2019 Brand Impact Report
Klean Is a Family and Employee-Owned Certified B Corp

This unique structure pairs complete operational freedom and autonomy with a commitment to a stringent set of internationally recognized standards for social and environmental transparency, accountability and performance. This progressive way of doing business is uniquely Klean and allows us to be uncompromising in using our business as a force for good.
Third-Party Verification

Klean applies rigorous third-party standards for social and environmental performance, so we can be confident in our business and products—and so can you.
Klean Kanteen is part of a growing movement of businesses known as B Corps that are committed to balancing purpose and profit. As a certified B Corp, we look for ways to create benefit through our business for workers, customers, community and the environment.

Every three years, an independent body scores our practices and performance against the B Corp standard for socially and environmentally responsible business. We receive an assessment score on the B Impact Scale, which ranges from 0 to 200 points. A score of 80 is required for B Corps certification. Businesses earning 130 or more points qualify for B Corps’ Best for the World designation. Klean received a score of 102 points on its 2019 recertification assessment.
When it comes to kicking plastic, we are all in this together.
Navigation

Let’s get specific about what we mean by using our business as a force for good. Explore our three areas of focus, people, planet and product, to learn more about the practices and initiatives that make up the backbone of our business and unique operating philosophy.

01 People
Klean is devoted to caring for our diverse, global team.

02 Planet
At Klean, environmental responsibility is more than a single initiative.

03 Product
Klean designs products to be solutions.
People

Klean is devoted to caring for our diverse, global team. We strive to inspire everyone who touches our business to be healthy, happy and focused on continuous growth and improvement in ways that are bigger than themselves.
A Culture of Collaboration

Every employee at Klean, regardless of position or tenure, is encouraged to share their thoughts and ideas to help the company grow and evolve. While we have job titles, managers, VPs and performance reviews like any other organization, we think of Klean as being closer to a family than anything else. This ethos starts with our owners, sister and brother, Michelle Kalberer and Jeff Cresswell.
Employee Programs and Benefits

Klean offers best in class traditional benefits, from 401k contributions to 100% paid health coverage. In addition, all employees are eligible to participate in a variety of programs that promote health and wellness, and share company successes.

01 Employee Ownership and Profit Sharing
After one year of employment, all employees become eligible to participate in Klean’s Employee Stock Ownership Plan (ESOP).

02 Volunteer Program
Klean provides 24 hours of paid time off to all employees each year to volunteer at nonprofits of their choosing.

03 Learning and Personal Growth
Employees receive on-going training and development opportunities that promote work and life skills and are designed to support sustained employment.

04 Wellness Programs
Upon hire, employees enjoy programs that support their health and well-being through flexible schedules, gym subsidies, on-site programs and resources for behavior health services.

05 Paid Parental Leave
All employees are provided 100% paid parental leave to bond with a newborn, newly adopted or newly placed child to enjoy and adjust to their new family environment.

06 Dog-Friendly Office
Klean’s casual atmosphere, inclusive of human’s best friend, boosts morale, increases productivity and creates a happier workplace for all staff.
The Klean Family Extends Across the Globe

As a global company, we are committed to the health and wellbeing of everyone who works on Klean Kanteen, from our employees to our network of manufacturing and distribution partners.

**Fair and Ethical Business**
We work with our manufacturing partners and supply chain experts to ensure working conditions at factories where Klean products are made are consistent with recognized standards such as the ETI Base Code and ILO International Labor Standards for safety, fair labor, ethical business practices and environmental responsibility.

**Third Party Standards**
Our manufacturing partners maintain management systems that meet high standards of quality (ISO 9001 and ISO/TS 16949) and environmental responsibility (ISO 14001).

We utilize a rigorous supplier code of conduct as the framework for selecting factory partners and guiding how we work together over the long term.
Happy and Healthy are Signs of Success

Our culture and our values shape who we are, and allow our teams to be cohesive, fun and highly productive. The programs and benefits we share contribute to a high rate of satisfaction and retention.

eNPS is a measurement of employee satisfaction that can range from -100 to 100. Klean’s eNPS score of 67 is considered outstanding, and well above the average of 10 to 30 for most companies.

High eNPS Scores
Klean Kanteen’s high Net Promoter Score validates employee satisfaction and loyalty to the company when asked “how likely are you to recommend Klean as a great place to work?”

Employee Retention
Klean’s high employee retention numbers contribute to efficient, productive teams.
Caring for our people is as easy as breathing. It comes naturally because it’s derived from love.

Michelle Kalberer
Co-Owner and VP, People and Culture
At Klean, environmental responsibility is more than a single initiative. We dedicate time and money to assess environmental risks across our entire business, and invest in both the urgent and long-term sustainability interests of our local and global communities.
Measuring What Matters

We take a holistic approach to understanding and managing the environmental footprint of our products. Using Lifecycle Assessment (LCA) tools, we evaluate the negative and positive impacts associated with each stage of a Klean Kanteen’s life—from raw materials to manufacturing to daily use and end-of-life. LCA results inform our design decisions and help us improve existing products and processes.
We are seeing a rise in product material use per unit and the associated greenhouse gas (GHG) emissions from manufacturing, as well as increased water- and material-use per unit. This is largely due to the growing popularity and production of vacuum insulated bottles.

Did you know one vacuum insulated stainless steel bottle requires twice the amount of resources to produce as a single-wall bottle of the same size?

The team at Klean is considering different ways to limit these impacts, while still providing the best reusable alternatives to single-use containers.
Following the product materials trend, we also see rising per-unit material use in product packaging, though not as steeply in 2019 as the prior year. In late 2017, some markets began calling for an individual product box at retail. Product boxes use more material than the bellybands commonly used for Klean retail packaging, so this drove retail packaging up in 2018. When provided with information on the considerably greater footprint of the box packaging strategy, our distribution partners decided to pivot to bellyband. We will complete the transition to bellybands in 2021.
Klean’s preferred packaging attributes—forest-friendly and post-consumer recycled content—consistently hover around 50%. The use of forest-friendly papers with Forest Stewardship Council (FSC) certification and/or high post-consumer recycled content helps alleviate forest and biodiversity risks associated with paper packaging. We expect to see a greater proportion of forest-friendly papers in 2020 thanks to new paper sources identified by our supply chain team.
The primary mode of product transportation from factory to our Chico headquarters across the Pacific Ocean is via cargo ship on the water. Occasionally, product is transported via airplane to get a shipment to Chico in a matter of days rather than weeks. Air transport produces significantly greater greenhouse gas emissions for a given shipment compared with transporting across the water. Our monitoring indicates while air freight has been used for only 1-2% of total weight shipped to our HQ in a given year, it has contributed 25-35% of our upstream transport emissions. In general, the better our team plans for which products we need at HQ and in what quantities, the less we are compelled to use air freight. In 2019, our team showed real improvement and was able to reduce use of air freight by 62% compared to the prior year.
While our overall energy use and GHG emissions from manufacturing increased in 2019, our GHG emissions per unit of purchased electricity have been declining thanks to more manufacturing energy in our supply chain coming from clean(er) sources like natural gas and solar. Manufacturing water use per unit declined in 2019 thanks to a more water-efficient process in the new TKWide compared to the Vac Wide design it is replacing.
The concentration of CO₂ in the atmosphere is increasing at a record pace, largely due to human activity.* As global temperatures continue to rise to unprecedented levels, we have begun to witness the wide ranging impacts of climate change. From an increase in destructive weather events and natural disasters to a loss of biodiversity and habitat, climate change is rapidly fraying Earth’s essential life systems. The time for bold action is now. Klean joins the Outdoor Industry and other businesses in tackling climate change head on.

*Source: European Environment Agency
Taking Action

We’re done talking about climate change. It’s time for action. Time for every business, government and individual to dedicate themselves to heading off the environmental and social crisis at hand. Energy conservation and clean energy sources are the best ways to both slow the rate and intensity of climate change, and to support natural resilience and adaptability of plant, animal and human communities. For the past 10 years, Klean has made climate action a priority. Here’s how.

For over a decade, we have purchased carbon offsets and renewable energy credits (RECs) to balance GHG emissions from corporate electricity use and retail shipping.

In 2017, we installed high-efficiency solar panels at our corporate office, which now supply 100% of the building’s electricity.

Klean joined the We Are Still In nationwide commitment to the Paris Climate Agreement after the current administration pulled out.

We identify and measure GHG emissions from our business activities (Scopes 1-3). This information is valuable for informing design, manufacturing and operational decisions, as well as raising staff awareness and engagement around emissions reductions.

Klean Kanteen is 100% carbon neutral in the manufacture and delivery of its products worldwide, and is certified by the nonprofit Climate Neutral.

It’s warming.

It’s us.

We’re sure.

It’s bad.

We can fix it.
Klean Kanteen Facility Solar

Klean Kanteen’s energy use is supplied by purchased electricity, natural gas, and propane. Installation of a solar array in 2017 has resulted in a 65% reduction in our facility GHG emissions compared to 2016, the last full year we operated without solar. In addition, we’ve seen a 70% reduction in emissions intensity, e.g., the amount of GHG emissions produced per unit of energy use. Today, our leading source of facility emissions comes from our use of natural gas for heating water in the kitchen and bathrooms.
What is Climate Neutral?

Climate Neutral is a nonprofit organization working to accelerate the transition to a low-carbon world by recruiting companies to publicly measure, reduce and offset their carbon emissions. Klean Kanteen has completed this rigorous three-step process and is now 100% carbon neutral in the manufacture and delivery of our products worldwide.

Our near-term plan for reducing GHG emissions includes:

- Increasing renewable energy at product manufacturing locations
- Reducing material usage in primary packaging, while increasing recycled content
- Analyzing our emissions data to identify the mid to long term actions for reducing emissions

We purchase carbon offsets for the GHG emissions we aren't yet able to eliminate. All of Klean's reductions through offsetting meet the “big six” attributes of quality carbon credits:

- Real
- Permanent
- Quantifiable
- Verifiable
- Enforceable
- Additional

The offsets we purchase are verified by American Carbon Registry, Verified Carbon Standard, Climate Action Reserve, Gold Standard and/or Clean Development Mechanism.
Klean Kanteen has completed Climate Neutral’s rigorous three-step process and is now 100% carbon neutral in the manufacture and delivery of our products worldwide.
Klean in Action

We actively engage with industry and nonprofit partners to tackle pressing environmental, health and conservation issues.

Outdoor Industry Association (OIA) Sustainability Working Group
MEMBER SINCE 2010

Advisory Council, OIA Sustainability Working Group
ADVISORY COUNCIL MEMBER SINCE 2017

Conservation Alliance
MEMBER SINCE 2009

European Outdoor Conservation Association
MEMBER SINCE 2013

California Blue Business Council
MEMBER SINCE 2016

We Are Still In Coalition
MEMBER SINCE 2017

Break Free From Plastic
MEMBER SINCE 2016

Plastic Impact Alliance
MEMBER SINCE 2019

Plastic Free: Mountain to Sea Coalition Member
MEMBER SINCE 2019

Danielle Cresswell, Klean’s Sr. Sustainability Manager (center), with fellow members of the OIA Sustainability Working Group Advisory Council.
Klean Giving

We donate 1% of our sales to environmental nonprofits through 1% for the Planet. That means every time someone buys a Klean Kanteen product, we invest 1% of their purchase in organizations working hard to make the world a more resilient and sustainable place. To date, we have given away more than $3.1 million dollars in unrestricted funds. Unrestricted funds allow organizations to use the money as they see fit to best support their missions and operations.

Through 1% for the Planet, we focus our efforts on key issues that are core to who we are and what we do.

“To date, Klean has given more than $3.1 million to fund nonprofit programs that benefit human and environmental health.”
Our Four Pillars

At Klean, we focus our philanthropic giving on four issues, or pillars, that align with our mission, values and passions. These four pillars guide our giving through 1% for the Planet.
Our 1% Partners

We support the following nonprofits through 1% for the Planet. All of these organizations work on issues within our four pillars of focus: plastic pollution, safe consumer products, land and water conservation and environmental stewardship.
Partner Spotlight
Pillar: Plastic Pollution

5 Gyres PARTNER SINCE 2012

5 Gyres tackles the global health crisis of plastic pollution through science, education and adventure. They have led 19 plastic pollution research expeditions in all 5 Subtropical Gyres, engaging more than 300 citizen scientists in life-changing adventures. 5 Gyres is proud to have 1,400+ Ambassadors of all ages in 46 states and 67 countries. Ambassadors educate and empower their communities to be #plasticfree.

Successes

• Published the first peer-reviewed Global Estimate of Marine Plastic Pollution
• Contributed to the Microbead-Free Waters Act of 2015, a federal law that banned the use of plastic microbeads in personal care products
• Completed a 3-year microplastic study in San Francisco Bay, which informed a set of 10 policy recommendations to the city
• Worked with the United Nations to create the TrashBlitz platform, a web-based app that helps communities determine and reduce their waste footprint
PARTNER SINCE 2008

BCPP works to prevent breast cancer by eliminating human exposure to toxic chemicals and radiation linked to the disease. The organization has published 33 major scientific studies and reports, secured passage of the California Cleaning Product Right to Know Act, and raised consumer and lawmaker awareness about toxic chemicals in cosmetics, fragrances, canned goods and children’s toys.

**Successes**

- Passed **11** chemical safety laws removing phthalates from children’s toys and banning BPA in a number of consumer products
- Helped **13** states enact BPA bans
- Persuaded **5** multinational corps to adopt safer chemical policies
- Passed the first ingredient disclosure legislation for cleaning products in California called the California Cleaning Product Right to Know Act
- Developed the first breast cancer prevention plan for California, looking at societal-level issues and how to create systemic change
American Rivers protects wild rivers, restores damaged waterways and conserves clean water for people and nature. To celebrate the 50th anniversary of the Wild and Scenic Rivers Act in 2018, American Rivers launched the 5000 Miles of Wild® campaign to protect an additional 5,000 miles of rivers and grow the national Wild and Scenic Rivers system by 40%. The organization also promotes sustainable water use and equitable, resilient and innovative ways of managing drinking water, stormwater and wastewater to meet both community and ecosystem needs across the country.

Successes

• Contributed to the removal of 11 dams
• Protected 1,800+ river miles in 39 states
• Mobilized 57,000+ volunteers to clean up their hometown rivers
• Removed 2.7 million pounds of trash through National River Cleanup®
Partner Spotlight
Pillar: Environmental Stewardship

Outdoor Afro has become the nation’s leading, cutting edge network that celebrates and inspires Black connections and leadership in nature. Outdoor Afro helps people take better care of themselves, our communities and our planet. The organization has disrupted the false perception that Black people do not have a relationship with nature, shifted the visual representation of who can connect with and lead in the outdoors, and worked to restore outdoor leadership back to the home.

Successes

• Reached more than 6 million people to disrupt the false perception that black people do not have a relationship with nature.
• Increased number of volunteer leaders from 13 to 90, enabling Outdoor Afro to reach over 35,000 participants in 30 states annually
• Assembled the first all-Black U.S. team to climb Mt. Kilimanjaro
• Provided more than 200 swimming scholarships for people of all ages
Recognition

2019
Business of the Year
Save the Waves

Turning Green Hero Award
Turning Green

Medal of Honor
Outdoor Afro

2018
Best Partnership
1% for the Planet

Partner of the Year
Sierra Buttes Trail Stewardship

2017
Green Campaign of the Year Award
PR Newswire

2016
Partner of the Year
Sacramento River Preservation Trust

2014
Conservation Champions
European Outdoor Conservation Association

Product Awards

2010
Suzy Cain Leadership Award
Breast Cancer Prevention Fund

2009
Ocean Hero Award
Environment CA, Monterey Bay Aquarium, NRDC, Surfrider Foundation, Ocean Conservancy and Heal the Bay

Award of Recognition for Curbing Pollution
Lt. Governor John Garamendi
At Klean, environmental responsibility is more than a single initiative.
Product

We’re helping people kick the single-use habit one Klean at a time. Our products are reusable, BPA-free solutions to everything from plastic water bottles to single-use cups to disposable straws. We also design all of our products to last a lifetime. We call this Klean Design.
Bring Your Own

Does using a Klean Kanteen really prevent waste? We did some math using statistics from Pacific Institute and International Paper, and the answer is a giant yes! In fact, in just three years, the Klean products manufactured in 2019 have the power to save 1.6 billion single-use plastic bottles and cups*.

*Calculated based on Pacific Institute’s assessment of annual average per capita bottled water consumption in 20 countries with the highest bottled water sales: 123 liters or 246 bottles per person per year (Pacific Institute, worldwater.org).

Also calculated using International Paper’s cold cup usage statistic: 114 cold cups per person per year in the United States (International Paper, internationalpaper.com).

Calculation assumes 66% displacement rate for bottled water, 50% for coffee cups, and 30% for cold cups, with a product minimum life span of three years. Displacement rate = % of time Kanteen gets used instead of single-use option.
People around the globe have come to recognize Klean Kanteen products as safe, durable, and reusable solutions to single-use plastic and the devastating pollution it creates. Over 15 years, we’ve built on our signature Klean Design elements, folding in the principles of circular design in pursuit of truly sustainable products.

**What is Circular Design?**

Circular design is an approach to creating products that last longer, use safe recovered materials and can be recycled themselves. Circular design shows up in Klean’s product material features like durability, recycled content and recyclability so at end of their useful lives they can be turned into something new. This approach uses fewer virgin resources and creates less waste. Win-win.

Durable material choices coupled with other circular design elements like cross-compatibility and reparability to extend product life, and disassembly and recyclability to promote recovery at end of life are notable design features of Klean’s product design approach.
Product Recycled Content

We are dedicated to using recycled materials in our products whenever possible. Stainless steel is by far the dominant material in Klean products. While on average the recycled content of stainless steel is quite high, the amount varies based on the volume of recovered material available to the material producers. While this is not within our sphere of control or influence, we do track recycled content reported by our stainless steel source because it’s important to us. In 2019, 35% of the material used to make Klean products was from recycled sources.
Durable Materials

We build Klean products using 18/8 food-grade stainless steel, a material that is highly resistant to corrosion and breakage. Durability contributes to product sustainability by reducing the frequency of product replacement and the associated environmental resource requirements. If properly cared for, Klean products will last a lifetime as a result of our superior stainless steel.

Stainless steel is not the only durable material used in Klean products. In 2018, we upgraded the exterior finish from paint to Klean Coat®, an industry-leading sustainable powder coat. This change improved product durability by reducing the scuffing and scratching associated with regular use. In the past, folks would replace their Kanteens because the paint was scratched up, but Klean Coat is designed to go the distance.
Reparability

Too many of today’s products are designed for obsolescence, or aren’t created with reparability in mind. It requires far fewer resources to repair a product than it does to make a brand new one. With that in mind, we’re working to design Klean products to be reparable.

While the stainless steel components of Klean Kanteens are virtually indestructible, components like the silicone o-rings in our caps will wear out with regular use. So we’ve created repair kits and care and use videos to help people change out these small parts—instead of changing out their whole Kanteen.

In 2019, more than 80% of the products we produced have publicly available repair options for components expected to wear out before the Kanteen reaches end of service.
Disassembly

Many of our caps and other products can be disassembled for easy cleaning and repair. Disassembly also allows the product owner to separate the Kanteen into individual components comprised of a single material. This makes it much easier to recover materials at end of life, and improves the likelihood of being recycled and turned into source material for something new.

As of 2019, over 75% of Klean products can be completely disassembled to single-material components.
Cross-Compatibility

Change your cap, not your bottle. From chug caps to sport caps, straw lids to coffee tops, we’ve got caps and lids for every style of sipping, slurping and swilling imaginable. We’ve designed our many caps and lids to be compatible with all bottles and bottle sizes in their product family. We also sell caps and lids as accessories, so folks can increase the versatility of their Kanteen just by purchasing a few lids.
All You Need is One

Every time you use your Klean Kanteen instead of a single-use product, you’re taking a stand against disposable design. Using a Klean Kanteen regularly for just three years can prevent a lot of single-use waste. Just imagine the benefit of using the same Klean Kanteen for five, ten or fifteen years!

Because manufacturing a long-lasting product like a Klean Kanteen has an environmental footprint, we encourage folks to use the same Kanteen for as long as possible. We make it easier to extend the life of your Klean Kanteen with repairable and replaceable parts, versatile lids and handy repair kits.
Made for Life

Klean fans can also reduce the lifecycle impacts of their Kanteens with these simple tips:

**01 Replace Worn-Out Parts**

Make your Kanteen last with proper care and by replacing worn-out parts, such as gaskets. Taking a “care and repair” approach significantly reduces the footprint of Kanteens compared to single-use. After just seven weeks the carbon footprint of a 27oz Classic will break even with emissions from average bottled water consumption over the same period. Just think how much better the planet will be after years of reuse with your favorite Kanteen.

**02 Use the Dishwasher**

When care and use instructions indicate dishwasher safe, popping your Kanteen in the dishwasher actually saves more water and soap than hand washing. Bonus points if you use environmentally responsible detergent. If you have to wash your Kanteen by hand, use cold water and turn off the tap while scrubbing.

**03 Pick Your Product**

Vacuum insulated or single-wall? If you are in the market to keep hot drinks hot and cold drinks cold for a loooooong time, vacuum insulated is the best choice. But if you want something more lightweight with a smaller environmental footprint, single-wall is the way to go.

**04 Recycle**

Klean Kanteens are built to last a lifetime, but sometimes life is rough. If you are ready to part ways with your Kanteen and can’t pass it on, you can recycle it! Most metal recyclers will accept the stainless steel body. Caps and lids require a specialty recycling center.
Safe Products

Klean Kanteen was born of the desire to provide a safe, BPA-free option for daily hydration. Fifteen years later, the emphasis on product safety is still a guiding principle of Klean Design.

All product materials go through a rigorous material qualification process at Klean with the goal of protecting human and environmental health and avoiding chemicals of high concern. This process involves review against the strictest, applicable regulatory standards, as well as Klean’s own restricted substances list (RSL). It also includes a chemical hazard assessment of each material formulation using the GreenScreen® for Safer Chemicals protocol to identify and rank chemical hazards for a given product material.
GreenScreen®

GreenScreen® for Safer Chemicals is a method for chemical hazard assessment designed to identify chemicals of high concern and safer alternatives. It is used by industry, government and NGOs to support product design and development, materials procurement and as part of alternatives assessment to meet regulatory requirements. GreenScreen hazard ratings are determined from the application of a rigorous assessment protocol.

Ratings include:

- **Benchmark 1**
  - Avoid: Chemical of High Concern
- **Benchmark 2**
  - Use But Search for Safer Substitutes
- **Benchmark 3**
  - Use But Still Opportunity for Improvement
- **Benchmark 4**
  - Prefer: Safer Chemical

Through 2018, Klean has acquired complete chemical formulations for 93% of our product materials. We have assessed over 100 chemicals using GreenScreen screening and assessment tools. 75% of Klean’s product chemistry rates Benchmark 3 or better.
We’ve always been more comfortable sitting around a campfire than a boardroom table, more at home on the trail than the corporate treadmill. So how did we end up launching a global company and starting a revolution?

It’s hard to imagine that back in the early 2000s you couldn’t buy a reusable, stainless steel water bottle in the United States. Plastic was pretty much your only option. When Klean sold the first BPA-free stainless steel bottles in 2004, we figured a few folks might be into them.

Today reusable water bottles and coffee mugs are everywhere. Klean Kanteen has inspired dozens of other companies to make reusable stainless steel products. We don’t mind. When it comes to kicking plastic, we’re all in this together.

Along the way, we’ve remained a family-owned company. Turning down investor dollars isn’t always easy, but the freedom to stay true to our principles is worth it. From the very beginning, we’ve prioritized the well-being and sustainability of our people, planet and products.

Jeff Cresswell and Michelle Kalberer
Klean Kanteen Co-Owners
At Klean, we deliver simple solutions that inspire healthy choices and create benefit for people and the places we live and play.