PRESS RELEASES

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Ecolab's Customer Service Team Receives ISO 9001 Certification

ST. PAUL, Minn.--(BUSINESS WIRE)--Nov. 19, 2002--Ecolab Inc. announced today that its Customer Service department at the company's St. Paul headquarters has received ISO 9001:2000 certification. This globally recognized and sought-after designation provides guidelines for standardizing processes to ensure consistency for customers.

"Ecolab's Customer Service Center was already an award-winning organization, and this ISO 9000 certification demonstrates we have a formal system for interacting with our customers, including a quality management system, consistent documentation and documentation control, and performance monitoring," said Maurizio Nisita, Ecolab's senior vice president of Global Operations. "To be certified under the new version, ISO 9001:2000, we showed we had programs in place for continuous improvement, which is an important factor in assuring customers of our emphasis on providing quality service. As a global organization, this certification is important in reinforcing our image with our customers around the world and will help facilitate training of new associates as we continue to grow."

National Quality Assurance, U.S.A., is the certifying body that independently audited and approved Ecolab's Customer Service based on ISO 9001:2000, which offers standards for business processes ranging from design and development, to production, installation and servicing of products. Areas of audit included Ecolab Customer Service's quality management system, management responsibility, resource management and product realization.

With sales exceeding $3 billion, Ecolab is the leading global developer and marketer of premium cleaning, sanitizing, pest elimination, maintenance and repair products and services for the hospitality, institutional and industrial markets. Ecolab shares are traded on the New York Stock Exchange and the Pacific Exchange under the symbol ECL.

Ecolab news releases and other investor information are available on the Internet at www.ecolab.com.

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