



# 2024 Corporate Social Responsibility Report

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LETTER

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SILVER | Top 15%

ecovadis

Sustainability Rating

DEC 2024



# A Letter From Our CEO

Corporate social responsibility is at the heart of what we do, and our annual CSR report helps us reflect on our journey and share our vision for the future. Veritiv is more than a global leader in packaging, facility, and print solutions. We are a company driven by purpose, passion, and a commitment to making a difference. We work hard to provide innovative solutions that meet our customers' needs while creating value for our stakeholders.

2024 was a year of incredible growth. We welcomed five new businesses into the Veritiv family: Vivabox, AmeriPac, PAX Global, Arjay Company, and Orora Packaging Solutions. These acquisitions brought fresh talent, new services, and expanded solutions, which provide even more value to our customers. These latest additions broaden Veritiv's capabilities and offerings and extend our reach across many industries.

Our culture is grounded in the Veritiv CODE of Values. These guiding principles define who

we are and how we operate. They inspire us to innovate boldly, accept responsibility, exceed customer expectations, and champion sustainability. Our "Embrace the Green" ethos of "One Team, acting with integrity and respect, shaping a positive future for ourselves, our customers, and our planet" drives our sustainability practices and success. By living these values every day, we ensure Veritiv's long-term well-being.

We are proud of our leadership in sustainable practices. In 2024, we raised our EcoVadis sustainability score to 73, placing Veritiv in the top 15 percent of companies assessed and earning us an EcoVadis Silver medal. This achievement highlights our commitment to sustainability while driving strong business performance.

Beyond our business accomplishments, we have also made a difference in the communities where we live and work. Our team members have shown incredible dedication to giving back, volunteering their

time and talents to causes such as the Boys & Girls Clubs of America, where we support programs that empower youth and strengthen communities. Across volunteer days and charitable initiatives, our One Team spirit shines through in everything we do.

Looking ahead to 2025 and beyond, we remain focused on sustainability, responsible growth, and creating meaningful impact. Our CODE of Values will guide us as we continue to innovate, invest in our people, and collaborate with our customers and suppliers to drive positive change. By staying true to our values, I'm confident we will achieve even greater success—success we share with our customers, communities, and planet.

Thank you for your ongoing support and partnership. Together, we will build a brighter, more sustainable future for all.



Salvatore A. Abbate,  
Chief Executive Officer



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# What's Inside

Veritiv's 2024 Corporate Social Responsibility (CSR) Report provides an overview of our sustainability strategy, how we tracked progress toward reaching our 2024 fiscal year goals, and our plans for 2025.



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<ul style="list-style-type: none"><li>• ESG Oversight</li><li>• The Esg Working Group</li><li>• Working Group Oversight</li></ul>	<ul style="list-style-type: none"><li>• Working Group Roles and Responsibilities</li><li>• Objectives and Workstreams</li></ul>	WHAT'S INSIDE
<ul style="list-style-type: none"><li>• Veritiv's Sustainability Approach</li><li>• Double Materiality Assessment</li><li>• Alignment With UNSDGs</li><li>• ESG Organizations And Initiatives</li><li>• Our 2024 Focus Areas</li></ul>	<ul style="list-style-type: none"><li>• Greenhouse Gas (GHG) Reduction Goals</li><li>• Facilities Operations</li><li>• Environmental Management System</li><li>• Environmental Program</li><li>• Our Sustainable Products And Services</li></ul>	ABOUT VERITIV
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<ul style="list-style-type: none"><li>• Sustainability Training</li><li>• Sustainability Elearning Modules</li><li>• Career Management Training</li></ul>	<ul style="list-style-type: none"><li>• Information Security Training</li><li>• Additional Training</li></ul>	TRANSPARENT AND ETHICAL GOVERNANCE
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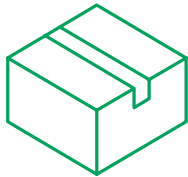
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# WHAT WE DO

From our headquarters in bustling Atlanta to our distribution centers spanning the U.S. and Mexico, Veritiv delivers value-added packaging, print and publishing, and facility solutions. More than just a distribution company, we're a strategic partner in unleashing the supply chain's full potential. What sets us apart is our people—a vibrant community of dedicated individuals passionate about exceeding expectations. With a focus on innovation and customer satisfaction, our team tackles complex challenges with enthusiasm.

Veritiv puts decades of industry knowledge, expertise, and proven supply chain ingenuity to work across numerous industries and businesses, supporting companies from Fortune 500® giants to ambitious startups. We understand the intricate needs of sectors from food to pharmaceuticals to aerospace and tailor our solutions to fit industry-specific requirements. Whether it's staying up on the latest trends, controlling costs during market and supply chain shifts, or sourcing products with the latest sustainable materials, Veritiv strives to provide quality, safe, and cost-effective solutions.



**Packaging:** We work directly with customers to build solutions that address their complex supply chain needs. Our value-added services, including design, kitting, testing, and international sourcing, make us North America's leading provider for concept-to-delivery packaging needs.



**Print Products and Solutions:** Veritiv leverages our global network of world-class suppliers and well-stocked distribution centers to deliver locally to customers in commercial print, publishing, and end-user segments. Our experts provide print and publishing solutions wherever and whenever needed.



**Facility Solutions:** A clean, healthy, and productive facility shows employees and customers you care. Veritiv offers many cost-effective commercial cleaning services and supplies, including sustainability-focused options. We have the expertise and sourcing capabilities to serve customers across a wide range of industries, including office buildings, manufacturing, higher education, healthcare, government, food service, and hospitality.

# 2024 YEAR IN REVIEW



\*All data as of December 31, 2024  
\*\*See page 22 for definition of sustainability attribute.

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## OUR VISION AND VALUES

Veritiv's vision is to be the most desired B2B design-to-delivery provider by serving our customers with a solutions-first mindset. We achieve this through living our CODE of Values every day. Our CODE unites us as One Team, represents who we are as a company, and influences our operations. The Veritiv CODE is our guidepost for helping us get to what matters most.



- C** **Cultivate Innovation**  
Through passionate and diverse people and ideas.
- O** **Own It**  
Simplify the process.  
Accelerate the solution.
- D** **Deliver and Delight**  
Every day, in every way.
- E** **Embrace the Green**  
One team, acting with integrity to shape success for ourselves, our customers and our planet.

2024 AWARDS AND RECOGNITION



Veritiv Awarded **Silver Medal by EcoVadis**

We are thrilled to announce a significant milestone in our sustainability journey by being awarded a Silver Medal by EcoVadis. This globally recognized platform assesses and rates a company's sustainability performance based on environmental, social, and governance (ESG) criteria, offering a comprehensive view of our practices in areas such as labor standards, ethics, and procurement. This year, our score improved from 57 to 73, elevating us from a Bronze Medal to a Silver Medal and positioning us in the 93rd percentile.





**Newsweek's America's Most Responsible Companies 2023 and 2024**



**Fortune World's Most Admired Companies™ 2023 and 2024.**



**One of Newsweek's 2024 Top 100 Most Loved Workplace in the U.S.**

- 2024 Most Loved CEO
- 2024 Most Loved Workplaces for Career Advancement
- 2024 Most Loved Workplaces for Women
- 2024 Most Loved Workplaces for LGBTQ+
- 2024 Most Loved Workplaces for Young Professionals
- 2024 Most Loved Workplaces for Volunteering



**2024 Cincinnati Business Courier Best Places to Work**



**2024 Atlanta Business Chronicle Best Places to Work**



**2024 Jacksonville Business Journal's Top Workplace**



**2024 Leaders in Corporate Citizenship** for Kat Reynolds from Atlanta Business Chronicle



Veritiv Norcross earning **GreenCircle Certification for Waste Diversion from Landfills** (88% of waste diverted from landfills)



**2024 WINnovation Award winner for EcoScore**



**Won IoPP Ameristar Award for Molded Fiber Lock (2024)**

Veritiv has designed and patented a 100% curbside recyclable and re-pulpable box that includes a molded fiber locking mechanism to keep the lid shut and product secure (Veritiv U.S. Patent # 11661247B2).



**Modern Distribution Management (MDM) 2024 Top Distributors List**



**Transport Topics Named Veritiv to its Top 100 Private Fleet listing**

MERGERS & ACQUISITIONS

We believe in growth through meaningful partnerships, and one of our key strategies is mergers and acquisitions. This approach strengthens our business and helps us achieve our CSR goals. Successful mergers happen through collaboration, where we can harness the strengths of each company to create better solutions for our customers. This includes uniting as One Team, offering sustainable-focused products, and engaging with our communities.

In December 2024, Veritiv acquired Orora Packaging Solutions (OPS), uniting two leaders in specialty packaging. OPS and Veritiv share a mutual commitment to sustainability, which makes this partnership a natural fit. Together, we empower businesses to transition to renewable, recyclable, and reusable packaging solutions, solidifying our position as a trusted sustainability partner.

Due to the OPS acquisition closing at the end of 2024, all data included in this report omits OPS legacy operations and facilities unless specifically otherwise noted.

**Sustainable Design Lab**

As part of our acquisition of OPS, we've integrated the OPS Sustainable Design Lab, a 20,000-square-foot state-of-the-art facility in San Jose, California. This advanced research, design, and testing lab enhances Veritiv's ability to develop innovative packaging solutions that reduce environmental impact while boosting our customers' bottom lines. At the Design Lab, we are positioned to:

- Explore emerging market trends
- Discover innovative materials and technologies
- Assess opportunities for reuse, recycling, or composting
- Develop rapid prototypes
- Utilize cutting-edge testing capabilities
- Assess the environmental impact of packaging
- Collaborate with experts in sustainable design



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Research & Development (R&D)

Innovation thrives at our Sustainable Design Lab, where we collaborate with brands across industries to create effective packaging solutions. We leverage our deep market insights to identify cutting-edge materials and technologies that align with our customers’ sustainability goals.

Our R&D efforts involve working with emerging suppliers and material innovators and exploring next-generation alternatives such as seaweed-based packaging and PHA biopolymers. This approach has led to the development of many award-winning designs. Through rigorous testing, rapid prototyping, and sustainable design expertise, we ensure every new solution meets functional and aesthetic requirements while advancing the circular economy.

Our lab isn’t just an R&D hub—it’s a catalyst for the future of sustainable packaging. With OPS’s expertise, we believe we can push the boundaries of sustainability and deliver materials and solutions that help customers achieve their sustainability goals while staying ahead of evolving regulations. Simply put, we transform sustainability into a competitive advantage for our customers.

Community Engagement

Community engagement is another area of synergy between Veritiv and OPS. OPS creates packaging considered more sustainable, but to close the loop of circularity the OPS team collaborates with One Tree Planted to restore ecosystems through reforestation. OPS has successfully planted over 5,000 trees, and OPS team volunteers have cleaned beaches alongside the Surfrider Foundation, collecting more than 1,000 pounds of trash. Each beach cleanup brings us closer to a cleaner ocean, a safer habitat for marine life, and a healthier planet.



Jarbot™ Reusable Packaging System

Winner of the 2024 Innovator Award from the Sustainable Packaging Coalition (SPC) and the 2024 Sustainable Design Award from Pentawards

Veritiv leads the way in sustainable packaging with Jarbot™, an innovative reusable packaging system designed to reduce single-use waste and drive circularity in consumer-packaged goods (CPG). Jarbot™ features a modular design with seven interchangeable and nestable SKUs, enabling brands to share standardized packaging and streamline reverse logistics and reuse at scale.

Crafted from durable stainless steel, Jarbot provides a long-lasting, reusable alternative to single-use packaging. Working closely with brands across industries, Jarbot ensures a seamless transition to reusable packaging without compromising product integrity or consumer convenience.

Recognized with the 2024 Overall Packaging System Award from the Sustainable Packaging Coalition (SPC), Jarbot exemplifies Veritiv’s commitment to pioneering sustainable packaging solutions that balance environmental impact with commercial viability.

Helicot™ Paper-based Packaging

Winner of the 2024 Dieline Award for Sustainable Design Concept

Helicot™ redefines sustainable packaging with its innovative paper-based system, designed specifically for health and beauty applications. This breakthrough solution replaces single-use plastics with a combination of paper and a PHA-based barrier, increasing recyclability and compostability while maintaining product integrity.

What sets Helicot apart is its advanced twist-up mechanism, offering a significant improvement over traditional push-up paper packaging. This design enhances functionality and user experience while meeting the highest sustainability standards. By integrating renewable materials and innovative engineering, Helicot delivers a more circular solution for brands seeking to eliminate plastic waste.

With its cutting-edge design and environmental benefits, Helicot is setting a new industry standard, providing a scalable, more sustainable alternative for the future of health and beauty packaging.



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THE VERITIV® EDGE

In 2024, Veritiv assembled a cross-functional team to answer the question, “What makes Veritiv the best choice for packaging, print, and facility solutions?” While many competitors in packaging distribution make generic claims, our Edge team identified value-added services unique to Veritiv and important to our customers across 14 markets and sub-markets.

Simply put, the Veritiv Edge is how we help our customers win with proven differentiation. If we can’t prove it, we won’t claim it.



Based on three foundational pillars where Veritiv excels at creating value:



The Veritiv Edge highlights market-specific, measurable advantages:



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# ESG AT VERITIV

Sustainability is both a responsibility and an opportunity to drive growth, profitability, and long-term value while leaving a lighter footprint on our planet. By making fair, ethical, and sustainable decisions today, Veritiv positively impacts the future well-being of our business, employees, customers, and suppliers. We believe in:



## ESG OVERSIGHT

Sustainability is a top priority for Veritiv’s Board of Directors (the Board), Senior Leadership Team (SLT), and operational leaders. Veritiv’s General Counsel is part of the SLT and is responsible for overseeing our sustainability initiatives, also serving as the executive sponsor for the ESG Working Group. Complete oversight responsibilities of the Board and SLT are detailed in the Governance section of this report.

## THE ESG WORKING GROUP

The ESG Working Group (the Working Group) promotes long-term, profitable growth by implementing Environmental, Social, and Governance initiatives that support Veritiv’s objectives and mitigate potential business risks. The Working Group constantly evolves to align with our business priorities and address the ESG issues that are most critical to Veritiv.

We identified four fundamental tenets of our sustainability strategy to ensure our mission aligns with our vision and values. These tenets guide our internal operations and support our customers’ sustainability goals.

- 1 Establish Veritiv as an ethical, responsible supplier and sound investment choice.** Our customers tell us they want to partner with a supplier that operates ethically and responsibly, and they often require us to demonstrate how we address environmental, social, and governance issues. Suppliers and the communities where we operate expect us to perform consistently with environmentally sound and socially responsible business practices. By doing so, we support our long-term business health, which allows us to generate greater value for our stakeholders.
- 2 Leverage our products, expertise, design, and global sourcing capabilities to satisfy customer end-to-end supply chain needs.** Our sales professionals, packaging designers, and global sourcing experts provide concept-to-delivery solutions for our customers. We design and test packaging, source products globally, and, with years of logistics experience, ensure those products reach our customers efficiently.
- 3 Collaborate with customers and suppliers to identify innovative products and services that meet customers’ current and future needs.** We’re proud to work with customers leading the way in sustainability by demanding products and processes from our suppliers that meet our sustainability criteria. We work with large, well-established, new, and niche suppliers who provide innovative, cutting-edge, products. We collaborate with these customers and suppliers to find new solutions as we strive to constantly offer more sustainable alternatives.

- 4 Attract and retain top talent by fostering a collaborative, inclusive, and socially responsible culture. Having the right team is crucial to our success.** Our employees understand that we prioritize delivering the best customer experience. A diverse and inclusive culture equips employees with the training, development, and support necessary to reach their full potential and, in turn, offer exceptional customer experiences.

## WORKING GROUP OVERSIGHT

Veritiv’s Board of Directors reviews the company’s ESG strategy and receives periodic updates on ESG matters. The Audit and Finance Committee has primary oversight of financial risks related to ESG issues, while the Compensation and Leadership Development Committee oversees matters concerning human capital. Veritiv is a portfolio company of Clayton, Dubilier & Rice, which considers sustainability integral to value creation. Veritiv benefits from the resources and expertise provided by CD&R and its commitment to building stronger, more resilient, more inclusive, and more valuable companies.



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## WORKING GROUP ROLES AND RESPONSIBILITIES

Veritiv’s General Counsel oversees the Working Group, which handles the day-to-day operations of our sustainability initiatives. Led by Veritiv’s Senior Director of Sustainability, the Working Group collaborates with sales professionals, category management, and other functional teams to address our customers’ sustainability needs, manage sustainability requests related to our products, services and operations, and ensure we partner with innovative and responsible suppliers.

Following the completion of the acquisition of OPS in December 2024, we plan on incorporating OPS representation into the Working Group, enabling synergized ESG priorities throughout Veritiv. We categorize members of the Working Group by these roles and corresponding responsibilities:

Role	Responsibilities
Executive Sponsor	<ul style="list-style-type: none"><li>• Ensure alignment of Working Group to overall company strategy.</li><li>• Coordinate alignment of objectives among the SLT and Working Group.</li><li>• Provide ongoing direction as strategies and initiatives of Workstreams develop and mature.</li><li>• Assign initiatives to the appropriate Workstream Leads.</li><li>• Assess and approve changes to the Working Group’s scope based on company strategy and Senior Leadership direction.</li></ul>
Group Lead	<ul style="list-style-type: none"><li>• Schedule and plan quarterly Working Group meetings.</li><li>• Collaborate with Executive Sponsor and Workstream Leads to set meeting agendas.</li><li>• Work with Workstream Leads to develop annual and long-term goals and key performance indicators (KPIs).</li></ul>
Coordinator	<ul style="list-style-type: none"><li>• Assist Group Lead in scheduling and planning quarterly Working Group meetings.</li><li>• Track progress of each Workstream against established goals and KPIs.</li></ul>
Workstream Lead	<ul style="list-style-type: none"><li>• Identify, scope, execute, and report on ESG initiatives in their respective key focus areas to achieve established goals.</li></ul>

## THE WORKING GROUP OBJECTIVES AND WORKSTREAMS

The Working Group is organized into Workstreams, each with a designated Workstream Lead and an Executive Sponsor from the SLT. These Workstreams address sustainability concerns identified through our assessment process. The Working Group objectives are the topics that were deemed most relevant to our business and that facilitate meaningful and positive impacts on our planet and the communities where we operate. Working Group objectives are:

1

Clarify Veritiv’s ESG vision and establish measurable goals across the company’s operational functions to fulfill the ESG vision.

2

Identify opportunities to improve Veritiv’s ESG performance and position Veritiv as an ESG industry leader.

3

Leverage opportunities created by ESG factors to increase revenue and EBITDA.

4

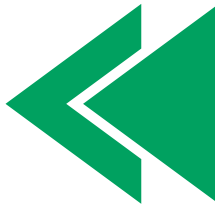
Mitigate risks posed by ESG factors to prevent economic, operational, and/or reputational loss

5

Develop and present goals, alternatives, and mitigation measures to the SLT to address ESG risks and opportunities.

6

Provide content for Veritiv’s annual Corporate Social Responsibility Report (CSRR).



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# WORKING GROUP WORKSTREAMS

The Working Group meets quarterly to discuss the status of initiatives, target and goal revisions, rising ESG issues, and emerging trends. Championed by our Corporate Sponsor Susan Salyer, SVP, General Counsel, Sustainability and Corporate Secretary, we schedule additional meetings. Based on objectives, deadlines, and unplanned challenges. Below is a list of the current Workstreams and their respective Workstream Leads:

Role	Responsibilities	Current Leader(s) and Title
Products and Services	Supplier and customer engagement, new product identification, marketing, supply chain due diligence and supplier audits, minority and diverse supplier programs, response to third-party sustainability/regulatory due diligence surveys.	<b>Martha Issa</b> — Senior Director, Sustainability <b>Nathan Cregeur</b> — Senior Director, Category Management and Strategy <b>Jeff Pfister</b> — VP, Commercial Print Management
Safety and Environmental Compliance	Safety culture, safety education/training, environmental compliance, management of environmental risks, food safety, hazardous waste management, oversight of environmental management system (EMS).	<b>Laura Forrester</b> — Director, EHS
Facilities and Fleet	Energy consumption, water consumption, fleet fuel efficiency, use of alternative energy sources, greenhouse gas (GHG) emissions, waste management and recycling programs, assessing risks of climate-related events on Veritiv's business and operations.	<b>Will Vining</b> — Senior Director, Supply Chain Optimization
Human Capital	Culture and the employee experience, diversity initiatives, talent development and career training, human rights policies and risk management, labor relations, compensation, benefits.	<b>Deborah Russell</b> — Director, DE&I and Talent Partner
Community Relations	Oversight of employee community engagement and volunteerism, management of the One Veritiv Fund and the Veritiv Charitable Giving Fund, internal and external communications regarding social initiatives and employee engagement, interactions with local business associations and national nonprofit partners.	<b>Kat Reynolds</b> — Manager, Corporate Social Impact
Governance, Reporting and Corporate Compliance	Monitor federal, state, and local ESG-related laws and regulations impacting Veritiv's operations, reporting, and governance requirements, and Veritiv's product and service portfolio. Provide guidance to other Workstreams on desired reporting metrics and ensure data security. Oversight responsibility for production of the annual Corporate Social Responsibility Report (CSRR), provide reporting internally and to desired third parties, maintain the Working Group's balanced scorecard, and publish internal and external scorecard dashboards on a quarterly basis.	<b>Dan Toholsky</b> — Chief Information Security Officer <b>Antonio Zizzo</b> — Sustainability Analyst



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## ESG Scorecard

## Veritiv's EcoScore® Dashboard

- Gain insights on purchase and pattern history
- Track the percentage of spend on more sustainable items versus total spend
- Measure sustainability progress and identify improvement areas
- Customize to track specific goals
- Get instant access to sustainability data on purchased products
- Stay on track with quarterly reporting
- Share easy-to-read data suitable for employees of all levels



## EcoScore Enhancements

- Added weight data along with net sales—customers can view their Green Product Score and category scores weighted by net sales and product weight.
- Introduced additional category breakdown filters beyond the Category 1 level. This allows customers to see how specific projects affect their Green Product Score by category. It also helps us identify opportunities in more detailed categories (for example, while previously at the Category 1 level it listed “Films” now customers can analyze further to view “shrink films,” “specialty films,” and “stretch films” as distinct categories on the dashboard).
- Added a material field in the data to identify the primary materials of each product purchased.
- Implemented an Emissions Intensity dashboard that illustrates the emissions associated with customers’ purchases from Veritiv.
- Added a section on sustainability regulations to identify items and locations that may be affected by specific regulations—including material bans, Extended Producer Responsibility (EPR) regulations, labeling requirements, post-consumer recycled (PCR) content requirements, and more. This enables us to quickly show customers potentially impacted products and identify alternatives to comply with regulations.
- All these changes, including adding product weight in the Regulations tab, strengthen our capability to assist customers with EPR reporting, providing us with a competitive edge in 2025 and beyond.

Click Here to see our ESG Scorecard

**2024 ESG WORKING GROUP GOALS**

**Analysis & Services**

Category	Current	Target
Analysis & Services	100%	100%
Analysis & Services	85%	85%
Analysis & Services	100%	100%

**Policies & Plans**

Category	Current	Target
Policies & Plans	100%	100%
Policies & Plans	100%	100%
Policies & Plans	100%	100%

**Environmental Health and Safety (EHS)**

Category	Current	Target
Environmental Health and Safety (EHS)	100%	100%
Environmental Health and Safety (EHS)	100%	100%
Environmental Health and Safety (EHS)	100%	100%

**Diversity, Equity & Inclusion (DEI)**

Category	Current	Target
Diversity, Equity & Inclusion (DEI)	100%	100%
Diversity, Equity & Inclusion (DEI)	100%	100%
Diversity, Equity & Inclusion (DEI)	100%	100%

**Market Capital**

Category	Current	Target
Market Capital	100%	100%
Market Capital	100%	100%
Market Capital	100%	100%

**Governance, Reporting & Corporate Compliance**

Category	Current	Target
Governance, Reporting & Corporate Compliance	100%	100%
Governance, Reporting & Corporate Compliance	100%	100%
Governance, Reporting & Corporate Compliance	100%	100%

**Community Relations**

Category	Current	Target
Community Relations	100%	100%
Community Relations	100%	100%
Community Relations	100%	100%

## Looking Ahead

Veritiv will continue monitoring and validating our ESG initiatives through assessments and internal and external reporting. We will support structures that have yielded ESG progress and growth, including the Working Group as a vital governance mechanism driving and maintaining our ESG strategy while remaining accountable to the Board and Management.





# Driving Environmental Excellence

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VERITIV'S SUSTAINABILITY APPROACH

We are passionate about uncovering and solving problems, and this passion extends to every aspect of our business, including sustainability. We work hard to improve society, promote more sustainable operations, and support our customers and communities.

To meet our sustainability goals and those of our customers, we implement a customized approach of observation, design, testing, and continuous improvement.



DOUBLE MATERIALITY ASSESSMENT

Veritiv initiated a double materiality assessment in 2024 to solicit feedback from internal and external stakeholders. We conducted the assessment to ensure our targets align with our stakeholder’s expectations, validate and refine our current strategy, mitigate potential business risks, and capitalize on new opportunities.

Double materiality is the combination of ESG issues that significantly affect an organization and also how the organization outwardly impacts the environment, society, and the organization’s stakeholders. Conducting a double materiality assessment helps Veritiv prioritize efforts by examining materiality based on:

**INWARD MATERIALITY**  
**(Impacts TO our business)**

An issue is considered material if its potential risks or opportunities directly or indirectly affect business operations or future cash flows in a manner sufficient to impact enterprise value.

**OUTWARD MATERIALITY**  
**(Impacts FROM our business)**

An issue is considered material if, as a direct or indirect result of a company's operations, it has the potential to significantly impact people, the economy, or the environment.

We look forward to sharing additional insights and improvement opportunities gathered from our assessment results throughout 2025.

**ALIGNMENT WITH UN SDGs**

Veritiv considers the United Nations Sustainable Development Goals (UN SDGs) when selecting our sustainability goals, initiatives, memberships, and partnerships. The UN SDGs offer a strategic framework for tackling sustainability challenges while leveraging business opportunities that foster a sustainable and equitable future.

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), an urgent call for action by all developed and developing countries in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth—all while tackling climate change and working to preserve our oceans and forests.<sup>1</sup>

Our assessment identified eight SDGs relevant to Veritiv’s operations and stakeholder expectations. Our operations and the products and services we supply align with these SDGs (above).

<sup>1</sup> <https://sdgs.un.org/goals>



# ESG ORGANIZATIONS AND INITIATIVES

## 1 Drawdown Georgia Business Compact

Veritiv is a member of the Drawdown Georgia Business Compact, “a statewide initiative to catalyze a Georgia beyond carbon.”<sup>2</sup> Their purpose is to scale Georgia-specific climate solutions in ways that prioritize equity and public health, create jobs, and nurture the natural environment. Drawdown Georgia aligns with our sustainability vision to drive growth, profitability, and long-term value while leaving a lighter footprint on our planet. The Business Compact’s goal is to advance emissions equity, economic opportunity, community, and environmental health initiatives in Georgia by 2050.



<sup>2</sup> [www.drawdownga.org/about-us/](http://www.drawdownga.org/about-us/)

## 2 U.S. EPA Smartway Transport Partnership

Veritiv is a member of the U.S. Environmental Protection Agency’s SmartWay Transport Partnership, which helps businesses reduce transportation-related emissions through advanced fuel-efficient technologies and operational practices. “Freight shippers, carriers, logistics companies, and other stakeholders partner with EPA to measure, benchmark, and improve logistics operations so they can reduce their environmental footprint.”<sup>3</sup> **PAGE 18** of this report provides more information on the SmartWay Transport Partnership and 2024 fleet efficiency highlights.



<sup>3</sup> [www.epa.gov/smartway/learn-about-smartway](http://www.epa.gov/smartway/learn-about-smartway)

## 3 Sustainable Packaging Coalition

We belong to the Sustainable Packaging Coalition (SPC), a membership-based organization that “believes in the power of industry to advance sustainable packaging through education, collaboration, and action.” With a mission “to bring sustainable packaging stakeholders together to catalyze actionable improvements to packaging systems and issues related to packaging sustainability,”<sup>4</sup> the SPC’s membership encompasses the entire packaging value chain.



<sup>4</sup> [www.sustainablepackaging.org/about-us](http://www.sustainablepackaging.org/about-us)

## 4 SPC Compostable Packaging Collaborative

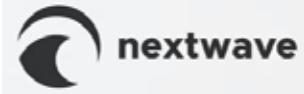
The Compostable Packaging Collaborative (CPC) is one of SPC’s “opportunities for members to work together on specific areas within sustainable packaging and translate discussions into actionable outputs.”<sup>5</sup> As a member of the CPC Veritiv participates in knowledge sharing and best practices about labeling and composting infrastructure for compostable packaging for fiber and compostable bioplastics products.



<sup>5</sup> [www.sustainablepackaging.org/engagement/spc-collaborative](http://www.sustainablepackaging.org/engagement/spc-collaborative)

## 5 Nextwave Plastics Consortium

NextWave Plastics is a “member-led, collaborative, and open-source initiative of leading multinational companies convened by The Circulate Initiative and co-founded and amplified by Lonely Whale. Since 2017, NextWave members have collectively diverted 20,479 metric tons of plastic—the equivalent of 2.27 billion single-use plastic water bottles—from entering the waste stream.”<sup>6</sup>



With a mission of integrating ocean-bound plastics found in areas such as Indonesia, Chile, the Philippines, Haiti, and Denmark into their supply chain, NextWave Plastics has quickly become a thought leader in ocean-bound plastic and circular economy innovation.

<sup>6</sup> [www.nextwaveplastics.org](http://www.nextwaveplastics.org)



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## OUR 2024 FOCUS AREAS

As one of North America’s leading distribution companies, we are keenly aware of our business’s environmental impact. Our operational and product efficiency initiatives are designed to reduce environmental effects by reducing greenhouse gas emissions. In 2024, we concentrated on:

- Reducing Scope 1 and Scope 2 greenhouse gas emissions across our operations
- Enhancing our Environmental Management System to align with ISO 14001 standards
- Optimizing our waste diversion and recycling programs

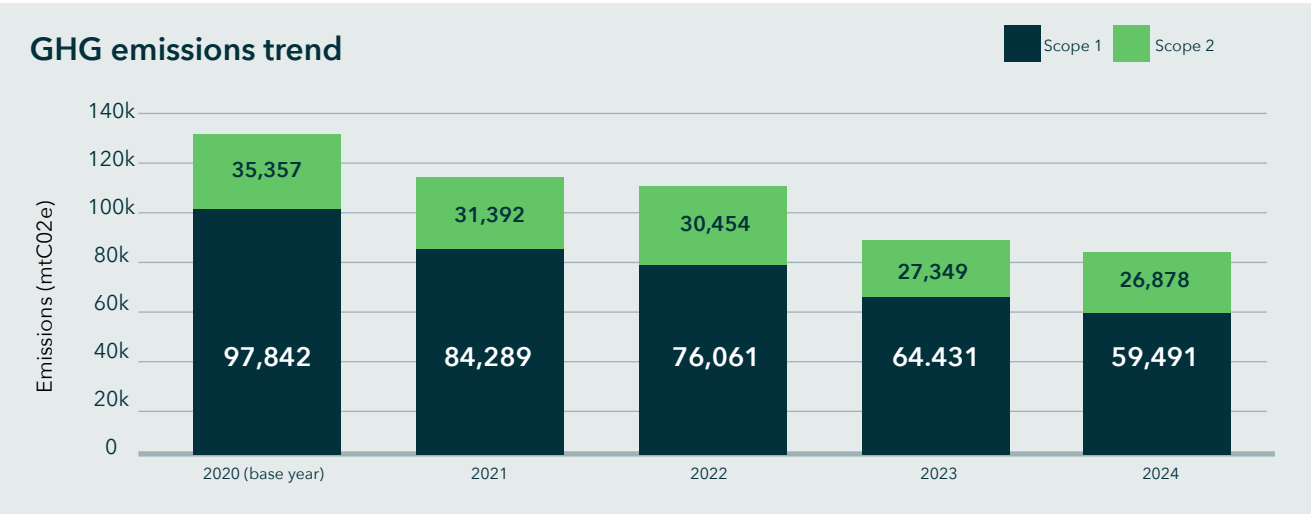
## GREENHOUSE GAS (GHG) REDUCTION GOALS

Veritiv partners with ENGIE Impact to determine our carbon emissions. In 2021, we established a goal to reduce our total Scope 1 and Scope 2 emissions by 50% from the 2020 baseline by 2030. During 2024, we completed the acquisition of OPS, which triggered the need to recalculate our 2020 baseline. As a result, our new 2020 baseline levels are:

Baseline
Scope 1 - 97,842 MTC02e
Scope 2 - 35,357 MTC02e
Total Scope 1 and Scope 2 - 133,199 MTC02e

\*All Scope 1 and Scope 2 emissions data is collected and reported using Engie Impact. The emissions values provided in this section include OPS data.

In 2024, we had reduced our total Scope 1 and Scope 2 emissions\* by 7.7% and 1.7%, respectively, relative to the previous year.




Our 650-truck fleet is our largest source of greenhouse gas emissions, so we prioritize efficiency enhancements for this group. Enhancements this year included utilizing AI-enabled Dynamic Routing software to improve daily truck deliveries and reduce total miles traveled, adding fully electric vehicles to our service tech fleet, and focusing on Idle Fuel usage.

Through delivery optimization, Veritiv drove 445,000 fewer miles in 2024 than in 2023 while delivering products to our customers.



- Reduced fuel consumption by approximately 133,000 gallons of diesel, a 5% reduction in fuel consumption in 2024.
- Approximately 15% of our total U.S. fleet utilized renewable diesel fuels in 2024.
- Completed fleet modernization by replacing older manual transmission trucks with more fuel-efficient automatic transmission trucks. 100% of the fleet now have automatic transmissions.



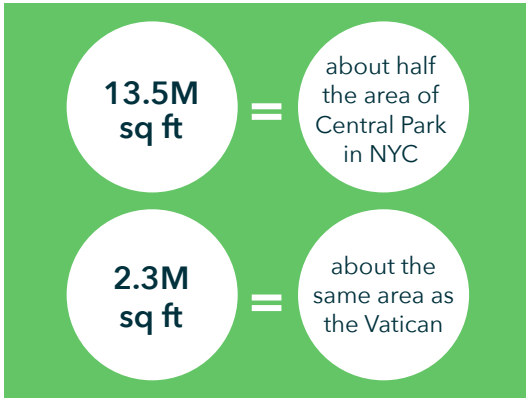
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FACILITIES OPERATIONS

A Green Certified Facilities

Green certifications are a potential indicator of efficiency and a lower carbon footprint. With warehouses being our second largest source of greenhouse gas emissions, 95 distribution centers totaling approximately 14.4 million square feet represent most of our property footprint. Ten distribution centers, consisting of roughly 2.3 million square feet, have either LEED or Energy Star certifications.



We will continue to pursue green-certified facilities as we align our warehouse footprint with our next-generation supply chain initiative.

B Resource Efficiency

Veritiv takes a strategic approach to reduce our buildings’ environmental impact. We aim to improve efficiency across our operations through retrofit projects, efficient equipment, and technologies. We also partner with ENGIE Impact to assess and optimize our energy usage in all North American facilities. In 2024, we:

- Installed six high-volume low-speed (HVLS) fans to reduce energy by circulating air to regulate warehouse temperatures
- Reduced energy consumption with LED lighting retrofitting at our Carrollton, TX, Livonia, MI, Knoxville, TN, Garner, NC, Salt Lake City, and Roanoke, VA facilities
- Consumed 25M kilowatt-hours (kWh) in the U.S. in 2024, a reduction of 2% from 2023

C Water Use

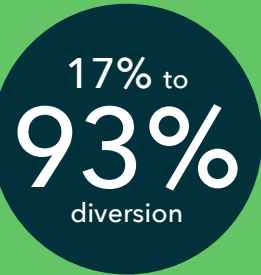
As a distributor, our water requirements are lower than those of a manufacturing company. We’re mindful of water use in our operations and seek to minimize our usage whenever possible. In 2024, we used approximately 18M gallons of water across all properties, encompassing approximately 13.5 million square feet.

D Waste Management And Recycling

In 2024, we continued our focus on waste management and recycled 60% of our generated waste\*, meeting our stated goal for the year. In 2025, we’ll look to improve these programs through increased employee communications, optimization of onsite equipment for the most efficient recycling, and continuing to work with outside partners for recycling solutions. Our goal is to increase our diversion rate to 65% by 2026.

These initiatives provided a roadmap that reduces carbon emissions by optimizing waste hauls and minimizing waste creation through employee engagement and initiatives to help promote reducing, reusing, and recycling materials.

We implemented a near-zero landfill initiative at our Norcross, GA, facility, in which we looked for a recycling outlet for all materials flowing through it. In 2024, this initiative increased diversion at the Norcross facility from:



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ENVIRONMENTAL  
MANAGEMENT SYSTEM

Veritiv’s Environmental Management System (EMS) is in accordance with International Standards Organization (ISO) 14001:2015 requirements. As part of the program, we completed an assessment of environmental impacts and developed mitigation, training, and audit procedures. We piloted our EMS at our Norcross, GA, facility and completed the ISO 14001 certification process for that facility in August 2023. As a distributor, we do not use the same energy or water level as a manufacturer. Therefore, improvements in those areas are less impactful for Veritiv.

Based on our review, we determined that focusing our EMS effort on facilities with hazardous waste would be the most meaningful for Veritiv. We occasionally generate hazardous waste, generally from expired or unsold chemicals.

In 2024, our commitment to continuous improvement focused on reducing hazardous waste disposal through enhanced waste management strategies. By partnering with our Operations and Community Outreach team, our Environmental, Health & Safety (EHS) Team successfully reduced hazardous waste disposal by 77%, identifying products that could be repurposed or donated rather than treated as hazardous waste.

To ensure the safe and responsible handling of remaining hazardous wastes, we collaborate with third-party providers to blend, treat, neutralize, or dispose of waste in compliance with regulatory requirements. In 2024, we achieved our overarching goal to implement the EMS at all identified facilities managing hazardous waste, reinforcing our commitment to sustainability and environmental stewardship.

Progress is tracked on our ESG Scorecard. EMS activities include:

- Reviewing Veritiv’s environmental goals
- Analyzing environmental impacts and compliance obligations (legal and other requirements)
- Setting environmental objectives and targets to reduce environmental impacts and conform with compliance obligations
- Establishing programs to meet these objectives and targets
- Monitoring and measuring progress toward achieving objectives
- Ensuring employees’ environmental awareness and competence
- Reviewing the progress of the EMS and achieving improvements



VERITIV’S  
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Our Environmental Program is executed by our EHS Team and supported by other company functions and external consultants. The EHS Team, in coordination with our operational teams, is responsible for implementing Veritiv’s environmental policy and ensuring environmental compliance at Veritiv sites.

Veritiv’s Environmental Program is supported from the top down, ensuring

accountability at all levels to meet regulatory requirements to protect our employees and the communities where we operate. We have put in place policies, procedures, training, communications, audits, reporting, and corrective action tracking to ensure compliance. Veritiv conducts weekly, monthly, and quarterly assessments to identify gaps and implement action plans. Whenever feasible, our goal is to eliminate waste at our facilities through our Community Outreach Donation Program, outlined in detail on [PAGE 35](#) of this report.

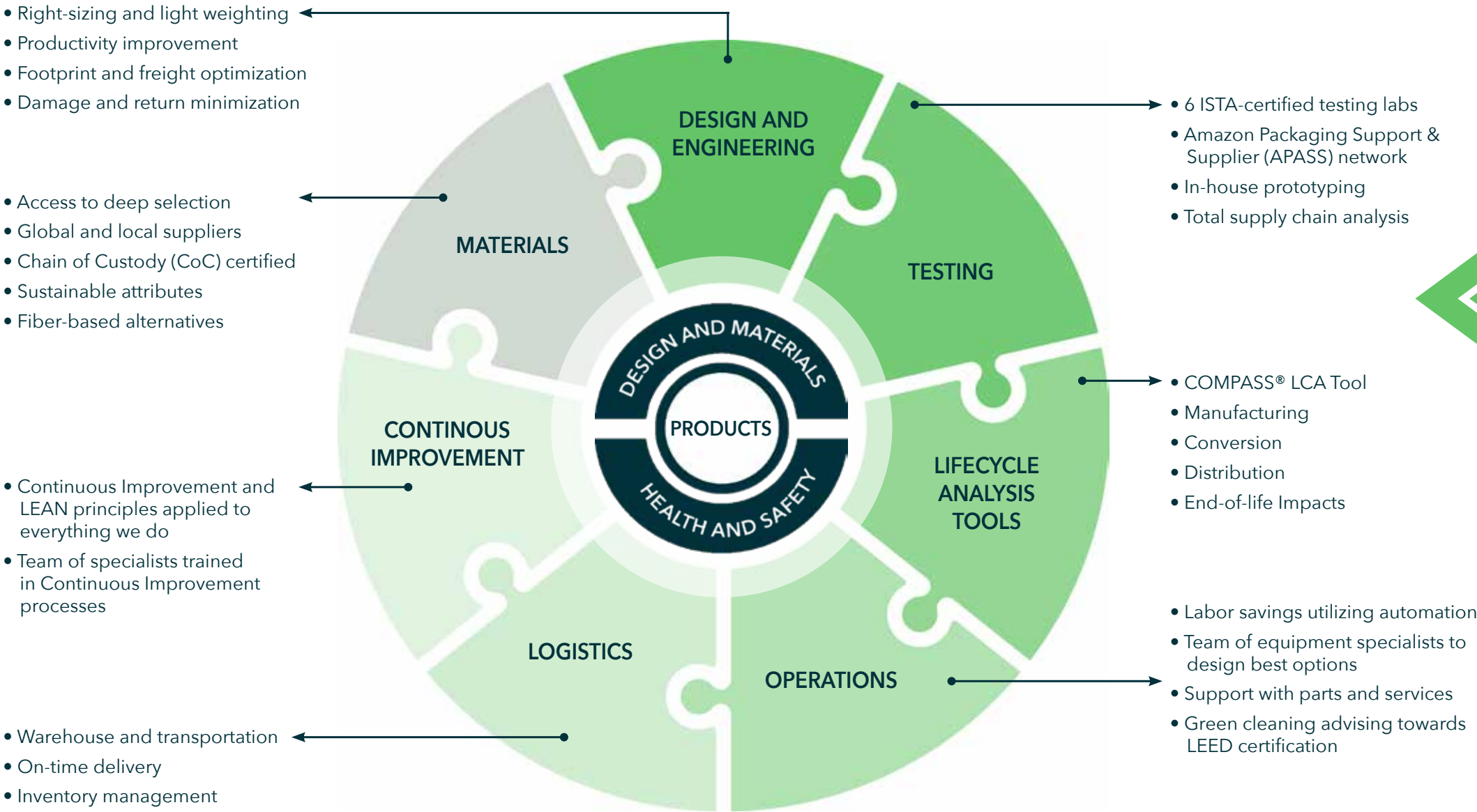


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# OUR SUSTAINABLE PRODUCTS AND SERVICES

Our sustainable-focused products and service portfolio is not a one-size-fits-all approach. We focus on what matters most to our customers and stakeholders and customize our offerings to help them achieve their goals.



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## DESIGN, ENGINEERING, AND TESTING

Sustainability starts with good design. With over 100 years of branding, design, and engineering experience, we create packaging solutions that look great, perform well, and meet our customers’ sustainability goals. We offer in-house simulation and prototyping to optimize material selection and satisfy supply chain needs. Our six on-site ISTA-certified testing labs utilize tools such as Life Cycle Analysis and advanced testing equipment to validate package integrity, improve recyclability, and create less packaging waste.

## AUTOMATION/OPERATIONS

From adding a free-standing wrapper to implementing a fully integrated system, our equipment, service, and parts teams help businesses reduce waste and optimize projects.

## LOGISTICS

We optimize sustainable-focused supply chain and delivery logistics to ensure our drivers take the most efficient routes while still providing on-time delivery.

## CONTINUOUS IMPROVEMENT

Veritiv’s LEAN principles and approach help us do more with less. We uncover waste areas and help customers prioritize projects in a continuous improvement process. Our experienced advisors work with Facility Solutions, Packaging, and Fulfillment Operations to cut costs and increase productivity.

<sup>1</sup> For purposes of determining whether a product had a sustainability attribute, we identified products that had received the following third-party certifications: FSC, PEFC, SFI, Green Seal, Cradle to Cradle, EPA Comprehensive Procurement Guideline Program, Fair Trade Certified, Rainforest Alliance Certified, Green E, UL EcoLogo, UL Green Guard, Green Good Housekeeping Seal, EPA’s Environmentally Preferable Purchasing Program, and EPA’s SaferChoice. We also included products that contained at least some alternative fiber or resource content and products that were considered recyclable due to being produced from recyclable fiber, wood or resin. In all cases, we relied solely on information provided by the supplier or manufacturer of the product from whom Veritiv purchased the product and information regarding recyclability contained in Fibre Box Association-Recycling White Paper, November 2019. Veritiv does not test or otherwise independently confirm the noted sustainability attributes.

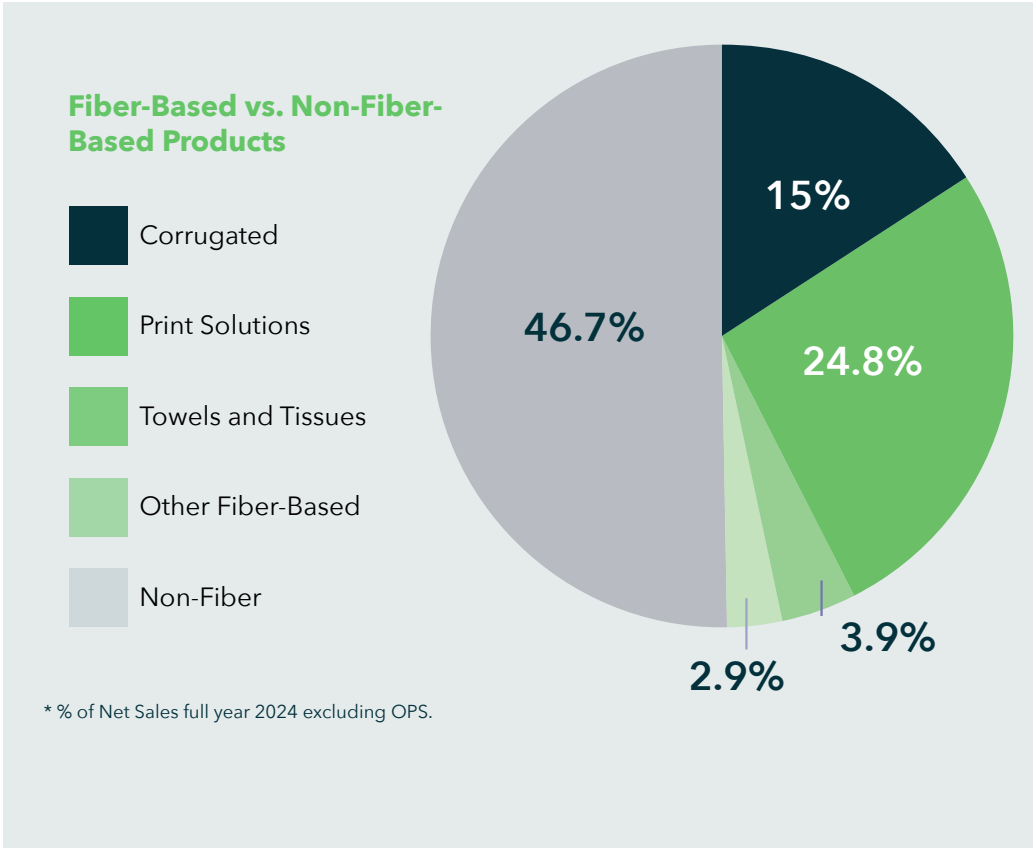
<sup>2</sup> Definition of Sustainable Packaging, Version 2.0, Revised August 2011.

## MATERIAL-NEUTRAL APPROACH

We’re primarily a distributor, so we aren’t limited to recommending in-stock materials. Instead, we apply a material-neutral approach and recommend the best materials for each product and application while considering environmental impact, sustainable options, and the latest innovative materials.

## OUR PRODUCT PORTFOLIO

In 2024, we focused on increasing the number of products and sales from products with a sustainability attribute<sup>1</sup>, achieving our goal of 55% of Net Sales from these items. The sustainable qualities that we count toward our target are rooted in the definitions of sustainable packaging published by the Sustainable Packaging Coalition® (SPC)<sup>2</sup>.



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## CHAIN OF CUSTODY CERTIFICATION

Chain of Custody certification (COC) is an important sustainability attribute and Veritiv manages three COC certification programs for responsible forest management. These certifications strengthen supply chain assurance and the connections between sustainable forests, traceability, and responsible wood-fiber product sourcing.

Veritiv sells products certified to these COC certifications:



## USING INNOVATION TO ADDRESS SINGLE-USE PLASTICS

We keep our customers current regarding single-use plastics and promoting circularity. In 2024, we continued our concentration on three areas of circularity:

### 1 Tufflex® Stretch Film With Recycled Content

TUFFflex stretch film includes 25-30% post-consumer resin (PCR) and up to 80% total recycled content. Our product assortment includes a first-in-the-market machine stretch film designed to withstand wrapping machines without adding virgin resin.

### 2 Investing In Recycling Infrastructure

Attributes in Recycled Content (ARCs) are a new model to help build recycling infrastructure and advance the use of post-consumer plastics. Each ARC represents 1 metric ton of produced recycled plastic. If a recycler meets the eligible criteria put forth in the standard, they can process and sell materials with a standard recycled claim, strip the claim from the material, sell the base material on the merits of its physical properties, or sell the ARC separately as a new revenue stream.

In 2024, Veritiv continued investing in ARCs equivalent to 30% tonnage of TUFFflex Top Picks stretch film, helping recycle over 2,400 metric tons of plastic. As this commodity progresses in awareness, we expect to expand investments, as we understand that infrastructure to improve recycling technology continues to be challenging.

Like other environmental commodities, ARCs are issued, traded, and retired in a secure registry system to eliminate the possibility of double counting. ARCs are issued based specifically on the material type processed. For example, there may be polyethylene ARCs, poly-propylene ARCs, etc. This innovative model was introduced by Green Blue's Recycled Material Standard (RMS), and Veritiv was the first company to purchase ethylene ARCs through a company called ACT.

### 3 Developing Customer Recycling Programs With Suppliers

We continue partnerships with major suppliers to develop closed-loop recycling.



# Facilitating Social Growth

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## FACILITATING SOCIAL GROWTH

Veritiv drives social growth by fostering an engaged and collaborative workforce and educating our colleagues and the next generation of workers. We also partner strategically with aligned non-profit organizations to strengthen the communities where we live, work, and thrive. Recognized as one of Fortune World’s Most Admired Companies in 2023 and 2024, Veritiv works hard to ensure our colleagues are engaged, heard, live well, and prosper.

## ATTRACTING AND RETAINING GREAT PEOPLE

Veritiv strives to create a work environment that attracts, retains and engages its employees. Our compensation structure encourages shared responsibility for achieving our goals and maintaining sustainability-focused business practices.

We value work-life balance as a key to overall well-being, and our Total Rewards Program supports our employees’ physical and emotional health.

### Equitable Pay Program

- **Commitment to Fair Pay:** We go beyond legal requirements to address pay disparities and promote a diverse and inclusive workforce. Our pay structure and criteria are clear, fostering trust and accountability within our organization.
- **Regular Pay Audits:** We conduct regular pay audits and salary structure reviews. Senior leaders address discrepancies so that employees know they are valued and treated fairly, enhancing satisfaction and engagement.

- **Adherence to Regulations:** Our compensation practices meet regulatory requirements and ensure a decent standard of living for all employees. We uphold equal pay for similar roles, regardless of gender, race, ethnicity, or other characteristics, and ensure fair compensation based on contributions. We benchmark against industry standards and align pay structures with societal expectations for equity.

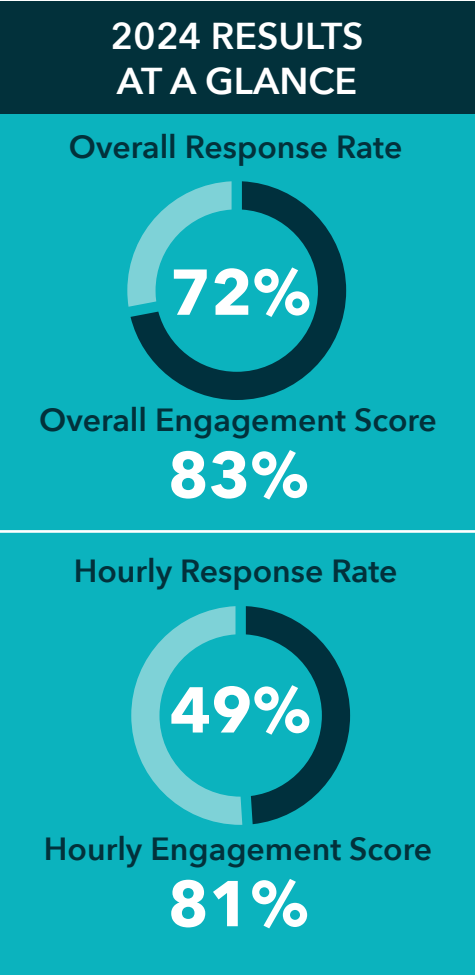
### Employee Engagement

The employee voice is critical to our engagement and success. To further our commitment to open communication, the SLT will continue hosting SLT Listening Tour sessions, which were re-initiated in 2024, throughout 2025. These sessions provide a platform for employees to share their insights and experiences, ensuring their voices are heard. The feedback collected during these tours informs the SLT about the overall employee experience and highlights areas where we can make meaningful improvements. By turning employee feedback into actionable steps, we create a more inclusive and responsive workplace.

We continue to cultivate a community of highly engaged, high-performing individuals who offer diverse perspectives and a passion for collaboration to meet our customers’ most complex supply chain needs. We consistently assess and improve the employee experience so that our employees can “Be Engaged, Be Enabled, and Be Rewarded.”

Veritiv provides opportunities and incentives that matter most to our employees. In addition to competitive salaries and comprehensive healthcare benefits, we provide options that meet employees not only where they are now but where they want to be in the future.

In 2023, we conducted our second annual Employee Engagement survey to continue capturing and building on the voice of our employees. In 2024, we conducted an engagement pulse survey, which asked about the three main drivers of engagement (Advocate, Committed, and Enthusiasm). We saw a dip in our overall score and across the engagement drivers. While our overall score decreased compared to 2023, we remained above the benchmark for overall score and all three engagement drivers. The areas of strength receiving the highest ratings were Team Culture, Company Culture, and Benefits. Safety and Company Vision also received high ratings.



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### BRAVO! Platform

Veritiv’s employee recognition program, BRAVO!, is a platform designed to enhance workplace engagement, motivation, retention, and productivity by demonstrating appreciation through recognition and rewards. Compared to 2023, we remained consistent with social and points-based recognition utilization levels in 2024. Employee recognitions totaled 42,330 for the year, with enhanced recognition accounting for 40%. Milestone Awards that recognize service length with Veritiv accounted for 391 recognitions for service. Gift redemptions increased by 5%, totaling 6,939 gifts purchased with awarded points through the platform.

### Rewards And Benefits

We meticulously crafted our Total Rewards Program to support employee needs and aspirations. We proudly offer diverse physical and emotional health and well-being benefits, financial support, and resource programs, providing a multi-faceted approach to employee welfare.

- Medical Insurance and Prescription Drug Plan
- Dental and Vision Insurance
- Health Savings Accounts
- Healthcare Flexible Spending Account
- Dependent Care Flexible Spending Account
- Life and Accidental Death & Dismemberment Insurance (Basic Life & AD&D @ 1 x base Pay (Employee-Paid Benefits))
- Aflac and Medical Supplemental Insurance Programs
- Short-Term Disability/Salary Continuance (Employee-Paid Benefits)

- Long-Term Disability (Employee-Paid Benefits)
- Paid Parental Bonding Time
- Employee Assistance Program (EAP) (Employee-Paid Benefits)
- Holiday, Vacation, Volunteer, Bereavement, and Family Health and Wellness Paid Time Off
- 401(k) with a generous matching program and financial planning tools, no waiting period, and immediate vesting
- Education Assistance
- Identity Theft Insurance
- Legal Services
- Home and Auto Insurance
- Corporate Discounts
- Employee Referral Program
- Flexible Work Arrangements
- Rewards and Recognition Program

### Flexible Workplace Arrangements

Veritiv provides flexible workplace arrangements, remote options, dependent care, and various initiatives that assist employees in balancing their personal and professional lives. A flexible work model aligns with the evolving demands of the workforce and business objectives, keeps employees engaged through in-person collaboration, fosters teamwork, and contributes to our collective success. Additionally, this flexibility supports our sustainability goals by reducing our carbon footprint.

We continually assess and adapt our policies to remain responsive to the needs of our workforce and support their holistic well-being.

### Educational Assistance and the Veritiv Scholarship Fund

Investing in employee education and development drives Veritiv’s long-term success. Our Educational Assistance Program encourages continuous learning and supports our team’s academic goals. In 2024, Veritiv invested \$65,305.02 in education for 21 employees.

#### We award educational assistance to eligible employees and cover the cost of courses that:

- Enhance the employee’s proficiency in their current role
- Equip the employee for a position within the company that will contribute to their long-term career development at Veritiv
- Are necessary for pursuing a career-related undergraduate or graduate degree
- Are essential for obtaining professional certification in a field of interest

Veritiv also fosters the academic growth of our employees’ dependents with our Scholarship Fund, which provides financial support to help dependents pursue their educational aspirations.



In 2024, we received **149** applications, and **25** dependents of employees were awarded a total of **\$125,000** per academic year. We awarded **24** in the U.S. and one in Mexico.



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**Jamie Brooks**, an Operating Tax Manager at Veritiv, has always been passionate about the tax field. However, she postponed pursuing a graduate degree for years due to work and family commitments. Ultimately, she decided to pursue a Master of Science in Taxation (MST), which she will complete in the summer of 2025. The MST program allows Jamie to deepen her knowledge in tax areas she doesn't engage with daily and advance her career at Veritiv.

A key factor in Jamie's decision to return to school was Veritiv's Educational Assistance Program, which reimburses job-related degrees. "This program was a game-changer," she says. "It eliminated the financial barrier that had been one of my excuses." Her flexible work schedule allows her to balance the demands of her job with the MST program, since most of the courses are online.

Through the MST program, Jamie has gained valuable skills that benefit Veritiv. Her enhanced understanding of income tax and other tax areas enables her to manage audits more effectively and serve as a liaison between Veritiv and newly acquired companies. Jamie views her MST as a stepping-stone to greater career opportunities within Veritiv. "This degree will open up new opportunities in tax and

broader roles," she shares. "It will add more value to my team and potentially help me advance into leadership positions."

She encourages her colleagues to take advantage of Veritiv's Educational Assistance Program, which benefits employees and the company. "The program helps employees develop skills that enhance performance and improve our customer experience while also creating opportunities for career advancement," she says. Jamie's experience demonstrates that balancing work, family, and education is possible and rewarding with the right support.

"This is a terrific benefit offered by Veritiv," Jamie adds. "Many companies don't provide educational assistance, and we are fortunate to work for an employer that understands the benefits of a well-educated workforce. Anyone considering continuing their education should contact their Manager or HR Business Partner for more information. Your hard work and dedication will pay off in many ways. Plus, you'll have a degree and an experience that stays with you your entire life."

## EDUCATIONAL ASSISTANCE SPOTLIGHT

Jamie Brooks  
*Operating Tax Manager*



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Having completed 70% of his Executive Master of Science in Supply Chain Management before joining Veritiv, **Chris Barber** took advantage of Veritiv's Educational Assistance Program, receiving \$5,200 in tuition reimbursement during 2024 and 2025. This assistance alleviated the financial burden of finishing his degree.

The Master of Supply Chain Management degree enhanced Chris's extensive experience in manufacturing, management, supply chain, and logistics, aligning perfectly with his career goals. Financial assistance from Veritiv allowed him to balance his educational ambitions with personal responsibilities, particularly in supporting his daughter's pursuit of a BS in Mechanical Engineering. The flexibility of Chris's work schedule also played a crucial role in enabling him to manage his education alongside work and home duties.

While Chris is optimistic about future career opportunities after completing the degree program, graduating represents more than just an academic achievement— it's a personal milestone to fuel his professional growth.

Chris highly recommends Veritiv's Educational Assistance Program to his colleagues. He views it as a valuable opportunity to alleviate financial stress, encourage personal growth, and show a commitment to career development. He intends to pursue further education, including

earning certifications in PMP and Lean Six Sigma, while taking advantage of Veritiv's support.

Veritiv's Educational Assistance Program supported Chris's professional and personal growth. It offered the financial and logistical help he needed to finish his degree and motivated him to keep learning and advancing in his career. For employees like Chris the program represents an investment in long-term success.

EDUCATIONAL ASSISTANCE  
**SPOTLIGHT**

Chris Barber

*Senior Manager, International Program Management*

“The Educational Assistance Program is a valuable opportunity to alleviate financial stress and encourage personal growth.”



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# Internships

Veritiv offers paid internships across various businesses and functions. Our internship framework provides a dynamic, immersive experience for aspiring professionals, giving them the opportunity to explore, learn, and contribute within a corporate environment. We enhance this comprehensive internship experience with professional development training, targeted networking opportunities, community service projects, and meaningful interactions with Senior Leadership.

Notably, seven interns from this cohort have seamlessly transitioned into full-time roles at Veritiv, showcasing the effectiveness of our intern-to-employee pathway.

**Our program spans 10 weeks and includes these key components:**

- Orientation
- Weekly professional development training
- Assigned internal mentors
- Senior Leadership interaction
- Community service projects
- Social events
- End-of-program presentation to Senior Leadership

In 2024, our participation in **35** recruiting events across **18** universities led to a remarkable **154%** increase in student engagement at fairs. This surge in interest translated into a **141%** rise in applications, reaching an impressive total of **21,500** applications over the previous year.

Our 2024 cohort was equally impressive, featuring **21** interns from **12** universities, with eight of them pursuing a master's degree.



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## INTERN SPOTLIGHT

Ruth Abraham

*Sustainability Analyst*

**Ruth Abraham** started her internship at Veritiv while earning a master's in Sustainable Energy and Environmental Management. During the intern orientation week, Ruth toured Veritiv's facilities, where she experienced what she refers to as a "crash course" in B2B distribution. She met key department heads, who furthered her understanding of the company's operations.

Ruth's internship aligned perfectly with her capstone project, which involved exploring the value of corporate sustainability reporting and how Veritiv's commitment to sustainability translated into tangible results. Ruth's learnings from her final presentation included a calculation of the emissions footprint for each of Veritiv's customers, which Veritiv incorporated into the company's EcoScore reporting.

Ruth's mentor, Marissa Evans, Global Training Manager (pictured with Ruth to the right), strongly supported Ruth's growth and encouraged her to stay with Veritiv after the internship. In January 2025, Ruth transitioned to a full-time position and collaborated with carbon accounting partners to gather emissions averages for major product categories. Veritiv embraced Ruth's ideas, including the carbon intensity dashboard, into its operations, showing Ruth that she was a valuable member of Veritiv's Sustainability Team.

A key lesson Ruth learned was not to let "perfect" impede her progress. When resources were

short, Ruth and her team developed temporary solutions instead of abandoning their ideas. Ruth takes pride in working for a company that embraces sustainability and innovation, demonstrating that mission-driven and profit-driven goals can coexist. As an early-career professional, she is eager to grow within Veritiv's supportive and dynamic environment.

When asked about advice for incoming interns, Ruth said, "Get to know other interns and people in and beyond your department. Be adventurous with your internship project! You never know how far your suggestions will go. Give your best effort in everything you do, and remember—take deep breaths before your final presentation!"





# EMPLOYMENT PRACTICES

## Freedom of Association and Right to Collective Bargaining

Every employee has the fundamental right to freedom of association and the opportunity to engage in collective bargaining. We recognize and actively support these essential rights within our company principles and strive to foster an inclusive and fair workplace where employees can exercise their freedom of association, including the right to form or join trade unions or employee associations. Employees are allowed to collectively bargain to protect their interests and negotiate fair terms and conditions of employment. We strictly prohibit discrimination and harassment related to the exercise of these fundamental rights. This commitment underscores our dedication to creating a workplace environment that values and safeguards the rights of every individual.

Collective bargaining agreements (CBAs) cover 8% of our workforce<sup>1</sup>. These agreements comprehensively address various topics, including wages, working hours, working conditions, the rights of both the union and management, the process for discipline and termination, and the grievance resolution procedure.

## Freedom from Harassment and Discrimination

Veritiv fosters an environment where all employees and applicants are treated with dignity and respect, free from harassment or discrimination. We stand firmly against mistreatment or bias, recognizing the importance of a welcoming, inclusive workplace.

Every employee or applicant has the right to work or apply for a position in an environment free from harassment and discrimination based on any characteristic, including but not limited to, race, gender, age, religion, sexual orientation, or disability. A diverse and inclusive workplace is integral to our values and contributes to the success and innovation of our organization.

## Use of Temporary Labor

Veritiv directly employs over 94% of our workforce. The strategic use of temporary labor addresses changing work demands and allows us to manage workloads efficiently during peak periods, special projects, or situations where additional workforce support is needed. The careful employment of temporary labor boosts our operational agility and ensures we can quickly adapt to evolving business needs. Veritiv oversees our temporary agency vendors through contractual terms that require adherence to our Vendor Code of Conduct and established safety practices.

## Recruitment Policies

We refine recruitment policies to align with workforce dynamics and industry best practices. These policies attract diverse talent and ensure a fair and equitable selection process. We regularly assess and update these policies and adapt our strategies to meet changing workforce needs while maintaining a transparent, unbiased recruitment process.



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<sup>1</sup> As of December 31, 2024

# DIVERSITY, EQUITY, AND INCLUSION

Our people are our purpose. They drive our businesses, offer our customers innovative solutions, and work on the frontlines to deliver value to our stakeholders. Therefore, they deserve to be included, feel accepted, and have equitable work opportunities.

## Our DE&I Position

We value all people regardless of sex, gender, race, color, religion, national origin, age, disability, veteran status, sexual orientation, gender expression, or experiences. Therefore, we employ people from different experiences, cultures, and backgrounds. We strive to build a workforce that reflects the diverse communities where we live and work by creating a culture where all employees have opportunities to grow, advance, and thrive.

Veritiv’s Director of Diversity, Equity, and Inclusion reports to our Vice President of Talent, who regularly provides updates to the Chief Human Resources Officer and the SLT regarding our DE&I initiatives and progress. The Chief HR Officer informs the Board about these initiatives, while the Board and the Compensation Leadership Development Committee maintain primary oversight of our DE&I metrics included in this report. In 2024, we concentrated our DE&I efforts on promoting diversity, equity, and inclusion across our workplaces, communities, and the overall organization.

## DE&I in Leadership

We promote diversity and inclusion at all levels of leadership. A diverse leadership team aligns with societal expectations, but more importantly, it enhances Veritiv’s adaptability and competitiveness in a global landscape.

## DE&I Strategy

Veritiv’s multi-year DE&I strategy emphasizes leadership accountability, employee development and advancement, and enhanced employee experience. Focusing on these strategy areas supports a candidate and employee experience that differentiates us from our competitors. Guided by our Veritiv CODE of Values, we call on our employees to foster an inclusive culture by upholding these principles:

- 1 We recognize and support the value that diverse perspectives and backgrounds bring to the organization.
- 2 Our employee base should reflect the demographic makeup of the communities where we operate.
- 3 We offer all employees consistent and equitable development and advancement opportunities through effective performance management.
- 4 As we continue embedding DE&I into Veritiv’s core fabric, we intend to go beyond enhancing short-term financial results and do what’s right for the long-term. Doing what’s right benefits us all, from current employees, customers, and suppliers to shareholders and the communities where we live and work.

## Our Workforce (as of December 31, 2024)

Global Representation	Female	Male	Racially/ Ethnically Diverse*	Race/ Ethnicity Undisclose
% Total Workforce (4,614 Employees)	33.6%	66.4%	29.5%	.3%
% Hourly (1,149 Employees)	6.5%	93.5%	46.8%	.8%
% Salaried Non Management (2,774 Employees)	44.3%	55.7%	24%	1.9%
% Management** (691 Employees)	35.6%	64.4%	22%	2.8%

\* Racially/ethnically diverse includes Black/African, Hispanic/Latino, Asian, Hawaiian/Pacific Islander, American Indian, and those who identify as two or more races. \*\*Management includes supervisory levels and up.







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# EMPLOYEE RESOURCE GROUPS (ERGS)

ERGs enable like-minded employees to bond over shared backgrounds and experiences, fostering learning and growth through allyship. Beyond providing safe spaces for connection and development, ERGs promote mentorship and raise awareness through engaging conversations and activities that are open to all employees, while also bringing challenges and concerns to our SLT.

We launched our first ERG in 2022 to support our employee experience. In 2024, we expanded our ERGs by adding the Valor ERG, bringing the total to five. We have started to integrate ERGs with acquired companies to allow all employees to participate and will continue to improve these offerings during 2025.

ERG	MISSION
	To serve our military, Veterans, military families, and allies by advocating for the development of our community, building access to resources, and fostering inclusivity. We embrace the challenge to inspire and empower human connection that drives advocacy and change with Valor.
	To cultivate and advocate for a safe, welcoming culture for LGBTQ+ employees and allies by promoting relevancy, diversity, and inclusion in our workplace. To develop sustainable strategies and programs that educate and drive awareness, working to anticipate and resolve issues impacting the LGBTQ+ community.
	To unite, empower, and inspire women by cultivating a vibrant, supportive community and creating programs and resources that drive meaningful change and enhance opportunities for women at Veritiv and beyond.
	To foster a community of Latin and Hispanic employees and allies that celebrates cultural diversity, promotes professional development, and provides tools to create a brighter, more prosperous future for Latin and Hispanic people.
	To drive strategic and cultural objectives at Veritiv through an inclusive, diverse, and empowering workplace—encouraging connectivity among African American employees and allies.



This past October, WE raised awareness for Breast Cancer by running a virtual 5k, wearing pink to show support for those affected by the disease, and donating over \$1500 to the American Cancer society.



In November, several dedicated members of the Veritiv Valor ERG participated in the Carry Forward 5K in Jacksonville, Florida, showcasing their unwavering commitment to supporting our nation's heroes.



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# COMMUNITY ENGAGEMENT

Veritiv listens to and collaborates with community stakeholders to drive positive and sustainable change for local citizens. In honoring our commitment to invest time, talent, and resources, Veritiv encourages employees to engage in their local communities. Our leadership team exemplifies this commitment by representing Veritiv on non-profit boards and committees, interacting with communities, and learning about the pressing issues that Veritiv is uniquely positioned to address.

- Our CEO, Sal Abbate, works with the Metro Atlanta and Sandy Springs Chambers of Commerce.
- Our SVP of Global Operations, Chris Martin; Managing Director of Mexico, Bianca Mazzarella; and Vice President of Financial Planning and Analysis, Jason Palmer, serve on the Community Assistance Center, Atlanta Community Food Bank, and Boys and Girls Clubs of Metro Atlanta boards, respectively.
- Kat Reynolds, our Manager of Community Relations, represents Veritiv as a board member of the Corporate Volunteer Council of Atlanta and a member of the Association of Corporate Citizen Professionals.

- Tony Ventry, our SVP Chief Human Resources Officer, is a Junior Achievement of Georgia board member.
- Our Senior Director of Sustainability, Martha Issa, serves on the board of Trees Atlanta.

In 2024, we continued our mission to bring out the best in our employees and communities through initiatives like the CEO Action for Diversity and Inclusion, ensuring that we continually engage with communities in meaningful ways. Our focus remains on leveraging our resources to enhance local lives, whether through financial contributions, volunteerism, or educational opportunities.

At Veritiv, giving back is more than a responsibility—it’s part of our DNA. We believe our success is tied to the well-being of the communities we serve, and we’re proud to support more than 1,813 non-profits through employee volunteerism, financial donations, and other valuable contributions.



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Veritiv Connects

Our community-focused program, Veritiv Connects, champions corporate giving and employee volunteerism, ensuring we make a tangible impact in the places where we live and work.

In 2024, we expanded our philanthropic efforts, supporting the Boys & Girls Clubs of America, Purpose Built Communities, and Junior Achievement of Georgia while also making a lasting impact through direct mentorship, educational support, and disaster relief.

Last year, Veritiv Connects continued our philanthropic mission by advancing programs that help individuals learn, grow, and thrive. We invested our time, talent, and treasure in the following areas:

1 Mentorship Programs

We invest in mentoring opportunities that unlock new avenues for success and contribute to a healthy and vibrant workforce. We value workforce readiness and programs that develop careers in packaging, facility solutions, distribution, and beyond. Last year, our employees directly mentored 2,800 students through Boys & Girls Clubs and Junior Achievement. Employees coached students in business etiquette, preparation for job interviews, running a business for a day, and managing personal finances, connecting classroom curricula to real-world experiences and solutions.

2 Building Safe and Sustainable Neighborhoods

We’re dedicated to creating thriving communities through sustainable practices. In partnership with Purpose Built Communities, we supported affordable housing projects, provided job training, and enhanced education in underserved neighborhoods across the U.S. and Mexico. For example, our 2024 work in Florida helped 92% of Pre-K students in the Lift Jax program graduate Kindergarten-ready, preparing them for success in the years to come.

3 Delivering Goodness

Our Delivering Goodness initiative is a prime example of how we leverage our resources for positive change. In 2024, we expanded the program to all regions in the U.S., donating over \$1 million worth of inventory to 51 non-profits across 29 states. This reduced waste and provided crucial supplies to the American Red Cross, Habitat for Humanity, Convoy of Hope, and local Humane Society chapters, helping them serve communities in need.

Veritiv provides these organizations with corrugated boxes, personal protection items, facility solutions products, packaging supplies, and personal hygiene products. We continue to support people and places experiencing disasters and bring financial relief to nonprofits by decreasing overhead costs while supporting a process that contributes to a more circular economy.



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#### 4 Strategic Partnerships

In 2024, Veritiv expanded our philanthropic outreach by cultivating a partnership with First Tee USA through its Green Party golf events. This relationship aligns with our community focus of providing mentorship opportunities for youth, unlocking avenues for success, and contributing to a vibrant workforce.

Through our strategic partnerships with organizations like First Tee and Boys & Girls Clubs of America, Veritiv continues to impact youth through mentorship, education, and community outreach. In 2024, we hosted nine community engagement projects with Boys & Girls Clubs, including school supply drives, mentorship programs, and event staffing, helping youth gain the skills and confidence they need to thrive.

##### FIRST TEE - NATIONAL

First Tee is a youth development organization that enables kids to build character and prepares them for a lifetime of new challenges. Integrating a life-skills curriculum with the game of golf, First Tee creates active learning experiences that build inner strength, self-confidence, and resilience.

##### BOYS & GIRLS CLUB OF AMERICA - NATIONAL

Boys & Girls Clubs of America’s mission is to help young people reach their full potential as productive, caring, responsible citizens through youth development programs driven by local needs and available resources. Veritiv employees volunteered with local Keystone Club leadership programs in five markets across the United States, including Atlanta, Jacksonville, Dallas, Cincinnati, and Los Angeles. Boys & Girls Clubs of America’s National Keystone Club provides unique development opportunities for teens aged 14 to 18, focusing on academic success, career preparation, community service, and teen outreach. In 2024, Veritiv completed nine community engagement projects with Clubs, including mentorship, school supply drives, and special event staffing.

##### PURPOSE BUILT COMMUNITIES - NATIONAL

Purpose Built Communities partners with local leaders to transform neighborhoods across the U.S. so neighbors can achieve racial equity, improved health, and upward mobility. Veritiv supported Purpose Built Communities’ national efforts and local work in Atlanta, Jacksonville, and Dallas, funding affordable housing construction, access to fresh and healthy foods, and launching a performing arts high school.

##### AMERICAN RED CROSS - NATIONAL

Veritiv encourages team members to volunteer with and donate to the American Red Cross to support disaster preparation and relief efforts. We used our 2024 Matching Gift program to raise tens of thousands of dollars in direct response to Hurricane Helene and ongoing natural disasters in the U.S. and Mexico. Veritiv hosted blood drives at our warehouses, with employees making life-saving blood and platelet donations.

##### JUNIOR ACHIEVEMENT - ATLANTA

Since 2017, Veritiv has partnered with Junior Achievement to provide middle and high school students with the knowledge and skills they need to plan their futures. Veritiv employees volunteer at Junior Achievement Discovery Centers in Georgia, where students apply business and personal finance concepts they discover in the classroom to real-world scenarios through a hands-on learning experience. For the past six years, Veritiv employees have supported the 3DE Program in Junior Achievement, helping re-engineer high school education to be more relevant, experiential, and authentically connected to the complexities of the real world.

##### TREES ATLANTA

Veritiv has partnered with Trees Atlanta since 2018. Over this seven-year commitment, we have donated more than 350 hours to planting and protecting green spaces. Additionally, Veritiv places a senior leadership team member on its Board of Directors alongside 20 executives from major Atlanta-area companies. Trees Atlanta provides significant support to help us safeguard a sustainable way of living. We create a canopy across Atlanta through our planting investment and provide sustainability education to volunteers throughout the region.



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COMMUNITY  
EVENTS WE  
PARTICIPATED IN  
**107**

NONPROFITS  
SERVED  
**1,273**

EMPLOYEE  
VOLUNTEERS  
**1,883**

PAIRS OF SOCKS  
DONATED TO SHELTERS  
**26,552**

VOLUNTEER  
HOURS  
**6,662**

**61**  
EMPLOYEES DONATED  
BLOOD TO AMERICAN  
RED CROSS

STUDENTS  
MENTORED  
**2,800**

**100K+**  
LBS OF DONATED  
INVENTORY DIVERTED  
FROM LANDFILLS

**1,813**  
EMPLOYEE  
DONORS



Volunteering

We empower our employees across North America, Mexico, and Asia to take ownership of pressing needs in their local communities. In 2024, our teams volunteered their time and talent to local and national organizations with 6,662 volunteer hours, demonstrating a year-over-year increase in employee engagement within our philanthropic platform, Veritiv Connects Online. Nearly 1,883 employees engaged with over 1,813 non-profits through financial contributions, donation drives, in-person volunteering, professional coaching, and in-kind donations from our warehouses. Many Veritiv employees were active in their communities every week of the year, mentoring individuals and enhancing non-profit missions that foster safe and sustainable neighborhoods.

To enhance the employee giving and volunteer experience and reach the above milestones, Veritiv Connects continued to lead employees to use the philanthropic platform Veritiv Connects Online. Since launching the site and simplifying all aspects of community engagement, employees can manage everything connected to their community engagement activities in one place. We are proud that Veritiv Connects Online empowers employees to give, volunteer, and lead in their local communities.

Because of these successes and our employees' appetite for volunteerism, Senior Leadership approved a new company benefit: a full day of volunteerism for every eligible employee. This benefit allows eligible employees to use company time to volunteer with a nonprofit of their choice. Volunteer Time Off proved successful, as we increased our volunteer hour count by 2,600! Veritiv Connects looks forward to crossing the 6,000 volunteer hour threshold again in 2025.

Employee and Community Funds

1 One Veritiv Fund

Funded by employees for employees, the One Veritiv Fund provides immediate short-term financial relief to eligible Veritiv employees who have suffered significant hardships due to unforeseen events such as natural disasters, medical emergencies, or military deployments. Every contribution helps, and when combined with the donations of others, can provide a tax-free grant\* to help fellow employees when they face the unexpected. \*(Only U.S.-based employees)

2 Veritiv Matching Gift Fund

In addition to our philanthropic partnerships, Veritiv supports charitable organizations that are meaningful to employees. In 2024, we maintained the Veritiv Charitable Giving Fund, which supports 501(c)(3) charitable organizations.

Veritiv matches employee contributions dollar-for-dollar up to \$10,000 annually to approved 501(c)(3) charitable organizations in the U.S. or equivalent international organizations, subject to a total program matching contribution limit. Through the Matching Gift Program, Veritiv Connects Online matched every employee dollar donated, creating a more inclusive employee-giving experience. Employee donations increased by 11% year over year!

3 Lobbying and Political Contributions

Veritiv does not lobby or make political contributions and has no plans to do so.



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# HEALTH AND SAFETY

## Veritiv's Safety Program

Through our proactive safety culture, Veritiv facilitates a safe and healthy workplace. We consider safety a core business process and reaffirm this commitment in our Employee Health and Safety (EHS) Policy.

Veritiv employs the Safety Management System approach to systematically manage safety, encompassing organizational structure, accountability identification, policies, and procedures. Key components of our Safety Program include:

- Safety Plans
- Policies, Procedures, and Processes
- Training and Induction
- Monitoring
- Supervising
- Reporting

Our Safety Program is effective because it responds promptly to reported issues and conducts thorough investigations. All information and compliance concerns identified through monitoring and auditing are documented and tracked until resolved. Approaches and initiatives like Target Zero, SCORE, and MHE SAFE allow for consistent hazard identification, communication, and resolution.

Our Target Zero approach symbolizes our goal of zero unrecognized and unresolved hazards with the potential to cause injury, which Veritiv's Health

and Safety professionals pursue daily. Target Zero empowers and engages all Veritiv employees to proactively identify workplace hazards and develop practical solutions integrated with business operations.

## Enhancing Workplace Safety Through SCORE and MHE Safe Initiatives

The SCORE (Stop, Consider, Observe, React, and Execute) safety initiative significantly improved Veritiv's 2024 safety performance by reinforcing proactive risk assessment and injury prevention. This program empowers employees with the authority to stop work if they identify potential hazards, ensuring a culture where safety is prioritized in all tasks, regardless of routine familiarity. SCORE facilitates clear and effective communication among workers, enabling them to assess risks and execute tasks safely.

Additionally, our Material Handling Equipment (MHE) SAFE (Share, Address, Facilitate, Engage) initiative reinforces fundamental safety practices for employees operating MHE. By emphasizing situational awareness and safe operating procedures, MHE SAFE enhances compliance with best practices, further contributing to a safer work environment.

As part of our ongoing commitment to workplace safety, our annual incident reviews identified that sprains and strains constituted a significant portion



of recordable injuries. In response, we launched the Safe Lifting and Stretching Programs in 2024 to mitigate these risks.

Key initiatives included enhanced training on proper lifting techniques and identifying specific products requiring team lifts. Additionally, we implemented a structured pre-shift stretching program, where teams participate in a 15-minute, manager-or-supervisor-led stretching session to promote flexibility and injury prevention.

The impact of these initiatives has been substantial. In 2023, we recorded 25 sprain-and-strain-related injuries. Following the implementation of these programs, recordable sprain and strain injuries decreased to 15 in 2024, reflecting a 40% reduction and demonstrating the effectiveness of our proactive approach to employee health and safety.

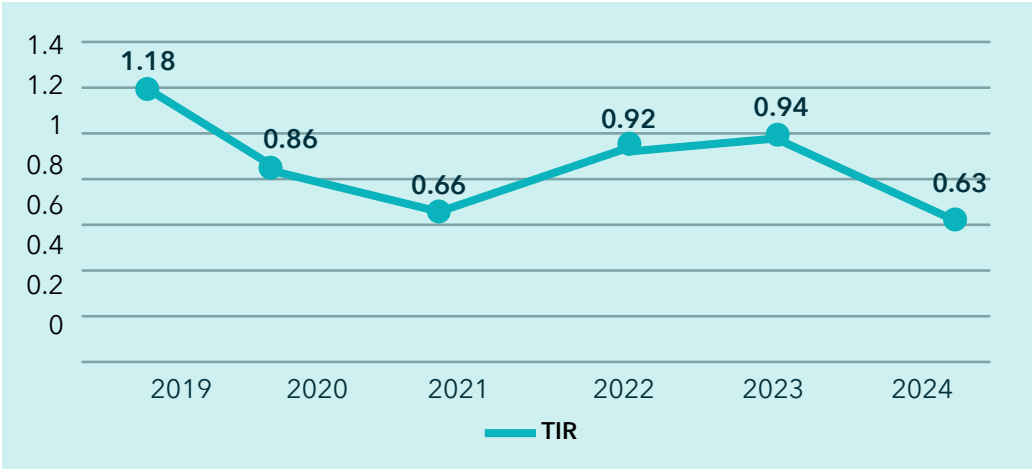
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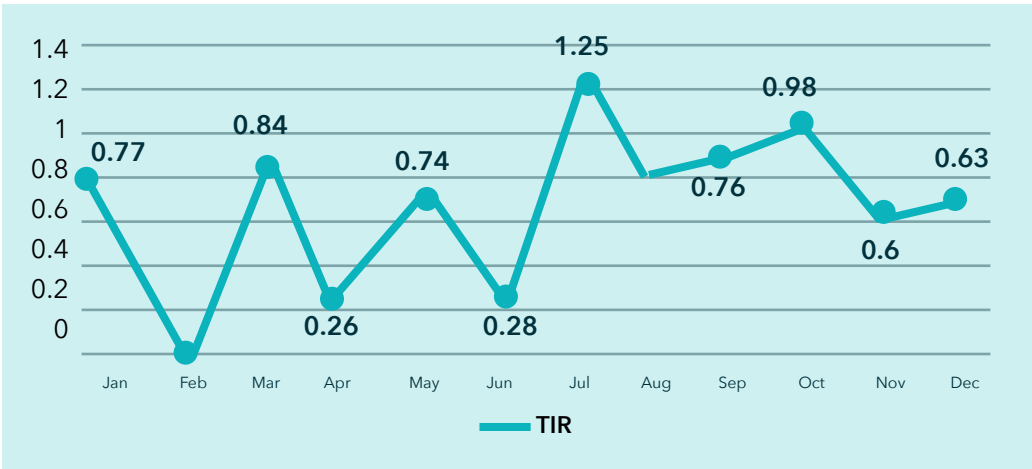
### Safety Performance Data

In 2024, our Total Injury Rate (TIR)<sup>1</sup> for our U.S. and Mexico operations was 0.63. We continue to be an industry leader in safety and maintain a TIR below the industry average.

Veritiv Year-Over-Year TIR



Veritiv Monthly TIR



<sup>1</sup>TIR is calculated using the OSHA criteria for recordability and OSHA calculation methodologies, excluding positive COVID-19 results to reflect year over year change in injuries. TIR = Total Recordable Injuries x 200,000/Total Hours Worked. The 200,000 hours in the formula represent the equivalent of 100 employees working 40 hours per week, 50 weeks per year and provides the standard basis for the injury rate.

### Employee Health and Safety Audits

The EHS Team regularly conducts EHS Audits at our facilities to validate workplace safety and compliance with environmental requirements. In 2024, the Team conducted 40 facility audits representing 42% of our distribution centers across the United States. On average, audit scores were 90% or higher. Each facility also conducts monthly and quarterly internal audits of safety, environmental compliance, and training completion rates. The results outline any hazards identified during the audit and are tracked until all corrective action items are closed. We examine the audit results to uncover trends that allow us to enhance our procedures, communications, and training.

### Emergency Response Plans

Veritiv’s Emergency Response Plans address various types of emergencies, including hurricanes, wildfires, winter weather, chemical spills, disease outbreaks, etc. The goal during critical events is to reduce or prevent human injury and property damage. Each facility has an Emergency Response Plan that addresses location-specific hazards and describes procedures to follow if a critical event occurs.

Emergency Response Plans are shared with local authorities and updated annually. All plans roll up to the Corporate Business Resiliency and Continuity Plan, which documents Veritiv’s steps in each type of emergency. This enables a timely response tailored to each scenario to reduce injury, damage, and business

interruption. The Business Resiliency Plan removes the uncertainty of delegating roles and responsibilities when an emergency occurs by defining which staff members should be part of the response team, their responsibilities, and which first responders should be contacted.

### Transportation Safety

In 2024, we continued to invest in our Driver Safety Program to promote safe driving for our Commercial Motor Vehicle Drivers, Sales Professionals, and Service Technicians. The program comprises a Driver Safety Manual, annual Driver Safety Training, and New Hire Training. We provide weekly communications on driver safety topics, monthly transportation safety meetings, and reporting metrics to measure performance. We track real-time driver behaviors to identify opportunities for coaching or retraining. All accidents are reported and tracked through our reporting database. Each accident is investigated and reviewed by the Motor Vehicle Accident Committee.

Based on the review’s results, recommendations and corrective actions are issued, and all locations receive a report on best practices and findings.



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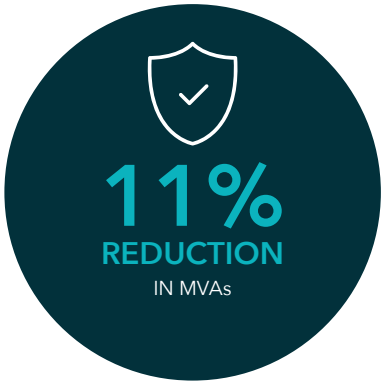


**Our fleet is equipped with the following safety features:**

- Forward- and driver-facing cameras
- Speed limiters set at 65 mph
- 2020 and newer trucks with collision mitigation systems that apply the brakes automatically if a collision is imminent
- 2023 and newer trucks with lane departure and blind spot detection
- Disc brakes
- Daytime running lights
- Headlights that automatically turn on when windshield wipers are engaged
- Hill assist to prevent trucks from rolling backward when stopped on a hill and trying to take off

To ensure clear expectations and practices for our drivers aimed at reducing motor vehicle accidents, Veritiv’s Transportation Safety Team has developed and implemented a Driver & Fleet Safety Manual, which includes:

- Driver responsibilities
- Federal requirements
- Veritiv responsibilities



To drive progress toward our goal of reducing MVAs by 10% in 2024, we implemented annual mandatory Driver Safety Training for all new hires during onboarding and for all other drivers. The training, which consists of five modules, includes:

- Defensive Driving
- Safe Vehicle Operations
- Maintenance & Roadside Inspections
- Cargo Securement
- Trip & Post-Trip Inspections

Veritiv’s MVA Review Committee, which includes representatives from Operations, Legal, HR, Risk, Talent, and Transportation, reviews all motor vehicle accidents, recommends corrective action, and tracks its completion.

Monthly calls with the MVA Review Committee and our drivers encourage open discussions about trends, corrective actions, KPI performance, and upcoming training needs.

Based on the trends identified by the MVA Review Committee and FMCSA requirements and/or initiatives, fleet managers are provided with monthly discussion topics to discuss with their employees.

**Truckers Against Trafficking**

In 2022, Veritiv partnered with the Federal Motor Carrier Safety Administration (FMCSA) to launch the Truckers Against Trafficking certification training program.

We have since expanded our human trafficking training to include all Veritiv employees.

The impact of human trafficking has become clear to Veritiv, as Atlanta—home to our corporate headquarters and one of the world’s busiest airports—has highlighted this issue in our community. Given our large commercial fleet, with drivers traveling throughout the U.S. and Mexico, we believe Veritiv can lead the fight against human trafficking.

Training for the Truckers Against Trafficking Program has been developed and implemented for all CMV drivers and service and equipment technicians. Thanks to the focused efforts of our Transportation Safety Team, we are proud to announce that all Veritiv drivers and service technicians have completed the training and certification process. New hire drivers and technicians receive training as part of their onboarding, and we have established annual recertification training. Veritiv is proud of how our employees have embraced this effort.

**Onsite Contractor Safety**

Veritiv ensures that we engage contractors and vendors with strong safety performance and comply with regulatory requirements. Veritiv is committed to informing contractors about hazards they may face while



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working on-site and holds them accountable to Veritiv's Safety Program standards. The Contractor Safety Program reviews contracting companies' safety performance and insurance levels and requires on-site contractors to familiarize themselves with Veritiv's safety requirements and rules. Key aspects of the Contractor Safety Program include:

- Vetting contract companies' safety performance and insurance levels, then approving or rejecting them based on this data.
- Requiring contractors to review safety rules, site emergency plans, and facility requirements with the site manager before work starts.
- Requiring personnel who hire contractors to hold contractors responsible for adhering to regulatory and safety requirements.
- Prohibiting contractors from using Veritiv's equipment.
- Requiring contractors to report all safety incidents to their Veritiv contact person immediately and establish measures to prevent the recurrence of other incidents.

Product Safety

We strive to manage the safety of our products and in our portfolio to support our customers' safety needs. This is especially relevant to Veritiv in direct food contact packaging, cleaning products, and kitting operations involving food products.



Food Packaging Safety

Food safety is integral to Veritiv's culture and remains one of our top priorities. We continually develop, document, and uphold a comprehensive food safety program that enhances our kitting and distribution capabilities. Food safety is essential to our customer commitment, prompting us to choose the best supplier partners who meet or exceed their requirements. With 32 Food-Grade, FDA-certified facilities, food packaging safety is a core element of our culture.

Veritiv's food safety training program is critical to our business. In 2024, our Operations employees completed more

than 20,000 hours of food safety-related training to further entrench our culture of food safety.

Each year, we conduct at least 20 mock recalls to challenge our recall program and team to identify and address areas of continuous improvement. Our food safety audits are designed to verify our commitment to world-class food safety plans and procedures. These audits provide valuable feedback that allows for assessing current practices and directs continuous improvement. We conduct self-audits led by our corporate and facility food safety teams. We also engage in third-party audits, such as the American Institute of Baking (AIB) International.

AIB is a pioneer and leader in food safety auditing and education. The AIB inspection is conducted according to the AIB International Consolidated Standards.

The Standards consist of five categories for inspection, with each category worth 200 points and a passing score of 700 or above. Facilities that score in the top 25% are awarded a Recognition of High Achievement – Superior. The five Categories for Inspection are:

- Operational Methods and Personnel Practices
- Maintenance for Food Safety
- Cleaning Practices
- Integrated Pest Management
- Adequacy of Prerequisite Programs and Food Safety Program



Veritiv has  
**11 AIB-certified facilities,**  
**ALL SCORING 900**  
or higher on the AIB audit.  
This score puts our  
facilities in the  
**TOP 3%**  
of AIB-certified facilities.



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Cleaning Products and Hazardous Material Safety

Veritiv is not a manufacturer, so we don't handle raw chemicals when creating finished goods. As a distributor, we sell finished products that can be purchased off the shelf. Certain products, like hand sanitizer, may be considered hazardous waste after they expire. We utilize third-party providers to safely blend, treat, neutralize, or dispose of all hazardous waste in compliance with applicable laws and regulations.

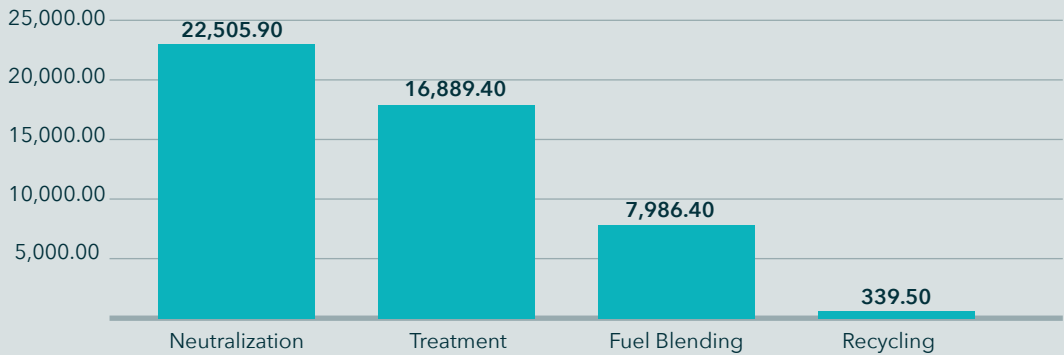
As part of our EMS Program, Veritiv employees complete annual training on the following hazardous waste topics:

- Hazard Communications
- Managing Hazardous Waste
- Proper Storage of Hazardous Waste
- Emergency Response to Spills

When customers purchase any chemical product from Veritiv, they receive a copy of the Safety Data Sheet (SDS). We also utilize a third-party managed database that our customers and employees can use to find the SDS for any product sold by Veritiv.

We adhere to the "Quality First" principle and work to enhance the quality and reliability of our products across all divisions, including Sales, Distribution, and Equipment Services. We emphasize initiatives that promote product safety and collaborate with reputable suppliers to implement the supplier assessment process, ensuring that we provide products that comply with all applicable safety standards.

2024 Treatment Methods (lbs)



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# SUPPLY CHAIN STEWARDSHIP AND RESPONSIBLE SOURCING

## Supplier Code of Conduct and Supplier Standards

Our efforts to support sustainability-related policies and commitments, particularly regarding palm-based derivatives, conflict minerals, and REACH/RoHS in the products we distribute, are evaluated on a case-by-case basis. Our suppliers must also comply with our Supplier Code of Conduct and undergo our Quality Assurance Supplier Evaluation. Moreover, we have created a platform through TraceGains to maintain documentation for relevant products.

Veritiv expects suppliers to comply with the Veritiv Supplier Code of Conduct, the Veritiv Code of Business Conduct and Ethics, and all applicable laws and regulations. Our Supplier Code of Conduct focuses on the following ethical sourcing areas:

### 1 WORKPLACE, LABOR, AND HUMAN RIGHTS

Veritiv’s commitment to protecting human rights is outlined in our Human Rights Policy and Supplier Code of Conduct. We select suppliers who embrace Veritiv’s values and expect our suppliers to be accountable to social impact requirements.

### 2 HEALTH AND SAFETY

We require our suppliers to provide secure, safe, healthy workplaces, have well-established safety procedures, utilize preventive maintenance and protective equipment, and comply with all applicable laws.

### 3 THE ENVIRONMENT

Suppliers must comply with all applicable environmental laws, including hazardous materials, wastewater, solid waste, and air emissions.

### 4 BUSINESS ETHICS

We expect our suppliers to operate with the highest business ethics and specifically note compliance with anti-bribery, conflicts of interest, antitrust, intellectual property, data privacy laws, and all applicable laws of the countries where the supplier operates.

### 5 ACCOUNTABILITY, COMPLIANCE, AND REPORTING

Suppliers must monitor and document their entire supply chains to ensure compliance with our Supplier Code of Conduct and all applicable laws and regulations. We reserve the right to audit our suppliers for compliance with the Code and to use the supplier assessment process outlined below. Additionally, any party can directly report questions or instances of non-compliance through the process described on [Page 48](#).

### 6 NO RETALIATION

Suppliers must assure their employees and others in the supply chain will not be penalized for good faith reporting of suspected violations of our Code, applicable laws and regulations, or for cooperating with any related investigation. Retaliation or threats of retaliation against any person who reports a possible violation or cooperates with any related investigation will not be tolerated.

### Risk Analysis and Suppliers

We carefully vet and approve suppliers with whom we have close relationships (our preferred suppliers) to effectively measure and manage ESG supply chain risks. New suppliers are identified during sourcing and must complete our Supplier Packet, which includes the Supplier Code of Conduct and the Supplier Quality Evaluation QSP 009. We then work closely with Category

Management to incorporate risk-based thinking.

Our supplier assessment is based on environmental and social practices. We track evaluated supplier metrics with the Supplier Sustainability Scorecard in PowerBi, where we have evaluated our top suppliers, representing roughly 80% of our Packaging and Facility Solutions supplier spend. We have integrated risk evaluation into overall supplier KPI tracking, including the percentage of targeted suppliers that have signed sustainable procurement charters.

### Audit Process and Supplier Relations

We conduct desktop and on-site audits in Mexico and the U.S. as needed. The audit scope covers management systems, social responsibility, and environmental and quality system issues. We approach audits by going beyond documentation and engaging in open conversations with supplier employees on-site. Capacity building for suppliers is achieved through surveys like the Quality Survey, which addresses documented processes, including the escalation of identified issues as applicable. We collaborate with our supplier partners to resolve non-conformities by implementing corrective actions focused on improvement.

Supplier non-compliance is managed through collaboration. Veritiv employs a cross-functional team to partner with our suppliers to ensure problems are resolved and to utilize creative and innovative solutions for improvement opportunities. Recently, we incorporated the Vendor Returns Team into the Quality and Compliance Team to enhance process flow.



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# QUALITY MANAGEMENT SYSTEMS (QMS)

Our QMS includes the following:

## 1 Foundational Elements

**QUALITY MANUAL:** Our Quality Manual is a foundational document that defines the scope and structure of the Quality Management System (QMS). It outlines our quality statement, objectives, key processes, and organizational roles, serving as a central reference for employees, auditors, and stakeholders. A well-structured quality manual promotes consistency, helps communicate quality expectations, and demonstrates our commitment to meeting quality standards.

**QUALITY STATEMENT:** This is our formal statement defining the organization’s commitment to quality. It sets the direction for the QMS by outlining the company’s purpose, quality objectives, and dedication to meeting customer and regulatory requirements. Our Quality Statement serves as a guiding principle for decision-making at all levels.

**QUALITY OBJECTIVES:** These comprise measurable, time-bound goals that align with the quality statement and support continuous improvement. Quality objectives give teams clear targets—such as improving customer satisfaction—and should be regularly reviewed and adjusted to meet our changing business needs.

## 2 Leadership and Support Processes

**MANAGEMENT REVIEWS:** These are regular, structured meetings where leadership evaluates QMS performance and effectiveness. The reviews assess audit findings, customer feedback, and progress toward the company’s quality objectives. They help identify improvement opportunities, allocate resources, and ensure the QMS remains aligned with the organization’s strategic goals.

**INTERNAL AUDITS:** Internal audits are systematic evaluations of the QMS that verify compliance with internal processes and policies and external standards (like ISO 9001). They help uncover non-conformities, assess process effectiveness, and validate that procedures are followed while providing valuable insights for management reviews.

## 3 Core Operational Processes

**PROCESS MANAGEMENT:** This is a means for defining, monitoring, and controlling business processes to ensure we have consistent, high-quality outcomes. This involves mapping workflows, setting performance metrics (KPIs), and continuously refining processes based on data-driven insights and feedback.

**DOCUMENT CONTROL:** This is a system for creating, approving, distributing, and maintaining QMS-related documents to ensure the organization always has the most up-to-date and accurate information. Effective document control reduces the chance of errors (due to outdated material) and supports compliance with standards and regulations.

**RISK MANAGEMENT:** This crucial component of the QMS focuses on identifying, assessing, and mitigating risks that may affect quality, compliance, or customer requirements. Proactive risk management (also known as risk-based thinking) helps to prevent issues, maintain the integrity of products or services, and uphold customer trust.

## 4 Corrective and Preventive Actions (CAPA)

**CORRECTIVE ACTIONS:** This is a systematic approach to addressing non-conformities by identifying and eliminating root causes. Corrective actions resolve current issues (internal, customer, supplier, etc.) and should be designed to prevent recurrence while enhancing the QMS over time.

**PREVENTIVE ACTIONS:** These are proactive measures to identify and mitigate potential risks before they become problems. Preventive actions enhance long-term quality performance and reduce the likelihood of future disruptions.

## 5 People and Continuous Improvement

**TRAINING AND COMPETENCY:** Training and competency are integral to the QMS. They ensure that employees have the necessary skills, knowledge, and training to perform their roles effectively. This includes regular competency assessments, ongoing education, and maintaining training records to demonstrate compliance with quality standards.

**CUSTOMER SATISFACTION AND FEEDBACK:** Collecting and analyzing customer feedback allows us to assess overall satisfaction and identify areas for improvement. Understanding our customers’ needs helps us refine our product offerings, services, and internal processes, which ultimately enhances the customer experience.

**CONTINUOUS IMPROVEMENT:** We are committed to regularly evaluating and refining our processes, products, and services to drive ongoing enhancements. This involves utilizing tools such as root cause analysis, quality-specific key performance metrics (KPIs), and feedback from both customers and employees to make informed decisions that lead to lasting quality improvements.



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## SUPPLY CHAIN DIVERSITY

We strive for diversity in our supplier base, enhancing our process to confirm the diversity status of identified partners. Through this initiative, we further categorized suppliers into key groups, creating a direct and indirect spending strategy.

We work fairly and effectively to ensure the success of our suppliers and contractors:

- A Evaluate** products and services on their merits, with impartial consideration to all suppliers
- B Award** contracts based on the highest quality, best delivery, and most competitive cost
- C Review** supplier and contractor performance to enhance their ability to provide products and services that exceed industry standards
- D Assure** that all small business categories are included in our procurement opportunities

We verify supplier diversity status quarterly, utilizing data enrichment from reputable third-party companies that confirm certificate validation and expiration dates from more than 400 data sources. See Supplier Diversity program spend on [Page 62](#).

### Understanding Customer Needs

Our customers guide Veritiv's sustainability efforts and sustainable product innovation. We conduct in-depth ESG/Sustainability goals with our top Fortune 500 customers on an ad-hoc basis and as part of recurring Customer Business Reviews. Our Sales professionals discuss service metrics and product innovations, providing opportunities for customers to discuss their company sustainability goals.

In 2024, Veritiv completed 126 sustainability-specific Life Cycle Assessments and responded to over 150 customer ESG issues and/or requirements per month and 1,124 unique customer interactions. These interactions provided valuable insights regarding the items most important to our customers. Their primary issues included regulatory compliance, material declarations, diverse supplier reporting, and various ESG disclosure programs. We support their needs and are investing to enhance customer assistance. Extended Producer Responsibility (EPR) requests continue to increase as customers prepare data for state reporting deadlines.

Last year, Veritiv hosted nine customer and supplier events, during which over 100 suppliers revealed their sustainable-related product innovations and discussed sustainability topics. These forums inform us about new product innovations and provide opportunities to learn about our customers' most important products and services. We continue to survey our customers to address their needs. We exceeded our 2024 Net Promoter Score (NPS) goal and increased our 2025 goal from 50 to 70.

## HUMAN RIGHTS POLICY

As global corporate citizens, our responsibility to those working on our behalf goes beyond the walls of our buildings and the reach of our fleet. We act with integrity and support efforts to protect individual human rights throughout our operations and supply chain.

[Veritiv's Human Rights Policy Statement](#) seeks to ensure that both direct and indirect operations support universally accepted human rights principles in accordance with the United Nations Guiding Principles on Business and Human Rights. We expect all suppliers, vendors, and businesses within our supply chain to:

- PROVIDE fair living wages and pay for all time worked in compliance with local laws, safe working conditions, and equal employment opportunities
- PROHIBIT child and forced labor, human trafficking, modern-day slavery, harassment, and discrimination

We cover the following topics in our Human Rights Policy Statement:

- Health and Wellness
- Equal Opportunity and Fair Treatment
- Wages
- Diversity, Equity, and Inclusion (DE&I)
- Respectful Behavior
- Fair and Safe Working Environment
- Freedom of Association and Right to Collective Bargaining
- Voluntary Labor
- Child Labor
- Human Trafficking
- Privacy

We do not tolerate human rights abuse in any of our operations or anywhere in our supply chain. For more information, refer to our Human Rights Policy Statement, [Code of Business Conduct and Ethics](#), and [Supplier Code of Conduct](#).



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# Transparent and Ethical Governance

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## HOW WE GOVERN

Our strong corporate governance management system establishes, monitors, and enforces ethical, responsible actions. The Board provides direction and advice to the SLT regarding strategic direction and company stewardship. As part of Veritiv’s strategy review, the Board and management annually assess corporate governance practices, environmental and social risks, and new opportunities.

The Board is responsible for Veritiv’s risk oversight, which includes specific environmental, social, supply chain, and governance matters. The Board receives periodic updates regarding our ESG initiatives and progress. The Board is aware of governance activities occurring at varying levels within the company, advises management on policies influencing governance, and receives regular updates on ESG matters.

In mid-2024, the Board established two committees that include with their responsibilities the following:

### 1 Audit and Finance

Responsible for review of ESG measures and metrics and how they’re used to evaluate Veritiv’s performance.

### 2 Compensation and Leadership Development

Responsible for review of human capital policies and strategies, including succession planning, diversity, internal pay equity, recruiting, retention, and talent development, and aligning compensation programs with sustainability priorities and objectives.

Subject to Board oversight, the SLT structures, monitors, and adjusts Veritiv’s sustainability efforts to best serve the company and its stakeholders. Senior management reviews long-term plan segments regularly, and these plans consider sustainability implications and our customers’ evolving needs. Section 3 of this report discusses Sustainability Oversight.

## ETHICS AND COMPLIANCE

### Code of Business Conduct and Ethics

Veritiv’s interactive Code of Conduct provides guidelines, tools, and resources to empower employees to make business decisions aligned with our values. It outlines standards that dictate how we are expected to behave, make business decisions, and address potential ethical dilemmas. Serving as a manual that builds on our Veritiv CODE of Values, the Code of Conduct directs how we conduct business ethically, responsibly, and in accordance with the law.

The Code of Conduct goes beyond simply following the law. It ensures we make decisions and follow through in a way that reflects the high value we place on integrity, respect, honesty, fair dealing, and consistent ethical business practices. Honesty and integrity, both essential parts of our corporate culture, are at its core.

The Code of Conduct provides a roadmap for our daily decisions and how we accomplish our jobs and is an important tool for cultivating and maintaining an ethical workplace where employees do the right thing. We rely on our employees’ good judgment and ability to speak up if something is unclear.

As business and market dynamics change, so may the Code of Conduct. It is not meant to be a static document. There may be times when a clarification, addition, or change to the Code of Conduct is required. Those changes can only be made by our Board of Directors.

### Compliance Risk Assessments

Veritiv’s Finance and Information Technology Teams assess risks connected to our company strategy and operating plans. Management annually considers risks regarding budgeting and priority setting. Additionally,

Veritiv periodically engages a third-party company to conduct an independent risk assessment if deemed appropriate. The Corporate Compliance Committee reviews these risk assessments, focusing on the compliance implications of the key risks identified and action items to address them.

Veritiv conducts risk assessments across various functions to understand the Company’s risks and devise controls and mitigation plans to address them. Below is a selection of risk categories included in our assessments:

- Financial Risk Assessments
- IT Capability and Cybersecurity Threats
- Business Resilience and Continuity

We have mapped compliance categories relevant to our business and aligned them with the functional and business units responsible for each compliance area. These unit leaders are tasked with assessing the compliance risks pertinent to their unit and developing policies and procedures to manage these risks. The General Counsel and the Corporate Compliance Committee oversee the approval of policies and procedures and help coordinate risk mitigation efforts, which include prioritizing activities and allocating necessary resources.

As part of our Compliance Training, Veritiv provides guidance to address concerns that arise when engaging with suppliers, consultants, service providers, and other third parties. Information about the due diligence practices used with our product suppliers and service vendors is outlined in this report’s Supply Chain Stewardship section starting on [PAGE 43](#). Details regarding Compliance Training can be found in the Training section of this document.



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Reporting

We encourage reporting ethical concerns or complaints regarding the company or individual practices. A third party maintains our confidential helpline available in all local languages, 24 hours a day, seven days a week, online at [veritivhelpline.com](https://veritivhelpline.com), or by phone:

- In the US: 888-312-2693
- In Mexico: 800-777-0472
- In China: 400-120-5047

Veritiv does not tolerate retaliation, and employees who report in good faith can do so without fear of retribution, retaliation, or adverse effects on their jobs. Anyone who discourages or prevents a fellow employee from making a good-faith report is subject to disciplinary action. All potential violations reported through the helpline are investigated by our Human Resources Team and/or other appropriate senior leaders, and proper action is taken based on the findings. The Board receives a summary report of all matters reported via the helpline and other available channels, such as our Human Resources and Legal departments.

BUSINESS RESILIENCE AND CONTINUITY

Veritiv’s Business Resilience and Continuity Program supports a wide range of incidents, including those related to the impact of climate change, extreme weather events, natural or manmade disasters, significant disruption or shutdown of key facilities, site security threats, epidemics, pandemics, IT security incidents, and other events that may significantly impact our operations, personnel, financial health, or reputation. The Business Resilience and Continuity Program:

- Identifies Veritiv personnel at the corporate and site levels responsible for response execution
- Determines and clarifies the type of incident
- Designates notification procedures
- Defines procedures for interaction between the corporate and site teams
- Summarizes where to find guidance to prepare for and respond to specific incidents
- Indicates the necessary key contact information when an incident occurs

The program has four primary components:

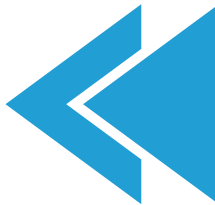
- 1 The Incident Management and Business Continuity Plan establishes the overall incident management and business continuity frameworks and describes how program components interact.
- 2 Site Plans are specific to each Veritiv location.
- 3 Our Disaster Recovery Plan is specific to information technology-related incidents.
- 4 The Corporate Communications Plan describes Veritiv’s approach to communicating key messages to internal and external stakeholders.

We developed the Business Resilience Program utilizing an assessment, or Business Impact Analysis, applicable to the type of incident and location involved. The program’s development also considered critical functions and operating systems, key customers, vendors, suppliers, and the severity and probability of risks for each location.

Our Chief Security Officer (CSO) oversees our Business Resilience Program and coordinates the component plan oversight, annual review, and testing with the Corporate Incident Response Team (CIRT) and operational leaders. The CIRT includes Corporate Security, Risk Management, EHS, Information Technology, Operations, Corporate Communications, Legal, and Human Resources representatives. We manage plan execution through collaboration among the executive, corporate, and site teams.

Our CSO regularly meets with our regional operations leaders, field EHS managers, and other functional leaders to review the program and perform tabletop drills. These exercises promote the ongoing enhancement of our response plans.

In 2024, we conducted business resilience and workplace safety tabletop exercises at seven facilities, an IT security tabletop exercise with the Senior Leadership Team, and an IT disaster recovery test.



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# ARTIFICIAL INTELLIGENCE (AI)

To date, Veritiv’s use of AI has included limited use of Microsoft Copilot as part of its Office 365 tenant. Copilot only applies AI features to Veritiv’s Office 365 data, and Veritiv’s IT Acceptable Use Policy governs this AI usage. Veritiv’s IT Acceptable Use Policy applies to all employees. It provides acceptable AI usage guidelines with two key elements: employees are not to use public AI tools since the data entered in those tools is available to all public users of that tool, and no Veritiv proprietary, confidential, or personally identifiable information should be entered in the AI tool.

# INFORMATION SECURITY

Veritiv’s information security strategy employs a defense-in-depth approach that includes people, processes, and technology. Information security risks are assessed annually via the IT budgeting process to fund projects that strengthen Veritiv’s IT security posture. Veritiv’s IT Infrastructure, network, and Information Security teams assess and implement mitigation initiatives where appropriate. Veritiv’s Internal IT Audit team also conducts an annual IT risk assessment.

Veritiv IT is audited annually via an internal audit. A network penetration test is performed annually, and any noted material items are investigated and addressed promptly. Veritiv’s IT Control Framework is COBIT-based, and these controls govern Veritiv IT’s processes and procedures. As a B2B distribution company, Veritiv is not required to conduct SOC 1, SOC 2, or ISO 27001 audits, but Veritiv’s IT controls framework covers the same key areas as these other control frameworks.

Veritiv’s cybersecurity measures include employee and third-party training, network and system monitoring, patching, maintenance, and system and data backups.

## Information Security Risk Oversight

Our operations depend on secure IT systems for data capture, processing, storage, and reporting. Veritiv’s Chief Information Officer (CIO), a member of the Senior Leadership Team, oversees a team of IT professionals responsible for developing and executing the company’s overall IT strategy and managing Veritiv’s IT systems. Our Chief Information Security Officer (CISO) reports to the CIO and manages our Information Security Risk Management program. The CIO and CISO provide regular updates to the Senior Leadership Team on the status of IT projects and any concerns. The CIO also updates the Board on IT and cybersecurity matters at least twice a year.

Management regularly monitors best practices in this area. It seeks to implement changes to the company’s information security programs, as needed, to ensure the company maintains a robust data and privacy program.

## Personally Identifiable Information

Veritiv collects Personally Identifiable Information (PII) in our Human Resources system and employs logical and physical controls to safeguard that data. We also gather PII during our regular business operations and recognize the significance of securing customer and supplier PII, including email addresses and mobile phone numbers. We are committed to protecting PII from unauthorized access, use, or disclosure by following globally recognized privacy standards and relevant regulations while incorporating privacy and data protection principles into our systems and processes.

Veritiv employs an IT Controls Framework that ensures logical access, change management, and IT operations controls to protect collected PII. This framework reviews key IT service providers’ annual SOC 1 Type 2 and SOC 2 Type 2 reports to assess their IT control status. Additionally, Veritiv utilizes email screening software that intercepts most, if not all, emails that present a social engineering risk, thereby preventing end users from receiving them. Members of the Veritiv team are responsible for safeguarding our confidential information and trade secrets, and we rely on them to maintain the security and confidentiality of information provided by the company, our customers, suppliers, and others.

## Privacy Policy

Veritiv’s Privacy policy can be accessed at [Privacy Policy | Veritiv Corporation](#)



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# Training Programs At Veritiv

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# TRAINING PROGRAMS AT VERITIV

Training is essential for Veritiv’s long-term success. Training programs ensure that employees possess the latest knowledge, tools, and techniques, enabling them to perform their jobs safely and efficiently. Additionally, well-trained employees are more likely to remain with Veritiv, lowering turnover and related recruitment and training costs. By cultivating a culture of continuous learning, we enhance our competitive edge, adapt to industry changes, and promote innovation. Ultimately, investing in employee training benefits both the individual and the company.

## SUSTAINABILITY TRAINING

This year, our sustainability experts trained sellers on many facets of sustainability. They joined Sales Team calls and delivered updates on regulations affecting customers, including Extended Producer Responsibility legislation. They also hosted Office Hours training on sustainability topics and product categories, gave multiple trainings on EcoScore enhancements, and tracked customers’ sustainability progress.

All new sellers participated in sustainability training as part of Veritiv’s ASCEND program. Last year, 122 sellers completed the program, and we held three Master Class sustainability sessions. Additional sessions focused on training specialists in sustainability topics relevant to their fields, ensuring we consider sustainability from every angle. Food Specialist Roundtables and Design Team Training are just two examples.

In 2025, we are expanding the Micro-Credentialing Program to include more information on packaging regulations, sustainability metrics, product and service updates, and sustainability best practices.

Our customers rely on Veritiv’s expertise and support during their sustainability journeys. Therefore, we have created and launched four on-demand eLearning modules to educate employees about various sustainability topics relevant to our business. Our Micro-Credential series equips sellers with the knowledge needed to provide our customers with products and services that assist them in achieving their sustainability goals.



### Sustainability Micro-Credential Series

Micro-Credential training series educates our team with comprehensive sustainability knowledge. The training is designed to utilize both e-learning and instructor-led live sessions. The training topics include:

**A** Sustainability and Corporate Social Responsibility

- Sustainability Definition
- Definition of Sustainable Packaging
- Corporate Sustainability Development Goals
- Veritiv Sustainability Strategy Overview
- Veritiv Sustainability Resources

**B** Design for Sustainability


- Veritiv Design for Sustainability Value Prop
- Optimize the Design
- Design for Recycling
- How2Recycle Labeling Program - SPC
- Compostable, bio-degradable, and bioplastic
- Life Cycle Analysis Introduction

**C** Sustainable Product Offerings & Development

- Sustainability Attributes Overview
- Sustainability Tools and Resources

**D** Environmental Advertising Guidance and Best Practices





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SUSTAINABILITY  
ELEARNING MODULES

1 SUPPORTING VERITIV'S SUSTAINABILITY  
COMMITMENTS

This course explains how sustainability relates to each employee's job and how sustainability in specific roles helps drive growth, profitability, and long-term value. It also includes a supplemental video on responding to customer inquiries.

2 SUSTAINABLE SOURCING & PRODUCTS

This course covers the focus areas of sourcing and sustainable product development in the packaging industry. It includes the sustainability attributes we look for and the certifications/proof of claims we require from our suppliers.

3 DESIGNING FOR SUSTAINABILITY

This course covers the fundamental elements of sustainable design.

4 SUSTAINABLE PACKAGING: AN OVERVIEW

This introductory overview defines sustainable packaging and its key elements.



Sustainability Training Metrics

2,229 Employees trained  
49.5% of the total employee population

CAREER MANAGEMENT TRAINING

Veritiv invests in employees and helps them build rewarding careers by providing tools and resources to support their personal and professional development at every stage of their careers, including:

1 PROFESSIONAL DEVELOPMENT PROGRAMS

We invest in comprehensive development programs that empower individuals to acquire new skills, expand knowledge, and pursue professional growth opportunities. Our commitment to continuous learning aligns with our sustainability goals and fosters a culture of adaptability and innovation. Professional development programs include:

- The Ascend Program is a 10-week foundational sales development program for new Sales professionals, specialists, and managers. In 2024, 122 employees completed the program.
- The Master Class Sales Professional Development Program supports new sellers after they complete initial training by providing the resources, information, and training essential to business growth at Veritiv. In 2024, 94 participants completed the program.
- LEAD is Veritiv's leadership, engagement, and advanced development program for Veritiv leaders. Designed and delivered with the University of Georgia's Terry College of Business, the program includes engagement and co-facilitation with the executive LEAD team and a capstone project that applies learning to real business challenges. In 2024, there were 24 participants.
- Veritiv's Intern Development is a nine-week collaborative program designed to allow selected high-performing/high-potential college students to gain early work experience in their field of study,



develop professional skills, and build a potential pipeline of future Veritiv employees. In 2024, 21 participants completed the program.

- The Corporate Account Development Program is an eight-week program designed to build enhanced sales and partnership skills for our Corporate Account Management team. In 2024, 81 participants completed the program.

2 CHART YOUR COURSE

As part of Chart Your Course, our career development program, we launched the Career Hub, an enhanced career development and learning experience in Workday. In 2024, 86% of U.S. salaried employees completed the plan. Career Hub enables employees to:

- Create and maintain an Individual Development Plan (IDP). The IDP is a personalized document that outlines an employee's professional and personal development goals, including the strategies and actions needed to achieve them. It supports self-assessment by identifying strengths, weaknesses, and areas for growth while aligning developmental goals with the company's objectives.



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**Sarah Kostic** became interested in creating a long-term career plan after hearing others share their positive experiences. "It's essential to know what you want to improve before you can improve it," she explained. By identifying areas for personal improvement, Sarah established a clear path for her professional growth.

Incorporating regular feedback into her Individual Development Plan (IDP) was critical to Sarah's success. She took time to reflect on the feedback she received, carefully considering how to integrate it into her plan. Sarah also used the Veritiv Competencies tool on the Chart Your Course Vibe page to identify development areas.

One of Sarah's early challenges was fine-tuning the focus of her plan. "Narrowing my scope was a challenge," she recalled. "I wanted to do everything when I started working on my IDP. Over time, I learned to be more purposeful, selecting opportunities aligned with my development goals."

Sarah advises anyone beginning their IDP journey, "Just start it. Set aside time and start writing. It may feel awkward initially, but as you go through the process, you gain clarity on what you want to focus

on." She also encourages people to seek advice from others on their development plans, offering the opportunity to learn from different strategies.

To maintain her focus on development throughout the year, Sarah reviews her IDP each quarter and solicits feedback from her manager, mentors, and peers. Setting calendar reminders helps her stay on track. Through this ongoing commitment, Sarah continues to refine her plan and steadily progresses toward her career goals.

## CHART YOUR COURSE SPOTLIGHT

Sarah Kostic

*Sustainability Program  
Specialist*

“I learned to be more purposeful, selecting opportunities aligned with my development goals.”





- Explore career development and learning opportunities, including Gigs and Quarterly Check-ins. Gigs consist of brief, specific projects or on-the-job experiences matching the employee’s skills or interests. They offer networking opportunities, skill-building, and personal growth beyond regular daily responsibilities. Last year, 4% of our U.S.-based employees participated in a Gig. Of the 20 Gigs posted, 14 are fully staffed and ongoing, three have been completed, and three are in the recruiting phase. The categories for Gigs included Company Priorities, Culture, Development/Stretch Assignments, and Special Initiatives.
- Participate in quarterly check-ins, which are recorded performance and development discussions led by managers and mentors. In 2024, 28% of our workforce took part in quarterly check-ins.

- Identify and leverage skills and connections associated with career interests. Employees can specify future role preferences through Career Hub, aligning their developing skills and connections with those roles.
- Explore internal job opportunities. Internal job postings enable employees to investigate and apply, creating wider organizational possibilities.

**3 CAREER PATHING AND ADVANCEMENT**

Veritiv’s career pathing frameworks provide employees with a clear roadmap for company advancement. Advancement opportunities are available to everyone, fostering a diverse and inclusive leadership pipeline.

**4 MENTORSHIP AND COACHING**

We foster a culture of mentorship and coaching, encouraging employees to cultivate meaningful relationships that support their career goals. This approach enhances individual growth and nurtures a collaborative and supportive workplace. In 2024, 5% of Veritiv’s workforce, totaling 220 individuals, participated in the mentorship program as mentors, mentees, or both. Every member of our SLT serves as a one-on-one employee mentor.

**5 SUCCESSION PLANNING**

Our succession planning strategy sets criteria for identifying and evaluating future leaders. We actively manage diverse talent pools, offer equal training and development opportunities, review and address possible business biases or gaps in succession planning, invest in inclusive leadership development programs, and maintain transparency. Our succession planning program ensures a continuous, resilient, sustainable leadership pipeline. In 2024,

we identified 271 unique succession candidates for critical positions and successfully promoted 52 candidates (19%). 85% of employees promoted in 2024 completed an Individual Development Plan (IDP) and a Career Hub profile.

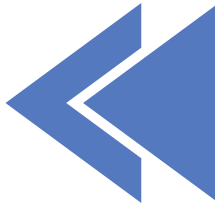
**6 TRAINING NEEDS ASSESSMENT**

Veritiv conducts regular, thorough training needs assessments, incorporating data from individual development plans and employee surveys to ensure our workforce stays ahead of industry trends. We continually evaluate and respond to changing training needs to enhance employee performance, boost job satisfaction, and maintain a skilled and adaptable workforce. In 2024, 1,320 employees engaged in targeted training for a systems migration, yielding over 26,000 hours of training.

**7 MEASURING TRAINING EFFECTIVENESS**

The Global Learning and Development Team uses the Kirkpatrick Model, a globally recognized method for evaluating the results of Veritiv’s training programs. The model rates programs against four criteria: reaction, learning, behavior, and results.

Veritiv evaluates the effectiveness of training by comparing participant performance with feedback from learners and leaders alongside business metrics. For example, in the Master Class Sales Professional Development Program, we review monthly sales performance metrics for each participant. To graduate, Sales professionals in this accelerated program must achieve \$50,000 in new business gross profit.



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MENTORSHIP  
**SPOTLIGHT**

Tom Middeker

Corporate Accounts  
Manager

**Tom Middeker**, Corporate Accounts Manager, mentored a group of three Sales Reps last year. In their first team call, Tom set ground rules, asked his mentees what they wanted to get from their mentorship, and then shared his own goals. Over time, they built a structure to support achieving those goals.

Tom's keys to success are simple yet impactful. He emphasizes the importance of documenting progress, maintaining an open dialogue, and always ensuring that each meeting ends with a takeaway or action item. He also values the peer-driven environment that group mentorship creates, where everyone learns from each other's experiences. "You know what you know," Tom notes, "but group mentorship creates a space to learn what you don't know."

For Tom, mentorship isn't just about guiding others; it's a two-way street. He often reflects on what he learns from his mentees, discovering fresh insights to apply to his work. "Any engagement is two-way," Tom shares, underscoring the value he gets from asking his mentees about their challenges and successes. In the end, mentorship doesn't just develop the mentees—it shapes the mentor, too, creating a dynamic of growth and shared learning.

You know what you know,  
but group mentorship  
creates a space to learn  
what you don't know.



## DIVERSITY, EQUITY, AND INCLUSION TRAINING

We train our leaders and employees to foster a diverse, equitable, and inclusive culture while providing the tools necessary to implement DE&I principles throughout our organization. We also train managers and team leaders to promote an inclusive culture and effectively manage diverse teams.

## SAFETY TRAINING

Veritiv’s Environmental, Health, and Safety (EHS) training requirements are based on each individual’s role and the risks they encounter in the workplace. The EHS courses assigned to an individual are selected from an EHS training matrix that is reviewed at least annually by the Corporate EHS Team. Training materials are updated and refreshed to stay current and maintain employee engagement. Training conformance is regularly assessed to ensure consistent execution.

Each Regional EHS Manager conducts monthly safety meetings that cover year-to-date safety statistics, accident trends, safety materials, and the training due for completion that month. The meetings include updates on safety and compliance activities, agenda items for the monthly meetings, safety alerts, and various relevant awareness materials for sharing and posting. Additionally, the monthly meeting prompts recurring training, focused initiatives, and periodic self-inspections. Each June, for example, we recognize National Safety Month, during which we present weekly safety activities to facilitate employee participation and engagement.

Posters and toolbox talks support each week’s activities and foster open dialogue, which is critical to maintaining our safety culture. Best practices are shared across the

enterprise, and Teams are recognized for their creative and enthusiastic support of workplace safety.

To streamline employee health and safety training in 2024, we continue integrating our training materials into the Workday Learning Management System (LMS). This integration has allowed us to review and refresh our safety training courses to ensure they are as effective as possible, protecting our employees and keeping them safe. Similarly, utilizing the LMS allows our EHS Teams to monitor training completion and ensure all required training has been completed.

- Completion percentage 92%
- Monthly OSHA topics: Emergency Response Plan, Hazard Communications, Forklift, Safe Lifting, PPE, LOTO, Machine Guarding, Managing Hazardous Waste, Lift Gate, Emergency Eyewash, Fire Extinguisher Use, Reporting.

## COMPLIANCE TRAINING

Our Code of Conduct is essential for cultivating and maintaining an ethical workplace where employees do the right thing. Compliance training covers the Code of Conduct, employee and Manager responsibilities, and reporting resources, including a reference to a reporting hotline. This training is required for all employees to ensure they understand our values and ethical business standards. Modules include:

- |                            |                                    |
|----------------------------|------------------------------------|
| • Abusive Conduct          | • Diversity, Equity, and Inclusion |
| • Anti-Bribery             | • Harassment                       |
| • Anti-Money Laundering    | • Protecting Company Assets        |
| • Competition Law          | • Working with Third Parties       |
| • Confidential Information | • Workplace Violence               |
| • Conflicts of Interest    |                                    |
| • Data Privacy             |                                    |
| • Discrimination           |                                    |

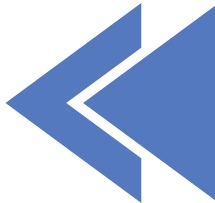
## INFORMATION SECURITY TRAINING

Veritiv offers IT security awareness training courses that cover Phishing, Information Security Essentials, and Travel Security. In 2024, we launched a new Information Security eLearning module titled “AI and Cyber Security.” This module illustrates principles for safe AI usage and provides interactive examples to test employees’ knowledge. All Veritiv employees are required to complete onboarding and annual cybersecurity eLearning training.

As of December 31, 2024, nearly all Veritiv employees completed the AI and Cyber Security training.

The Information Security Team sends reminders via company-wide emails and articles on Veritiv’s employee communications platform, Vibe. Our CEO, Sal Abbate, further emphasizes the importance of training by highlighting the training modules during Veritiv’s All-Employee Webcasts when appropriate. We provide regular updates throughout the year to keep IT security awareness top-of-mind.

Veritiv conducts regular IT security awareness training for end users by administering periodic phishing email tests. These tests help Veritiv improve employee awareness of social engineering risks and educate them on safely handling emails, embedded links, and attachments.



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## ADDITIONAL TRAINING

Veritiv provides employees with numerous learning opportunities through various platforms. In addition to providing employees with training to ensure compliance with our Code of Business Conduct and Ethics and other company policies, we provide job-specific training such as:

- Business Resiliency
- Career Development and Planning
- Chain of Custody
- Commercial Driver Certification
- Customer Business Reviews
- Customer Service
- Digital Communication
- Effective Communication and Communication Style
- Fundamentals of Strategic Sourcing
- Inclusive Leadership
- Individual Development Plans
- Inventory Management
- Leading Through Change
- Mentoring
- Negotiation Skills
- New Employee and Leader Onboarding
- Personal Brand Awareness
- Product Training
- Prospecting Skills
- Salesforce
- Systems and Technology
- Sustainability
- Workplace Health and Safety
- Incidents and Hazards, Fall Protection, and other OSHA-Required or -Identified Training



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# OUR GOALS FOR 2025 AND BEYOND

Sustainability is a journey, and while we take pride in our progress, there is still much more to accomplish. We will keep searching for new ways to support our customers’ goals and enhance our operations.

We value our customers, suppliers, employees, shareholders, and communities and strive to be true partners with our stakeholders to create value and preserve the beautiful world we share. To accomplish this vision, we use our ESG Working Group Scorecard on this and the next page to identify and track our goals.

1 For purposes of determining whether a product had a sustainability attribute, we identified products that had received the following third-party certifications: FSC, PEFC, SFI, Green Seal, Cradle to Cradle, EPA Comprehensive Procurement Guideline Certified, Fair Trade Certified, Rainforest Alliance Certified, Green E, UL EcoLogo, UL Green Guard, Green Good Housekeeping Seal, EPA’s Environmentally Preferable Purchasing Program, and EPA’s SaferChoice. We also included products that contained at least some alternative fiber or resource content and products that were considered recyclable due to being produced from recyclable fiber, wood or resin. In all cases, we relied solely on information provided by the supplier or manufacturer of the product from whom Veritiv purchased the product and information regarding recyclability contained in Fibre Box Association-Recycling White Paper, November 2019. Veritiv does not test or otherwise independently confirm the noted sustainability attributes. The percentage of Net Sales is based on total sales for our U.S. merchant business only and does not include sales from our Mexico, Bulkely Dunton or OPS business units. Fiber, Resin, and Attributes of Recycled Content (ARCs).

## Products & Services

GOAL	KPI	TARGET
Grow products and capabilities to achieve \$50M in additional net sales, by EOY 2025.	% of Total Sales from products with Sustainability Attribute(s) <sup>1</sup>	60%
	% Sales Growth from customers engaged with Sustainability Services	5%
	% Sales Growth from products with Recycled Content <sup>1</sup>	15%

## Facilities & Fleet

GOAL	KPI	TARGET
Increase overall waste diversion rate <sup>2</sup> to 65% and implement Near-Zero Waste program, with certification, at 5 locations by EOY 2025.	Waste Diversion Rate	65%
Decrease idle fuel consumption <sup>2</sup> to less than 1.5% of total fuel consumption by EOY 2025.	% Idle Fuel Consumption	< 1.5%

## Environmental Health and Safety (EHS)

GOAL	KPI	TARGET
Maintain Lost Work Injuries Incident Rate (LWIR), per OSHA, by EOY 2025.	LWIR	0.4
Maintain Recordable Injuries Incident Rate (TIR), per OSHA, by EOY 2025.	TIR	0.8
Reduce avoidable Motor Vehicle Accidents (MVAs) by 15% YoY through policies, procedures, training, and corrective actions, by EOY 2025.	YoY % Reduction of MVAs	15%

## Diversity, Equity, & Inclusion (DEI)

GOAL	KPI	TARGET
Increase organizational participation and engagement with Employee Resource Groups (ERGs) by aligning ERGs with organizational priorities and creating community for employee engagement by EOY 2025.	# of Career Development Opportunities hosted across all ERGs	6
	% of Employees that are Members of an ERG	6%

## Human Capital

GOAL	KPI	TARGET
Improve employee engagement to reach an engagement score of 90 by EOY 2025.	2025 Employee Engagement Score	90
Focus on engagement and development of new hires <sup>3</sup> by increasing the percentage of new hires completing their Career Hub career profile by EOY 2025.	% of Salaried New Hires with a Career Hub Profile	85%
	% of Hourly New Hires with a Career Hub Profile	25%

## Governance, Reporting, & Corporate Compliance

GOAL	KPI	TARGET
Improve EcoVadis score, achieving a 75 or higher by EOY 2025.	EcoVadis Score	75
Achieve 95% completion of compliance-related training by EOY 2025.	% of Employees Completed Compliance-Related Training	95%

## Community Relations

GOAL	KPI	TARGET
Increase employee engagement with Veritiv Connects Online to 40% by EOY 2025.	# of Volunteer Hours by EOY 2024	5,000
Enhance the Delivering Goodness program by diverting at least \$1M of inventory to nonprofit partners. Thereby, producing operational savings of \$200k through monthly bulk donations, rapid response to emergency situations, and leveraging CSR expertise.	\$ Value of Inventory Donations	\$1M



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## DATE OF INFORMATION

This report presents information as of and for the year ending December 31, 2024, unless otherwise indicated.

## REFERENCE TO SASB METRICS

The information in this report is based on the recommendations of the Sustainability Accounting Standards Board (SASB) Multiline and Specialty Retailers and Distributors standard. SASB is an independent, private sector standards-setting organization focused on enhancing the effectiveness and comparability of corporate disclosures related to environmental, social, and governance factors. Please refer to the index below for a list of where to find information relevant to the SASB standard.

### SASB Index

Topic	Metric	Code	Veritiv Disclosure
Energy Management in Retail & Distribution	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	CG-MR-130a.1	<a href="#">See page 19</a> , "Resource Efficiency"
Data Security	Description of approach to identifying and addressing data security risks	CG-MR-230a.1	<a href="#">See page 49</a> , "Information Security"
	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	CG-MR-230a.1	No identifiable data breaches
Labor Practices	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	CG-MR-310a.1	<a href="#">See pages 25-26</a> "Attracting and Retaining Great People" for general compensation practices
	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution center employees	CG-MR-310a.2	Voluntary turnover rate across all locations and functions for 2024 was 10.9%
	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	CG-MR-310a.1	Veritiv does not disclose this data.
Workforce Diversity & Inclusion	Percentage of (1) gender and, (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	CG-MR-330a.1	<a href="#">See page 32</a> "Our Workforce"
	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	CG-MR-330a.2	Veritiv does not disclose this data.
Product Sourcing, Packaging and Marketing	Revenue from products third-party certified to environmental or social sustainability standards	CG-MR-410a.1	<a href="#">See page 22</a> , "Our Product Portfolio" for estimated percentage of sales from products with one or more sustainability attributes
	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	CG-MR-410a.2	<a href="#">See page 20</a> , "Environmental Management System" regarding Veritiv's Environmental Management System for Veritiv facilities. <a href="#">See pages 41-42</a> , "Product Safety" regarding product safety management.
	Discussion of strategies to reduce the environmental impact of packaging	CG-MR-410a.3	<a href="#">See page 22</a> , "Our Product Portfolio"

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## APPENDIX - SUPPLY CHAIN DIVERSITY

In 2024, Veritiv sourced the following spend as part of our supplier diversity program:

	# of Suppliers	Spend (\$ Million)	% Total Spend
DIVERSE ONLY	116	\$94.4	2.1%
DIVERSE AND SMALL	513	\$106.0	2.4%
SMALL ONLY	469	\$125.3	2.8%
TOTAL	1,098	\$325.7	7.3%

The scope of this spend and percentage of total spend reflects U.S. distribution business only. It excludes international and publishing businesses.

To accurately quantify and understand the impact our spend makes on diverse suppliers, we broke down the data above into three categories of diverse suppliers: Minority-Owned, Women-Owned, and Veteran-Owned businesses.

In 2024, Veritiv sourced the following spend in each category mentioned above as part of our Supplier Diversity Program:

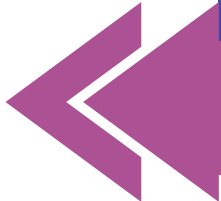
	# of Suppliers	Spend (\$ Million)	% Total Spend
MINORITY OWNED	208	\$115.2	35.4%
WOMEN OWNED	260	\$61.9	19.0%
VETERAN OWNED	80	\$2.8	0.8%

## APPENDIX - GHG EMISSIONS INVENTORY

	2020	2021	2022	2023	2024	YoY% Δ
Scope 1 GHG Emissions						
Gross Scope 1 GHG emisisions (MTCO2e)	97,842	84,289	76,061	64,431	59,491	-7.67%
Scope 2 GHG Emissions						
Gross location-based Scope 2 GHG emissions (MTCO2e)	35,357	31,392	30,454	27,349	26,878	-1.72%
Gross market-based Scope 2 GHG emissions (MTCO2e)	39,307	32,759	29,994	26,602	26,107	-1.86%
Scope 3 GHG Emissions*						
Gross Scope 3 GHG emissions (MTCO2e)	-	-	-	2,919,617	2,874,060	-1.56%
Category 1: Purchased goods and services	-	-	-	2,614,300	2,499,203	-4.40%
Category 2: Capital goods	-	-	-	67,428	62,086	-7.92%
Category 3: Fuel- and energy-related activities**	-	-	-	11,980	34,501	187.99%
Category 4: Upstream transportation and distribution	-	-	-	1,959	1,427	-27.16%
Category 6: Business travel	-	-	-	15,588	11,826	-24.13%
Category 7: Employee commuting	-	-	-	4,884	8,224	68.39%
Category 9: Downstream transportation and distribution	-	-	-	34,083	55,536	62.94%
Category 11: Use of sold products	-	-	-	2,314	2,564	10.80%
Category 12: End-of-life treatment of sold products	-	-	-	81,854	113,427	38.57%
Total GHG Emissions						
Total GHG emissions (location-based) (MTCO2e)	133,199	115,681	106,51	3,011,397	2,960,429	-1.69%
Total GHG emissions (market-based) (MTCO2e)	137,149	117,048	106,055	3,010,650	2,959,658	-1.69%

\*All emissions values provided in this table include OPS data.

\*\*not included in Scope 1 or 2



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APPENDIX - WASTE DIVERSION RATES PER FACILITY

Full-Year 2024	Total Waste (Tons)	Recycled (Tons)	Diversion Rate
Anchorage	11.4	12.36	52%
Appleton	10.2	93.45	90%
Aurora	32.61	84.34	72%
Austin	28.98	17.37	37%
Baton Rouge	22.8	33	59%
Belle Vernon	51.24	24.01	32%
Belleville	10.59	0	0%
Billings	56.88	0.68	1%
Birmingham	22.8	68.31	75%
Burlington	20.59	103.24	83%
Carrollton	169.06	85.07	33%
Charlotte	33.43	33.08	50%
Clifton	63.67	62.41	50%
Columbia, MO	11.4	138.46	92%
Columbia, SC	5.64	21.13	79%
Commerce	38.94	55.68	59%
Denver	43.05	19.69	31%
Depew	11.4	16.56	59%
Des Moines	31.19	45.48	59%
Downey	132.24	144.34	52%
Edwardsville	36.53	163.37	82%
El Paso	8.52	33.55	80%
Enfield	19.26	40.84	68%
Escondido	8.52	12.36	59%
Fairbanks	4.32	1.56	27%
Fenton	8.7	45.89	84%
Fresno	37.63	60.33	62%
Garner	8.52	12.64	60%

Full-Year 2024	Total Waste (Tons)	Recycled (Tons)	Diversion Rate
Grand Rapids	19.44	110	85%
Grove City	14.89	120.68	89%
Hebron	67.44	134.14	67%
Hialeah	69.91	33	32%
Hilo	16.62	7.22	30%
Jacksonville	22.8	34.08	60%
Joplin	56.88	8.67	13%
Kapolei	0	20.95	100%
Katy - Houston	25.39	13.32	34%
Kent - Seattle	23.2	40.8	64%
Knoxville	23.22	26	53%
La Vergne	39.82	209.95	84%
Lakeland	77.74	51.22	40%
Lakeland 2	14	0	0%
Las Vegas	35.4	12.84	27%
Libertyville	5.64	3.12	36%
Livermore	52.07	2.16	4%
Liverpool	34.08	0	0%
Livonia	15.87	81.42	84%
Maui	0	9.17	100%
Mechanicsburg	38.15	89.22	70%
Medford	2.16	0.72	25%
Medley (Miami)	37.98	31.22	45%
Memphis	168.41	83.31	33%
Norcross	77.99	245.55	76%
North Plains	5.64	4.08	42%
Ogden	43.59	86.29	66%
Oklahoma City	48.53	55.75	53%

Full-Year 2024	Total Waste (Tons)	Recycled (Tons)	Diversion Rate
Omaha	24.27	56.16	70%
Orlando	85.23	17.67	17%
Phoenix	59.89	39.6	40%
Plainfield	49.63	80.25	62%
Port Huron	11.4	8.28	42%
Portland	14.43	14.96	51%
Richmond	29.81	14.44	33%
Rogers	7.78	88.22	92%
Salem	28.11	24.84	47%
Salt Lake City	65.67	86.9	57%
San Leandro	0	0	-
Santa Rosa	0	0	-
Shreveport	0	0	-
Simi Valley	0	0	-
Sioux Falls	4.32	7.2	63%
Somerset	14.87	26.22	64%
Sparks	8.52	31.77	79%
Spokane Valley	0	23.28	100%
Stow	11.4	31.51	73%
Tampa	5.24	17.07	77%
Tracy	83.15	79.43	49%
Warrendale	9.3	30.95	77%
West Fargo	4.32	8.28	66%
West Sacramento	32.73	165.94	84%
Wichita	22.8	33.38	59%

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APPENDIX - SOCIAL

EMPLOYEE RESOURCE GROUPS (ERGS)

Pride Collective	
# of hourly employees who are members	11
# of non-management employees who are members	66
# of managers who are members	32
Total # of members of the Pride Collective ERG	109
% of hourly employees who are members	10%
% of salaried non-management employees who are members	61%
% of managers who are members	29%
% of all employees who are members of the Pride Collective ERG	3%

Black Experience	
# of hourly employees who are members	6
# of non-management employees who are members	71
# of managers who are members	17
Total # of members	94
% of hourly employees who are members	6%
% of salaried non-management employees who are members	76%
% of managers who are members	19%
% of all employees who are members	2.31%

Women Empowered	
# of hourly employees who are members	21
# of non-management employees who are members	81
# of managers who are members	31
Total # of members	133
% of hourly employees who are members	16%
% of salaried non-management employees who are members	61%
% of managers who are members	23%
% of all employees who are members	3%

Veritiv Valor	
# of hourly employees who are members	15
# of non-management employees who are members	50
# of managers who are members	42
Total # of members	107
% of hourly employees who are members	14%
% of salaried non-management employees who are members	47%
% of managers who are members	45%
% of all employees who are members	3%

Bienvenidos	
# of hourly employees who are members	20
# of non-management employees who are members	72
# of managers who are members	46
Total # of members	138
% of hourly employees who are members	14%
% of salaried non-management employees who are members	52%
% of managers who are members	33%
% of all employees who are members	3%

BRAVO! RECOGNITION METRICS

Activation Rates	23	24	Employee Recognitions	23	24	Service Milestone Recognitions	23	24	Gift Redemption	23	24
% of managers activated in BRAVO!	100%	100%	Total # of employee recognition	46,758	42,330	Total # of service milestone recognitions	794	391	Total # of gifts redeemed/purchased	6,596	6,939
% of hourly employees activated	97%	74%	YoY % change in employee recognitions	9%	-9%	YoY % change in service milestone rec.	4%	-51%	YoY % change in gifts redeemed	48%	5%
% of all employees activated	96%	95%	Total # of boosted employee recognitions	43,439	17,300						
			YoY % change in boosted recognitions	28%	-60%						

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# APPENDIX

## FORWARD-LOOKING STATEMENTS UPDATE

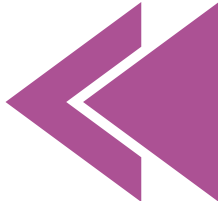
All statements contained in this Corporate Responsibility Report not constituting historical fact are “forward-looking statements” subject to the safe harbor created by the Private Securities Litigation Reform Act of 1995, including but not limited to statements contained in this report regarding Veritiv Operating Company’s (the “Company”) future operating results, performance, strategy, business plans, prospects, and guidance, statements related to customer demand, supply and demand imbalances, the expected competitive landscape, the expected impact of COVID-19. Where possible, the words “believe,” “expect,” “anticipate,” “continue,” “intend,” “will,” “may,” “should,” “could,” “would,” “plan,” “estimate,” “predict,” “potential,” “goal,” “outlook,” or the negative of such terms, or other comparable expressions, have been used to identify such forward-looking statements.

All forward-looking statements reflect only the Company’s current beliefs and assumptions with respect to future results and other matters and are based on information currently available to the Company. Accordingly, the statements are subject to significant risks, uncertainties, and contingencies, which could cause the Company’s actual operating results, performance, strategy, business plans, prospects, or guidance to differ materially from those expressed in or implied by these statements.

Factors that could cause actual results to differ materially from current expectations include “Risk Factors” which in some instances are beyond the Company’s control, the industry-wide decline in demand for paper and related products; increased competition from existing and non-traditional sources; procurement and other risks in obtaining packaging, facility products, and paper from our suppliers for resale to our customers; changes in prices for raw materials; changes in trade policies and regulations; the impact of tariffs; increases in the cost of fuel and third-party freight and the availability of third-party freight providers; the loss of multiple significant customers; adverse developments in general business and economic conditions that could impair our ability to use net operating loss carryforwards and other deferred tax assets; our ability to realize the benefits of acquisitions and business combinations; our ability to adequately protect our material intellectual property and other proprietary rights, or to defend successfully against intellectual property infringement claims by third parties; our ability to attract, train and retain appropriately qualified employees; our pension and health care costs and participation in multi-employer pension, health and welfare plans; the effects of work stoppages, union negotiations and labor disputes; our ability to generate or otherwise obtain sufficient cash to service our debt; our ability to comply with the covenants contained in our debt agreements; costs to comply with laws, rules and regulations, including environmental, health and safety laws, and to satisfy any liability or obligation imposed

under such laws; our ability to adequately address environmental, social and governance matters; changes in tax laws; adverse results from litigation, governmental investigations or audits, or tax-related proceedings or audits; regulatory changes and judicial rulings impacting our business; the impact of adverse developments in general business and economic conditions as well as conditions in the global capital and credit markets on demand for our products and services, our business including our international operations, and our customers; foreign currency fluctuations; inclement weather, widespread outbreak of an illness, anti-terrorism measures and other disruptions to our supply chain, distribution system and operations; our dependence on a variety of information technology and telecommunications systems and the Internet; our reliance on third-party vendors for various services; cybersecurity risks; and other events of which we are presently unaware or that we currently deem immaterial that may result in unexpected adverse operating results.

The Company is not responsible for updating the information contained in this report beyond the published date.



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