CIRI – Cleaning Industry Research Institute (founding sponsor, provide substantive funding)



## Increasing Transparency, Demanding Results

# ABOUT THIS REPORT

Tennant's 2010 "Leading through Stewardship" report is its second corporate sustainability report, covering the calendar year ending on December 31, 2010. Tennant Company is committed to releasing a corporate sustainability report on an annual basis, as well as to expanding the report content and boundary every year.

Led by Senior Sustainability Manager Stan Mierzejewski, Tennant Company has aggregated a core team of senior-level employees tasked with identifying the issues and metrics to include in each CSR report. In preparing to publish this report, that team performed a materiality analysis assessing the importance of each topic to internal and external stakeholders, as well as the environmental, social and economic significance of that area.

### STAKEHOLDER ENGAGEMENT

In addition to assessing materiality, Tennant is also committed to responding to the needs and requests of its key stakeholders. In 2010, we focused on engaging three stakeholder groups: employees, strategic customers and distributors.

We learned that those groups share some of the same fundamental expectations:

- Be profitable and stable
- Respect human rights and people
- Employ ethical business practices
- Communicate openly and transparently about issues that impact us

Each stakeholder group also has its own unique questions and concerns. The results of an all-employee survey showed that Tennant Company

employees are proud of our efforts in sustainability, but want to be kept apprised of any new strategies the company is pursuing to protect and improve the planet. They want that environmental commitment to be reflected throughout our operations and expect us to demonstrate our progress with meaningful quantitative metrics.

In one-on-one interviews, strategic customers communicated it is important that Tennant is a respected leader in its industry. They want Tennant to continue to develop leading products that increase productivity while reducing costs and environmental impacts. Distributors reflected many of the same expectations as customers; however, they also want to know that they have a partner that will respect their business and operations, and deliver on its promises.

In 2011, we plan to expand our stakeholder engagement efforts to include suppliers, trade organizations and key investors.

### REPORT FRAMEWORK

In keeping with our commitment to transparency and measurable results, Tennant has chosen to follow the Global Reporting Initiative's G3 reporting framework. The 2010 report contains metrics and disclosures at a B Application Level. This year's report has expanded to 26 GRI performance indicators, from 12 performance indicators in 2009.

In addition to evaluating materiality and stakeholder interests in identifying metrics, we selected several key performance indicators because they provide standard measures for assessing sustainable business performance, such as energy use and greenhouse gas emissions.

### REPORT BOUNDARY

The geographic boundary of the report has also expanded to cover Tennant's European operations, in addition to the company's North American operations and fleet, which were included in the 2009 report. Tennant Company will continue to seek opportunities to expand the boundary and number of indicators reported as data availability and reliability improves.

For more information about the GRI components of this report, please reference the GRI index on page 35.

*We welcome feedback and questions about our report at: [Sustainabilityreport@tennantco.com](mailto:Sustainabilityreport@tennantco.com)*

**“Our CSR Report allows us to provide Tennant's customers, shareholders, employees and other key stakeholders with a holistic depiction of our performance as environmental, social and fiscal stewards. We are committed to expanding our level of transparency every year to both meet the needs of those stakeholders, and to track our own progress against our sustainability goals.”**

Stan Mierzejewski  
Sr. Sustainability Manager





# Employees

# Make a Difference

Impacting Tennant Company's Sustainability Initiative Every Day



**Trevor Burnett**  
European Logistics Manager  
Uden, The Netherlands

The major areas of logistics that impact sustainability are:

- (1) Carbon footprint of transportation modes
- (2) Packaging material content and waste
- (3) Pallet recycling

I am currently working on several projects that will reduce our environmental footprint. We are working with a packaging supplier to migrate to recycled packaging, which will also have cost advantages. In France we are testing a new model for machine deliveries. This model outsources the "final delivery kilometer" and machine installation. A third party logistics provider will bring efficiencies, saving costs and emissions and make pallet return for reuse feasible and cost effective.

Some initiatives we implemented last year are consolidating machine and parts order deliveries to SSO facilities. We also consolidated deliveries to service engineers into one order per day reducing packaging and packing material. These actions reduced our carbon footprint and cost. In Uden we sort and send to processing facilities for recycling: plastics, office paper, cardboard, pallets, batteries, electronics, dangerous goods, and sort waste steel by grade. Further we break down old machines into like materials for recycling at their end of life.



**Mike Ardito**  
R&D Engineering Manager  
Minneapolis, MN USA

My role is to guide teams of engineers and designers engaged in the development of new product platforms and product variants.

We are looking at ways to use the design tools to help us measure the impact a design may have on the environment. These tools can help us baseline where we are now and show where there are opportunities to improve. We are working hard to increase the efficiency of our designs in various ways to create the most value with the least energy, materials and effort. This is very much in line with the fundamental Tennant value of Stewardship.

If you view our products in the light of the service they provide, we can look at how to deliver that service with less material and energy use. If we can leave the same clean floor behind with a machine that contains half the material, uses half the water and uses half the energy, then we know we have done so with half the impact to the environment up and down the value chain. We will likely have done so at significantly less cost—a compelling business case for reducing our impact as well as that of our customers.



**Emma Needle**  
Strategic Account Manager  
United Kingdom

Sustainability or environmental stewardship is a factor in my job nearly every day. As I am customer facing, I am frequently asked about sustainable solutions, whether it be from increased productivity, cost savings or green credentials. I am often asked about reducing the impact of chemicals, how to reduce water consumption, and the life cycle impact of our machines.

Many UK retailers are concentrating on the footprint of products reaching their stores. They now are asking about our footprint with respect to the manufacturing of our machines. They also want to know how to responsibly dispose of equipment at the end of its life. Tesco in particular (2,500 stores in the UK) asked about the life cycle of their machines two years ago. Having life cycle impact information would put Tennant ahead of our competition.

Water is becoming a concern for UK retailers. Many have stated they will reduce water usage on a base line of 2009. Against this goal, they are looking at the water used in cleaning machines. The impact of replacing machines in stores with the ec-H2O technology helps them achieve their water reduction goals.

The retailers in the UK tend to drive how we behave as human beings – they seem to have more of an impact than our government. So, I see retailers as bellwethers of the future.



**Rick Van Horn**  
Fabrication Team  
Minneapolis, MN, USA

I have worked at Tennant Company for nearly 33 years in the Machine Shop Lathe area where we make parts that go into our machines. A lot of energy, steel, paper, plastic and lubricants are used to make these parts. Waste is generated as part of the production process. I think it is everyone's responsibility to be on the lookout for opportunities to conserve resources and reduce waste.

An area where we can save resources and reduce cost is in the production orders area. A production order has from four to seven attachments – pieces of paper. When the parts we make are put into stock, the production order and all attached paperwork is thrown away. The production order attachments are unnecessary. All the information needed to produce the part is available on the computers located at each work center. One production order consisting of four to seven pieces of paper might not sound like a lot. When that one order is multiplied by the one hundred orders processed in a typical day, the number gets big. We would realize savings in cost of producing the orders and reduce the impact on the environment by reducing paper.

# THE AMERICAS

1,805 Employees



# EMEA

750 Employees



# APAC

245 Employees



## TENNANT FACTS

- ▶ 2,800 FTE's Worldwide
- ▶ Sell direct in 15 countries
- ▶ Sell through distribution in 80 countries

as of 12/31/2010

## OUR GLOBAL FOOTPRINT

Headquartered in Minneapolis, Minnesota, USA, Tennant Company has global manufacturing operations.

Leading with Integrity

# Governance

Corporate stewardship is about more than just protecting the planet or investing in communities – it's also about pursuing financial success with integrity and accountability to our shareholders.

Tennant Company is guided by several internal and external standards and policies for corporate governance and business ethics, which are regularly reviewed to ensure they meet or exceed the highest industry standards for responsible business practices.

Members of Tennant Company's Board of Directors are elected by shareholders to exercise their fiduciary duty to act in the long-term best interest of the company. Each Director is required to adhere to Tennant's policies concerning integrity and ethical behavior, including the Tennant Business Ethics Guide and other policies.

Tennant's Board of Directors currently includes 10 members. Tennant's President and Chief Executive Officer is a member of the Board; however, he has not been appointed as Chair. One of the Board's independent members serves as lead director. See "Board Leadership Structure" in Tennant's 2011 Proxy Statement for additional information.

Tennant is governed by four standing Board committees: (1) Audit; (2) Compensation; (3) Executive; and (4) Governance. Each committee has a written charter covering its purpose and responsibilities. The Board appoints members to its committees on an annual basis, based upon the recommendation of the Governance Committee. The Board of Directors and each of its committees conduct a self-evaluation of their performance every year.

Tennant's Board committees must comply with all New York Stock Exchange and regulatory requirements concerning committee membership, including those with respect to independence and financial expertise. The Governance Committee reviews relevant information no less than annually to determine whether Board members meet the applicable criteria.

The Board's Compensation Committee, together with an outside compensation consultant, set Board and executive management compensation. Details regarding Board and management compensation can be found in Tennant's Proxy Statement.

Each member of the Board of Directors and executive

management team complete an annual questionnaire to identify potential conflicts of interest. Any related-party transactions are reported to the Board annually and are described in the Director Independence section of the Proxy Statement.

**The following governance charters and principles are available at [www.tennantco.com/investors](http://www.tennantco.com/investors):**

- Audit Committee Charter
- Business Ethics Guide
- Compensation Committee Charter
- Corporate Governance Principles
- Executive Committee Charter
- Governance Committee Charter
- Insider Trading Guide

# Products

Changing the Way the World Cleans

SUSTAINABILITY DRIVES OUR INNOVATIVE SPIRIT



**OUR SUSTAINABILITY PILLAR:**  
Developing products and solutions that help create clean, safe and healthy places in environmentally preferred ways.



## TENNANT'S CLEANING REVOLUTION

Tennant Company's sustainability vision is rooted in a commitment to transform the cleaning industry by developing products and technologies that protect human health while minimizing environmental consequences.

More than 6 billion pounds\* of chemicals are used every year in the cleaning industry – many from scarce, non-renewable resources. Tennant is committed to doing what it can to reduce the impact of those chemicals on the planet and on the health of individuals who come in contact with them.

A core component of Tennant Company's overall strategy is to remain on the leading edge of the green cleaning revolution. We have evolved from a non-residential floor maintenance company in the 1990's, to a "clean, lean and green" company in 2002, to an environmental cleaning solutions focus in 2008. Tennant's intentional evolution to becoming an environmental cleaning solutions company is fueled by a corporate culture and ethos that seeks and rewards innovation.

Our current approach to sustainable products is twofold:

- 1) Continuously evaluating opportunities to improve efficiencies and limit waste with our existing products
- 2) Developing new, high-performance technologies and solutions that minimize environmental impacts and benefit human health

\*Ashkin Group LLC

## EXISTING PRODUCTS

Tennant Company takes a holistic approach to assessing opportunities to decrease the lifecycle impacts of its products – from cradle to grave. However, as a multi-component product, a full lifecycle assessment is an extremely complex undertaking that requires significant resources.

In 2011, Tennant began deploying software that will allow us to benchmark and measure our products' environmental footprint at a component level. That information will prove extremely valuable in helping us to better understand the areas where we can make the highest-impact environmental improvements.

We continue to make strides in reducing energy consumption and waste related to the manufacture, use and disposal of our products. In particular, whether it's switching from DC drives to AC drives for our T16 product, or moving to electric vehicles for our industrial business, Tennant is continuously looking for opportunities to improve energy efficiency, reduce greenhouse gas emissions and limit fossil fuel consumption.

## NEW PRODUCTS

As part of its commitment to sustainable innovation, Tennant invests between 3 and 4 percent of its net sales to support research and development for high-performance, environmentally friendly products. What's more, every new solution or technology is evaluated to determine the minimal amount of energy consumption and materials intensity required to perform effectively.

*To learn more about the steps Tennant is taking to decrease environmental impacts within its manufacturing process, please reference the Waste and Energy sections of this report.*

*The health and safety impacts are assessed in all lifecycle stages of the product (see Table PRI Appendix).*

**"Tennant Company has long sought ways to reduce our environmental impact through better product design. This includes reducing product noise and engine emissions, improving operator ergonomics and significantly reducing the amount of energy, water and chemicals needed to clean."**

**Mike Ardito**  
R&D Engineering Mgr.





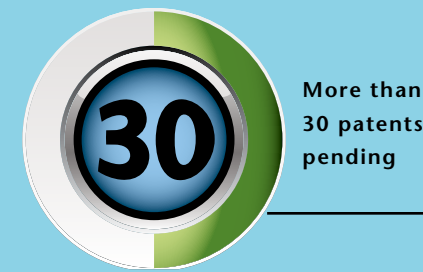
In late 2009, Tennant created The Orbio Technologies Group as part of its commitment to developing and launching new sustainable solutions and technologies. Using the power of transformed water, the Orbio Technology portfolio enables cleaning devices and equipment to achieve the same results without the hazards or large environmental footprint of traditional daily cleaning chemicals.

Cleaning using Orbio technologies improves the quality of life for both people and the planet. Orbio technologies significantly reduce issues related to air quality,

chemical inhalation, eye and skin irritations, the potential for slip-fall injuries, and many other health and safety concerns for its users. Orbio technologies are also healthier for the planet because they eliminate the packaging, shipping, disposal and contamination issues associated with traditional or even new "green" chemicals.

**THE ORBIO PORTFOLIO**

With two proprietary technology platforms and more than 30 patents pending, Orbio is defining new methods of sustainable cleaning.



Orbio® 5000-Sc



**WATER-BASED CLEANING TECHNOLOGIES**

*My staff tells me that Orbio® Split Stream solution works great, from removing fingerprints on glass to cutting through grease on kitchen floors. It truly is a good, eco-friendly, all-purpose cleaner – as good or better than anything we are using now.*

**Pete Vlamis**  
 Director, ARAMARK Buildings and Grounds, Indian Prairie School District #204, Chicago, IL

**ORBIO 5000-Sc**

Orbio has evolved its technology with the launch of the Orbio 5000-Sc. The Orbio 5000-Sc uses Split Stream technology to generate an on-site cleaning solution for use in spray-and-wipe applications, touchless cleaners, carpet extractors, floor scrubbers and more.

Split Stream technology works with customers' existing cleaning equipment and methods to replace multiple cleaning products with just one natural solution – using only tap water, salt and electricity.

**BENEFITS**

The 5000-Sc takes the next step in reducing the expense, effort, environmental concerns, and potential health and safety risks associated with traditional cleaning chemicals:

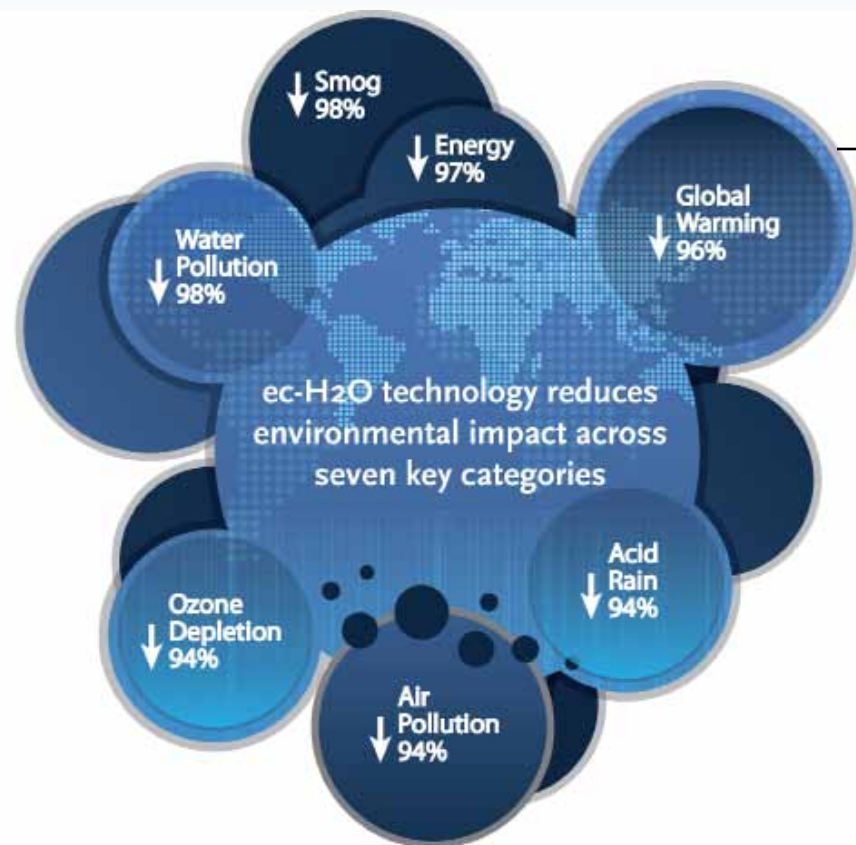
- Replaces multiple products and related packaging with just one solution
- Contributes to improved indoor air quality
- Reduces waste stream pollution
- Promotes the health and safety of cleaning staff and building occupants
- Meets or exceeds the performance of traditional cleaners
- Reduces or eliminates the expense and environmental impact of buying, transporting, storing, handling and disposing of traditional chemicals.





## ec-H2O uses up to 70 percent less water than traditional cleaning chemicals and products

Orbio ec-H2O™, Orbio® Technologies' first water power offering, was introduced in 2007 and has already had a significant impact on the commercial cleaning industry across the globe. Tested and shown to be as effective or better than traditional floor cleaning chemicals in many applications, ec-H2O uses up to 70 percent less water than traditional cleaning chemicals and products. Even though ec-H2O is environmentally responsible, it is not certified by Green Seal, due to the fact that the technology uses only transformed water, so there is no chemical component to certify.



The independent sustainability group EcoForm conducted an environmental analysis that showed ec-H2O technology reduces environmental impact across seven key categories when compared to traditional chemical cleaning.



Tennant Company's Green Machines' 500ze is an innovative street sweeper designed for use in city centers and pedestrian areas. It is the world's first air sweeper powered by lithium-ion batteries, which provides municipalities with a best-in-class cleaning solution that also offers significant environmental benefits.

Key environmental benefits of the Green Machines 500ze street sweepers include:

- Zero exhaust emissions
- Zero carbon dioxide emissions
- Up to 8 hours of operation on a single charge of its lithium-ion battery pack
- Recyclable product components
- Significant reduction in water usage

In urban environments, dust control is crucial. The standard sweeper on the market today controls dust by spraying water through a coarse jet system, which requires the adoption of water recirculation, a system that not only adds bulk to the machine but can use up to 20 liters of water per minute.

The Green Machines 500ze uses "Cloudmaker" technology to ionize a light spray of water, reducing the size of the water particles to a similar size as the dust and causing a bonding action to take place between both particles. By eliminating the coarse jet system, the Green Machines 500ze uses only 30 percent of the water required by a traditional sweeper.

## Green Machines 500ze batteries are initially charged with electricity from wind farms in the Scottish Highlands!

In addition, with a near-silent driving mode, the 500ze street sweepers reduce city noise pollution and are ideal for cleaning in sound-sensitive environments such as schools and hospitals.

### 500ze INDUSTRY RECOGNITION

**RUBAN D'HONNEUR "UKTI AWARD FOR INNOVATION"**  
Ruban d'Honneur awards celebrate businesses that demonstrate exceptional performance within their sector.

**MN HIGH TECH ASSOCIATION**  
Tekne Cleantech Award  
The Tekne Awards honor innovative technology achievement across a range of fields, from manufacturing to life sciences to education.

**NOISE ABATEMENT SOCIETY**  
The NAS awards (UK) recognize and promote innovative ideas and initiatives from local authorities, industry, individuals and organizations that have reduced excessive noise in the community.

Green Machines 500ze™



# Energy AND Emissions

Conserving resources to preserve our planet



## OUR SUSTAINABILITY PILLAR:

Our goal is to reduce all forms of energy we use and emissions generated, globally applying best energy management practices and holding employees accountable for conservation.

Energy is a rising cost – both environmentally and economically. Tennant’s energy strategy involves a combination of energy efficiency and conservation measures in both our internal operations and the way we design our products.

Following a successful energy audit and lighting retrofit at our Holland, Michigan, plant last year, Tennant is in the process of expanding our energy reduction efforts across our global footprint. This year, Tennant Company partnered with an electrical utility to audit all forms of energy use at our Minneapolis headquarters.

The audit identified a number of opportunities to significantly reduce energy consumption, with a particular focus on lighting improvements. As a result of the audit, Tennant installed occupancy sensors that automatically turn off lights when the space is not in use – potentially reducing our annual lamp usage by 2,000 hours. We also

replaced 750 metal halide lamps with 208 watt high-bay fluorescents in our production area and warehouses.

The project was completed this year, reducing Tennant’s electrical consumption by an estimated 1,068,000 kilowatt hours per year, for an overall annual savings of \$72,000. With rebates and incentives from our local utility, we expect to recoup our initial investment in less than one year. And as an added benefit, the metal halide bulbs that were previously in use tended to deteriorate over time, reducing their light output. The new fluorescent bulbs maintain light levels over the life of the bulb, and have increased foot candles to the work surface from 39 to 83 on average.

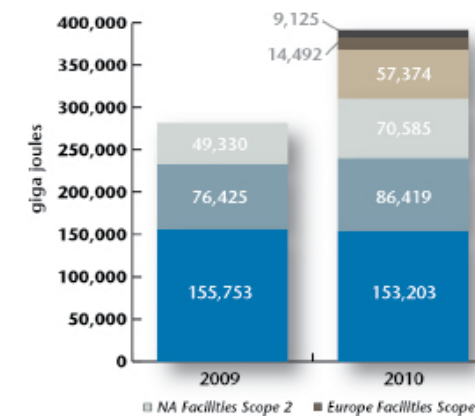
But there is more work to be done. Next year, Tennant will tackle lighting and energy at other locations. We also plan to expand our focus on conservation and behavioral changes with all of our global employees.

## GREENHOUSE GAS EMISSIONS

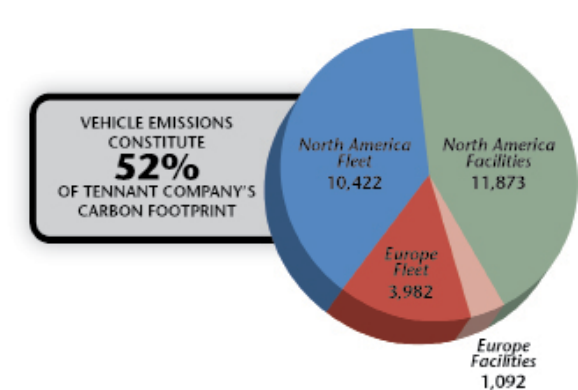
Last year, Tennant inventoried 2008 and 2009 greenhouse gas emissions that are generated from our facilities in Minneapolis, Minnesota, and Holland, Michigan, as well as from our North American fleet. This year, we expanded our greenhouse gas inventory to our European operations. That broader baseline has helped us to begin establishing a strategy to guide global tracking, reporting and goal-setting efforts.

We are in the early stages of assessing the financial implications of global warming on our business. Based on the size of our organization, global warming has not posed an immediate threat to our financial stability. However, because of our commitment to environmental stewardship, Tennant Company will continue to take steps to reduce our carbon footprint. We will also continue to evaluate the impact of global warming, rising energy costs and resource scarcity on our business.

ENERGY(giga joules)



2010 GHG (metric Tonnes)



Electricity consumption for North American facilities increased by 13%; however, electricity used per hour of production labor decreased by 14%. We attribute this to two things: increased utilization of plant capacity and the lighting change made in Holland, Michigan, in late 2009.



Lightening our load

# WASTE



## OUR SUSTAINABILITY PILLAR:

We seek to reduce our total solid waste, defined as materials we bring into our facilities that do not become part of a salable product, and to increase the percentage of solid waste we recycle.

At Tennant, we view environmental stewardship as a strategic advantage – a key driver of increased efficiency, innovation and growth. Identifying opportunities to reduce the environmental impact of our facilities, operations and products has become an essential decision-making filter for our company.

As a manufacturer, Tennant has identified waste and energy as two environmental impact areas where we can make a meaningful difference. This sustainability pillar is reflected in the way we design, produce and deliver our products, as well as in the way we conduct business in our office and sales environments.



We employ a “Reduce – Reuse – Recycle” approach to our waste management policies and practices, and prioritize materials reduction at the source whenever possible. Tennant Company is actively seeking to reduce unnecessary waste throughout its own operations, as well in the operations of our suppliers and partners.

### MANUFACTURING

“Waste” has a multifaceted definition for Tennant’s plant operations. We are continuously looking for new ways to improve efficiency, reduce cost and decrease environmental impact in our manufacturing processes.

A corporate commitment to lean manufacturing practices has resulted in the elimination of excess inventory and an overall improvement in operator movement and productivity. In 2010, we applied lean manufacturing principles to an assessment of our Minneapolis plant and ultimately determined that each department was operating autonomously, without much thought as to how departments work together.

By evaluating the plant layout and department interactions at a holistic level, Tennant was able to improve the output and flow of the plant, eliminating excess effort and reducing the internal use of shipping pallets by approximately 50 percent. The reduction in pallet use has significantly decreased the environmental and economic cost of replacing those pallets on a regular basis.

We have also decreased unnecessary labor costs in our fabrication department by approximately 40 percent from a 2007 baseline. The cost reduction resulted from a shift away from attempting to forecast customer orders to a real-time system based on actual customer demand.





## Case Study

# Using Reusable Containers

### COPELAND TRUCKING AND TENNANT

Tennant partners with Copeland Trucking, a Minnesota-based freight company, to pick up parts and materials from several local Twin Cities suppliers. Those parts are delivered to Tennant on a “milk run” delivery, most in single-use containers.

In 2010, we decided to evaluate increasing the use of reusable containers for those deliveries. By auditing inbound trailers, we successfully identified numerous opportunities to cut down on single-use containers. We will work on transitioning to reusable containers with about 40 vendors in 2011.

Tennant has also built reusable shipping containers into the product launch of the Orbio 5000-Sc. From the outset, the 5000-Sc will be shipped on pallets with collapsible sides. Drivers will deliver the 5000-Sc to the customer’s site, remove the product from its container, collapse the sides, and then return them to the distribution center for reuse. Collectively, these actions will significantly reduce our waste from single-use packaging in 2011 and beyond.

#### SUPPLY CHAIN

Because all of our products contain multiple component parts, Tennant’s most significant waste is generated from inbound packaging from our supply chain vendors. In addition to looking at our own operations, Tennant has begun to evaluate ways to reduce our environmental footprint by working with our supplier partners. One high-impact strategy that we have identified is to limit single-use packaging in favor of reusable containers.

#### CORPORATE ACTIVITIES

Tennant is also committed to reducing waste throughout our business operations. As just one recent example, our Marketing Department noticed that a lot of marketing materials were being mailed out to sales representatives, customers and others. Our marketing staff decided to review whether there were any opportunities to cut down on waste and costs by changing materials and practices.

They began by enlisting the assistance of Tennant’s printer partners to benchmark current usage, and investigate stock levels, fulfillment practices, types of paper and ink. When the project began, virtually all marketing materials were distributed in printed form, and there were no guidelines regarding quantities or stock levels.

After examining a number of reports and evaluating a variety of possible strategies, the Marketing team took the following steps to reduce waste and unnecessary cost:

- 1) Audited marketing materials and eliminated unnecessary literature
- 2) Identified a group of materials that would be distributed only in online/electronic form

- 3) Identified another set of materials that would only be available on a print-on-demand basis
- 4) Calculated appropriate stock levels for materials, including print minimums and maximums, based on usage and forecasting

With the launch of “DigiTools,” Tennant’s sales representatives can now use customizable templates to develop online or hard copy materials. Moving to an “on-demand” printing environment has eliminated a significant amount of the waste associated with sales representatives stocking unnecessary quantities of materials for future use.

**As a result of our combined efforts, Tennant was able to reduce annual costs for printed marketing materials by 54% from a 2008 baseline.**

The project was launched in the Americas, but the scope broadened to Tennant’s global footprint when the Marketing team discovered that a lot of materials were being sent on an “as-requested” basis to different overseas locations, often by urgent air delivery. Changing from next-day shipping to regular shipping dates has reduced the number of overall trips, decreasing the greenhouse gas emissions



associated with those deliveries and significantly cutting costs.



# People

Creating a cleaner, safer world to live, work and play

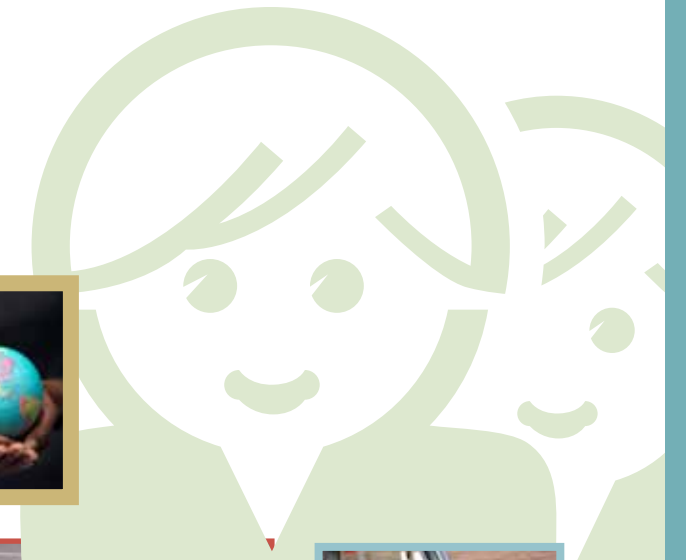


**Eva Yin**  
City Cleaning Market Manager  
China  
Tennant Company

## OUR SUSTAINABILITY PILLAR:

Dedicated to improving the lives of the people we touch and the communities in which we do business.

The success of all four of Tennant Company's sustainability pillars depends heavily on the strength of one of those pillars – people. We cannot succeed as a business – or as a corporate steward – without the dedication and creativity of our employees, the partnership and loyalty of our customers, and the continued stability and vitality of our local communities.



## COMMITMENT

Tennant's commitment to people is underscored by a desire to improve the lives of everyone who comes in contact with our company or products:

### EMPLOYEES

We strive to make Tennant a great place to work by continuously engaging with our employees to identify opportunities to improve their job and workplace satisfaction.

### CUSTOMERS

We work tirelessly to enhance the customer experience by providing the highest possible quality products to improve the health and safety of their environments.\*

### COMMUNITY

We have a proven history of actively cultivating community connections through the work of our Foundation and employee volunteerism programs. When our communities thrive, we thrive.

\*For more information about Tennant's customer commitment, please reference the Products section of this report.

# Employees

Commitment to a Safe and Ethical Workplace

**99%**  
of eligible employees  
received a performance  
review within one month of  
their scheduled review date

## LABOR

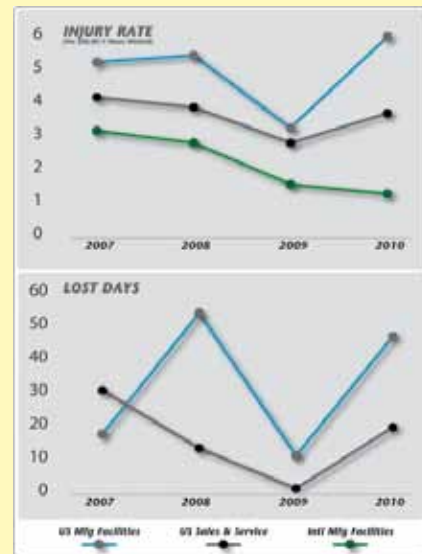
Tennant Company's core value of stewardship guides all aspects of our labor and human rights policies and practices. We are dedicated to offering our employees a safe, ethical workplace where people have the tools, resources and opportunities to realize their full potential.

## SAFETY

Tennant is an equal opportunity employer, meaning all employment decisions are based on individual skills and other performance-based factors. We do not discriminate on the basis of race, color, creed, religion, sex, national origin, physical or mental disability, age, veteran status, pregnancy, sexual orientation, marital status, or any other basis protected by law.

## OPPORTUNITY

In addition, Tennant has a strong track record of workplace safety – with injuries and lost time at below peer group averages. Our safety policy aims to reduce and, wherever possible, eliminate exposure of employees to accidental injury or conditions that may adversely affect their health. In North America, we report according to OSHA guidelines, which is reflected in the data at left.



## EMPLOYEE ENGAGEMENT

In 2008, Tennant Company launched a global program to provide employees with the opportunity to provide feedback to improve their employment experience. An initial survey was administered to all 2,800 global employees, receiving a 75 percent response rate and identifying a number of ways that the company is succeeding, as well as highlighting several key opportunities for improvement.

In response to that survey, Tennant Company has implemented changes to enhance employees' overall experience and workplace satisfaction, including:

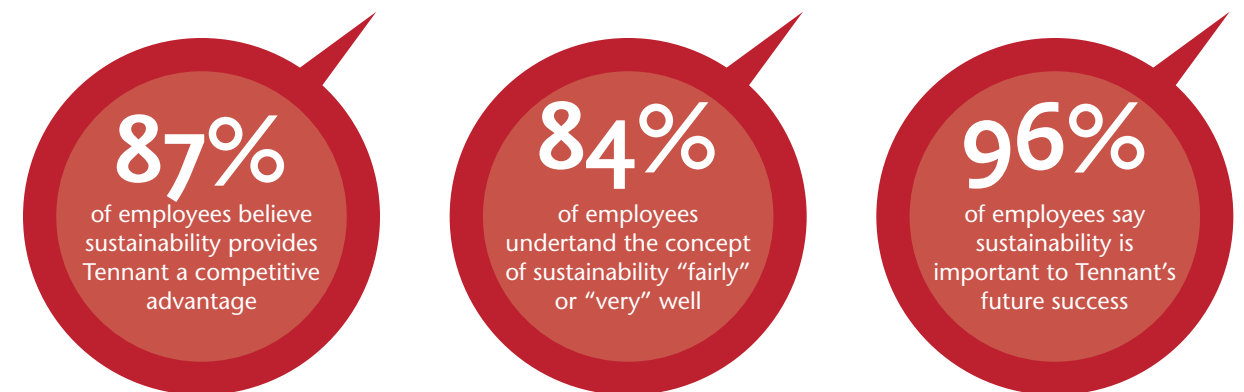
- A renewed focus on employee communications
- An expanded employee rewards and recognition program
- Improvements to training and development programs

In addition, Tennant followed its initial All-Employee Climate Survey with a 2010 survey engaging employees regarding their ideas, concerns and perceptions about the company's commitment to sustainability. The survey had 936 total respondents and confirmed that the majority of those respondents are eager to learn more about Tennant's environmental stewardship activities and goals.

Among the survey respondents, there was a high level of general awareness about the concept of sustainability, as 83.7 percent feel they understand the concept "fairly" or "very" well. Employees also understand the value that sustainability brings to the company – with 96 percent saying that sustainability is important to Tennant's future success, and 86.5 percent believing that sustainability provides Tennant with a competitive advantage today.

Still, Tennant employees also made it very clear that there are opportunities for the company to improve. As part of the survey process, employees shared hundreds of ideas for new programs and focus areas. In response, Tennant has developed a 2011 internal communications campaign to educate employees about the company's sustainability vision and programs, and engage them in identifying new opportunities for innovation and improvement.

## TENNANT EMPLOYEE SURVEY:



# Community

For more than half a century, Tennant has played an active role in giving back to the community. As part of that strong history, the Tennant Foundation was established in 1973 to foster ties with the community and support non-profit organizations. Through directed giving and the Tennant Foundation, our company proudly supports organizations, programs and individuals who share this value and commitment.

Tennant's corporate giving is targeted at creating a cleaner, safer, healthier world in which to live, work and play.

**LIVE:** Improving the quality of life in our community through environmental programs or social services

**WORK:** Promoting workforce readiness through education, vocational rehabilitation and other related serves

**PLAY:** Contributing to cultural and arts organizations

## OPERATING AND CAPITAL GRANT RECIPIENTS

The following organizations received grants from the Tennant Foundation during the 2010 calendar year:

### LIVE

**\$212,000**

- BLIND, Inc.
- Bridging
- Emergency Food Shelf Network
- Habitat for Humanity – Twin Cities
- MEDA
- PRISM
- Children's Hospital Foundation
- United Way

**\$67,500**

### WORK

- Admission Possible
- Dunwoody College of Technology
- FIRST
- Fraser
- HIRED
- Minnesota's Private Colleges
- Minnesota Academy of Science
- MN Children's Museum
- MN Institute for Talented Youth
- Science Museum of MN
- The Best Academy
- Tree Trust

### PLAY

**\$43,700**

- Children's Theatre Company
- Guthrie Theater
- Minneapolis Institute of the Arts
- Minnesota Opera
- Minnesota Orchestra
- Minnesota Zoo Foundation
- Stages Theatre Company
- The St. Paul Chamber Orchestra
- Walker Art Center
- Minnesota Public Radio
- Twin Cities Public Television

**Total Grants: \$323,200**



**Manny Monteiro**  
Sr. Account Manager  
Central California, USA  
Tennant Company

## EMPLOYEE VOLUNTEERISM

Tennant Company employees are known for their willingness to pitch in and lend a hand to those in need. 2010 employee volunteerism activities included the following highlights:

### 363DAYS.ORG

Employees prepared and donated approximately 2,000 sandwiches.

### ADOPT-A-HIGHWAY

Tennant employees picked up litter and debris along the highway leading to Tennant's corporate headquarters twice last year.

### ADOPT-A-TRAIL

Employees picked up litter and debris along the Luce Line Nature Trail that runs beside the corporate headquarters twice last year.

### BRIDGING

Employees hosted a household goods drive and bake sale (earning \$2,180), and participated in the Bed Race for Bridging fundraising event.

### EMERGENCY FOOD SHELF NETWORK

Employees donated 856 pounds of food and \$1,460 in cash.

### MINNESOTA LANDSCAPE ARBORETUM

Each spring, 25 Tennant employees use our industrial sweepers and outdoor cleaning equipment to clean winter debris, sand and gravel from the Arboretum's roadway, parking lot, and paths.

### TOYS FOR TOTS

217 toys and \$1,555 collected in toy drives in Minneapolis, MN, Holland, MI, and Louisville, KY.

### TENNANT EMPLOYEE SCHOLARSHIP PROGRAM

22 children of Tennant employees were awarded scholarships in 2010, and 40 scholarships were renewed, bringing the total amount awarded in the 2010 Scholarship Program to \$76,875. Since implementing the program, 459 students have received scholarships, totaling \$1,517,250.

**66**  
scholarships

### EMPLOYEE GIFT MATCHING PROGRAM

Employee giving increased 34% over 2009 levels.

### EQUIPMENT DONATIONS

Tennant is committed to donating Tennant-manufactured equipment to qualified non-profit partners. Eight organizations received equipment in 2010 – worth more than \$680,000.

### Equipment donated to

**7**  
organizations

### MINNESOTA KEYSTONE 2% AWARD

The Minnesota Keystone Program promotes corporate support for communities by recognizing companies that contribute two percent or more of their pre-tax earnings to enhance the quality of life in Minnesota. Tennant has participated in the program since it began in 1976.

# GRI INDEX

## G3 1.1 - 1.2: Strategy and Analysis

Nr	Description	Reporting Level	Location	Comments / Data
<b>Strategy and Analysis</b>				
1.1	Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	Narrative	3	CEO Letter
1.2	Description of key impacts, risks and opportunities. The reporting organization should provide two concise narrative sections on key impacts, risks and opportunities.	Narrative	GRI Index	For detailed discussion see Tennant Company's annual report on Form 10-K

## G3 2.1 - 2.10: Organizational Profile

Nr	Description	Reporting Level	Location	Comments / Data
<b>Strategy and Analysis</b>				
2.1	Name of the organization.	Full Data	6	Tennant Company
2.2	Primary brands, products and/or services.	Full Data	6	Tennant, Nobles, Alfa, Green Machines, Orbio, and Castex
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	Full Data	2010 10-K	See our 2010 10-K, Exhibit 21 for our organizational structure reflecting all of our subsidiaries.
2.4	Location of organization's headquarters.	Full Data	GRI Index	Minneapolis, Minnesota, USA
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Full Data	GRI Index	Tennant has manufacturing operations in Minneapolis, MN; Holland, MI; Louisville, KY; Uden, The Netherlands; the United Kingdom; Limeira, Brazil; and Shanghai, China. We have manufacturing, sales, and/or service operations in 15 countries and sell through distributors in more than 80 countries.
2.6	Nature of ownership and legal form.	Full Data	GRI Index	Minnesota corporation publicly traded on NYSE
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Narrative	5	Tennant sells products directly in 15 countries and through distributors in more than 80 countries.
2.8	Scale of the reporting organization.	Full Data	2010 10-K	This report includes only summary information. Refer to the 2010 10-K for complete information.

Nr	Description	Reporting Level	Location	Comments / Data
2.9	Significant changes during the reporting period regarding size, structure or ownership	Full Data	10-K	Tennant reorganized and realigned certain international entities in the 2010 fourth quarter. A full list of subsidiaries can be found in the 2010 10-K, exhibit 21.
2.10	Awards received in the reporting period.	Narrative	6	Company Profile section

## G3 3.1 - 3.13 Report Parameters

Nr	Description	Reporting Level	Location	Comments / Data
<b>Report Profile</b>				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Full Data	GRI Index	Calendar year ending December 31, 2010.
3.2	Date of most recent previous report (if any).	Full Data	GRI Index	April 2010
3.3	Reporting cycle (annual, biennial, etc.).	Full Data	GRI Index	Annual, Calendar year to coincide with financial reporting
3.4	Contact point for questions regarding the report or its contents.	Full Data	8, GRI Index	SustainabilityReport@tennantco.com
<b>Report Scope and Boundary</b>				
3.5	Process for defining report content.	Full Data	7	About This Report section
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Full Data	GRI Index	Standard disclosures apply to global operations. Performance indicators unless otherwise noted are for North America and Europe.
3.7	State any specific limitations on the scope or boundary of the report.	Full Data	GRI Index	Our reporting strategy is to begin with a small set of indicators for which we have reliable data, then to continuously expand this set to eventually include all material impacts. See "About this Report."
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations.	Full Data	GRI Index	This report covers our major facilities (see 2.5) and our owned and leased vehicles in North America and Europe. It does not include joint ventures, alliances, and minor leased facilities; e.g. service centers, storage units.

Nr	Description	Reporting Level	Location	Comments / Data
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Full Data	GRI Index	We follow the GRI G3 guidance framework. For a few indicators, to comply with regulatory reporting requirements, our data structure is not aligned with GRI guidance for compilation, e.g. LA1. In these cases we note such and report data in the form that meets regulatory reporting requirements.
3.10	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Full Data	8, GRI Index	We added Europe to this report and state employees and turnover by the reorganized regions. See page 11.
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Full Data	8, GRI Index	This report added European operations.
<b>GRI Content Index</b>				
3.12	Table identifying the location of the Standard Disclosures in the report.	Partial Data	GRI Index	
<b>Assurance</b>				
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	Full Data	GRI Index	Report is not externally checked but undergoes careful review by an internal team of key stakeholders.

### G3 4.1 - 4.17 Governance, Commitments, and Engagement

Nr	Description	Reporting Level	Location	Comments / Data
<b>Governance</b>				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Full Data	GRI Index, 2011 Proxy	Tennant Company is governed by four standing Board committees: Audit, Compensation, Executive and Governance. Each committee of Tennant's Board of Directors has a written charter covering the committee's purpose and responsibilities. The Charters and Corporate Governance Principles for Tennant's Board committees are available at <a href="http://www.tennantco.com">www.tennantco.com</a> .
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Full Data	GRI Index, 2011 Proxy Statement	Tennant's President and Chief Executive Officer is a member of the Board; however, he has not been appointed as Chair. One of the independent members serves as Lead Director. See "Board Leadership Structure" in the 2011 Proxy Statement for additional information.
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Full Data	GRI Index, 2011 Proxy Statement	Tennant's Board of Directors currently includes 10 members. Tennant's Board uses criteria established by the New York Stock Exchange and U.S. Securities and Exchange Commission to determine director independence. The Governance Committee reviews relevant information no less than annually to determine whether the Board members meet the applicable criteria. Nine members of our Board are non-employees and have been determined to be independent by the above standards.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Full Data	GRI Index, 2010 Proxy Statement LINK	Interested parties, including shareholders, may communicate with Tennant's independent Board members by writing to the Executive Committee Chair at: ATTN General Counsel, Mail Drop #29, Tennant Company, 701 North Lilac Drive, PO Box 1452, Minneapolis, MN 55440-1452. All communications will be delivered to the General Counsel who will forward communication to the appropriate member(s) of Tennant Company's Board of Directors.

Nr	Description	Reporting Level	Location	Comments / Data
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Full Data	GRI Index, 2011 Proxy Statement	Compensation Committee, together with outside compensation consultant (Hewitt), set Board and executive management compensation. The stock portion of Board compensation is tied to Tennant's stock performance. A portion of management compensation is performance driven. Details regarding Board and management compensation can be found in Tennant's Proxy Statement.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Full Data	GRI Index, 2011 Proxy Statement	Each member of the Board of Directors and executive management complete an annual questionnaire to identify potential conflicts. Any related party transactions are reported to the Board annually and are described in the Proxy Statement (Director Independence section) if disclosure is required.
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Full Data	GRI Index, 2011 Proxy Statement	See "Director Nomination Process" and "Director Qualifications" sections in the Proxy Statement for details on Tennant's criteria and each director's particular area of expertise.
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental, and social performance and the status of their implementation.	Full Data	GRI Index, 2011 Proxy Statement	See general business vision, Business Ethics Guide and Hotline information at www.tennantco.com.
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	Full Data	GRI Index, 2011 Proxy Statement	See "Board's Role in Risk Oversight" section of the Proxy Statement.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	Full Data	GRI Index, 2011 Proxy Statement	The Board of Directors and each of its committees annually conduct a self-evaluation of their performance.

Nr	Description	Reporting Level	Location	Comments / Data
<b>Commitments to External Initiatives</b>				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Full Data	GRI Index, 2011 Proxy Statement	See Risk Assessment process referred to in section 4.9 above.
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.	Partial Data	6	Company Profile section
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> <li>• Has positions in governance bodies;</li> <li>• Participates in projects or committees;</li> <li>• Provides substantive funding beyond routine membership dues; or</li> <li>• Views membership as strategic.</li> </ul>	Descriptive, list significant organizations	6	Company Profile section
<b>Stakeholder Engagement</b>				
4.14	List of stakeholder groups engaged by the organization.	Partial Data	7	About This Report section
4.15	Basis for identification and selection of stakeholders with whom to engage.	Partial Data	7	About This Report section
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Partial Data	7	About This Report section
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Partial Data	7	About This Report section

## Economic Performance Indicators (EC)

Nr	Description	Reporting Level	Location	Comments / Data
G3 EC1 - EC9				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Full Data	GRI Index	2010 10-K and Annual Report
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Full Data	22	Greenhouse Gas Emissions narrative
EC3	Coverage of the organization's defined benefit plan obligations.	Full Data	GRI Index	See 2010 10-K note 11 on page 25 for details on Tennant's defined benefit and 401(k) plans.
EC4	Significant financial assistance received from government.	Full Data	GRI Index	Tennant Company invests above the industry average in research and development to create innovative products. Tennant has received government tax credits in connection with certain investments and has also periodically received grants to support such work.
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Full Data	GRI Index	Tennant Company benchmarks all positions to peer companies and their fair market wage for that position and required skills. The lowest entry wage position is a Material Handler. The market and skill requirements put entry for this position at 137% of Federal minimum wage.
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation.	Not Reported		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not Reported		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro-bono engagement.	Full Data	31	People section
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not Reported		

## Environment (EN)

Nr	Description	Reporting Level	Location	Comments / Data
G3 EN1 - EN30				
EN1	Materials used by weight or volume.	Not Reported		
EN2	Percentage of materials used that are recycled input materials.	Not Reported		
EN3	Direct energy consumption by primary energy source.	Full Data	22	
EN4	Indirect energy consumption by primary source.	Full Data	22	
EN5	Energy saved due to conservation and efficiency improvements.	Partial Data	22	Holland, MI and Minneapolis, MN Plant lighting
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partial Data	15, 20	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not Reported		
EN8	Total water withdrawal by source.	Not Reported		
EN9	Water sources significantly affected by withdrawal of water.	Not Reported		
EN10	Percentage and total volume of water recycled and reused.	Not Reported		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not Reported		
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not Reported		
EN13	Habitats protected or restored.	Not Reported		
EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	Not Reported		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not Reported		
EN16	Total direct and indirect greenhouse gas emissions by weight.	Full Data	22	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not Reported		

Nr	Description	Reporting Level	Location	Comments / Data
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Full Data	22	Holland, MI and Minneapolis, MN Plant lighting
EN19	Emissions of ozone-depleting substances by weight.	Not Reported		
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not Reported		
EN21	Total water discharge by quality and destination.	Not Reported		
EN22	Total weight of waste by type and disposal method.	Not Reported		
EN23	Total number and volume of significant spills.	Full Data	GRI Index	One spill reported in 2010 for Golden Valley facility, less than 10 gallons of 50% NaOH solution, Wenck Associates did cleanup, nothing was discharged into the water supply or ground.
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not Reported		
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not Reported		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partial	15, 17, 20	Product section
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not Reported		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Full Data	GRI Index	Tennant has not identified any administrative or judicial sanction for failure to comply with environmental laws (either monetary or non-monetary or both) as associated with our US, UK, or European operations for calendar year 2010.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not Reported		
EN30	Total environmental protection expenditures and investments by type.	Not Reported		

## Product Responsibility (PR)

Nr	Description	Reporting Level	Location	Comments / Data
G3 PR1 - PR9				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Full Data	Table in Appendix I	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	Full Data	GRI Index	Tennant did not identify any incidence of non-compliance with regulations and voluntary codes as it relates to our US, UK or European operations for calendar year 2010.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not Reported		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not Reported		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not Reported		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not Reported		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	Not Reported		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not Reported		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not Reported		

## Labor Practices and Decent Work (LA)

Nr	Description	Reporting Level	Location	Comments / Data
G3 LA1 - LA14				
LA1	Total workforce by employment type, employment contract and region.	Full Data	11	
LA2	Total number and rate of employee turnover by age group, gender and region.	Full Data	GRI Index	In 2010, the total turnover globally was 14.9%; The America's 11.0%; Europe, Middle East and Africa was 19.5%; and APAC was 23.0%.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not Reported		
LA4	Percentage of employees covered by collective bargaining agreements.	Not Reported		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not Reported		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not Reported		
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region.	Full Data	25	
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases.	Not Reported		
LA9	Health and safety topics covered in formal agreements with trade unions.	Not Reported		
LA10	Average hours of training per year per employee by employee category.	Not Reported		
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not Reported		

Nr	Description	Reporting Level	Location	Comments / Data
LA12	Percentage of employees receiving regular performance and career development reviews.	Full Data	29	
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	Not Reported		
LA14	Ratio of basic salary of men to women by employee category.	Not Reported		

## Human Rights (HR)

Nr	Description	Reporting Level	Location	Comments / Data
G3 HR1 - HR9				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not Reported		
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Narrative		
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not Reported		
HR4	Total number of incidents of discrimination and actions taken.	Not Reported		
HR5	Operations identified in which the right to exercise freedom of association or collective bargaining may be at significant risk, and actions taken to support these rights.	Not Reported		
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not Reported		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	Not Reported		

Nr	Description	Reporting Level	Location	Comments / Data
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not Reported		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not Reported		

### Society (SO)

Nr	Description	Reporting Level	Location	Comments / Data
G3 SO1 - SO8				
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	Not Reported		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Full Data	GRI Index	100 percent of Tennant's global business units are analyzed for corruption risks.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Full Data	GRI Index	We comply with the provisions of the U.S. Foreign Corrupt Practices Act of 1977. Accordingly, our policy prohibits any payments to foreign officials or foreign political parties for the purposes of obtaining, retaining or directing business. We regularly conduct related ethics training across our employee base. Additionally, we conduct live and web-based FCPA training in selected geographies. We conducted web-based training for our distributors and employees in China on anti-bribery laws.
SO4	Actions taken in response to incidents of corruption.	Full Data		There were no acts of corruption in 2010.
SO5	Public policy positions and participation in public policy development and lobbying.	Full Data	GRI Index	Tennant Company has a policy to not lobby or participate in public policy development. We do support NGO's that work to improve conditions in facilities; e.g., Healthy Schools Campaign, and Minnesota Environmental Initiative. We believe the goals of such organizations are aligned with our vision of creating a cleaner, safer, healthier world.

Nr	Description	Reporting Level	Location	Comments / Data
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Full Data	GRI Index	We made no financial or in-kind contributions to political parties, politicians or political action committees in any country in which we operate.
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Full Data	GRI Index	There were no legal actions for anti-competitive behavior, anti-trust or monopoly practices in 2010.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not Reported		

## Appendix I

### Customer Health and Safety

PRI 1 – Life Cycle Stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.

	Machines		Detergents & Coatings		Services		Orbio Technologies Group	
	Yes	No	Yes	No	Yes	No	Yes	No
Development of Product Concept	x		x		x		x	
R&D	x		x		x		x	
Certification	x		x		x		x	
Manufacturing	x <sup>1</sup>		x <sup>2</sup>		n/a		x	
Marketing & Promotion	x		x		n/a		x	
Storage Distribution & Supply	x		x		x		x	
Use & Service	x		x		x		x	
Disposal, Reuse & Recycling	x		x		x		x	

As demonstrated above, the percentage of significant product and service categories covered by and assessed for compliance with health and safety assessment procedures is 100%.

<sup>1</sup> Some commodity machines are private labeled and Tennant does not have visibility to the manufacturer's internal processes, but does strive to exert influence through contractual health and safety requirements.

<sup>2</sup> Tennant does not manufacture coatings or detergents. Tennant does not have visibility to the manufacturer's internal processes, but does strive to exert influence through contractual health and safety requirements.

## Company Profile

Minneapolis-based Tennant Company (NYSE: TNC) is a world leader in designing, manufacturing and marketing solutions that help create a cleaner, safer, healthier world. Its products include equipment for maintaining surfaces in industrial, commercial and outdoor environments; chemical-free and other sustainable cleaning technologies; and coatings for protecting, repairing and upgrading floors. Tennant's global field service network is the most extensive in the industry. Tennant has manufacturing operations in Minneapolis, MN.; Holland, MI.; Louisville, KY.; Uden, The Netherlands; the United Kingdom; São Paulo, Brazil; and Shanghai, China; and sells products directly in 15 countries and through distributors in more than 80 countries.