

CSRR



2023 CORPORATE SOCIAL
RESPONSIBILITY REPORT

Leveraging our
values and vision
to make a positive
impact on
our employees,
customers, suppliers,
communities,
and planet.



What's Inside

Veritiv's 2023 Corporate Social Responsibility Report provides an overview of our sustainability strategy, how we tracked progress toward attaining our 2023 fiscal year goals, and what we plan for 2024.



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A Letter From Our CEO

As the leading specialty distributor of value-added packaging, print products and solutions, and facility solutions, Veritiv excels at serving businesses with complex supply chain needs. We're proud to be a North American packaging leader, with our customers making up more than half the Fortune 500. With that comes a considerable responsibility—and an opportunity—to make a sizable, positive impact on our employees, customers, suppliers, and communities.

We are guided by our vision and Veritiv CODE of Values: Cultivate Innovation, Own It, Deliver and Delight, and Embrace the Green. These values define who we are and how we operate. Embrace the Green drives our team of 4,500 employees to shape success for our customers, suppliers, and the communities where we live and work. Ongoing collaboration among these diverse teams is critical to ensuring the continued stewardship and well-being of our business, our people, and our planet.

In 2023, Veritiv entered a new phase in our journey, becoming an affiliate of Clayton, Dubilier & Rice, LLC (CD&R), which completed its acquisition of the company at the



“As we look to 2024 and beyond, sustainability will remain a core responsibility in all that we do.”

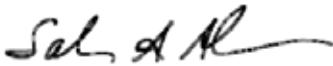
end of November. We are confident that this partnership, along with the financial and operational flexibility we now have as a private company, will enable us to continue enhancing the innovative and sustainable solutions we deliver to our customers. We remain committed to our sustainability goals and in 2023 we further embedded sustainability into our overall strategy and priorities across the organization. I am proud to share this Corporate Social Responsibility Report highlighting our team’s significant accomplishments

and efforts to create healthier, safer, and more sustainable communities. We made meaningful progress by supporting circularity, investing in recycling infrastructure, introducing recycled content through our private-label brand, TUFFflex®, and developing a customer recycling service/program in collaboration with supplier partners. We also increased our net sales from products with one or more sustainability attributes to 50 percent and introduced an improved EcoScore® sustainability tool for

our customers. These, plus many more initiatives, resulted in Veritiv being awarded a Bronze Medal from EcoVadis, which recognizes companies that have completed an assessment process and demonstrated a strong management system addressing key sustainability criteria.

We increased our target of internal promotions of women and those of diverse backgrounds and enhanced our presence and impact on underserved communities by partnering nationally with the Boys and Girls Clubs of America and Purpose Built Communities. Combined with our local community efforts, we focused on advancing programs that help individuals learn, grow, and thrive.

As we look to 2024 and beyond, sustainability will remain a core responsibility in all that we do. Our Veritiv CODE will continue to guide our efforts to deliver diverse products and solutions that make a more meaningful impact on our customers, suppliers, communities, and planet.


Salvatore A. Abbate,
Chief Executive Officer



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About Veritiv

From our headquarters in bustling Atlanta to our distribution centers spanning the U.S. and Mexico, Veritiv delivers value-added packaging, paper and print, 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 over 50% of today's Fortune 500® companies. 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 provides 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 paper and print 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 sustainable 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.



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Our Values and Vision

Our 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 values unite us as one team, represent who we are as a company, and influence our operations. The Veritiv CODE is our guidepost for everything we do to get to what matters most.

- C Cultivate Innovation.**
Through 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, shaping success for ourselves, our customers, and our planet.



2023 • A Year In Review



*All data as of December 31, 2023.
**Products with one or more identified sustainability attribute, refer here, “Our Product Portfolio” for more information.



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2023 Awards

Newsweek’s America’s Most Responsible Companies 2023

Veritiv is proud to be among the Fortune World’s Most Admired Companies™ 2023.

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2023 Los Angeles Business Journal Best Places to Work

2023 Cincinnati Business Courier Best Places to Work

2023 Atlanta Business Chronicle Best Places to Work

One of Newsweek’s 2023 Top 100 Most Loved Workplace in the U.S.

Corporate Volunteer Council (CVC) of Atlanta 2023 IMPACT Award Winner for Corporate Skills-Based Award

Modern Distribution Management (MDM) 2023 Top Distributors List



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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. Sustainability also means making decisions today that will positively impact the future well-being of our employees, customers, and business. At Veritiv, we nurture and support the role each of us plays in shaping the success of our business, as well as our customers' and our suppliers' businesses, in a fair, ethical, and sustainable manner. 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 a member of the SLT and has oversight responsibility for our sustainability initiatives and leading the ESG Working Group. Complete Board and SLT oversight responsibilities are featured in the Governance section of this report.

The ESG Working Group

The ESG Working Group (the Working Group) aims to drive long-term, profitable growth by implementing Environmental, Social, and Governance initiatives that support Veritiv's objectives and mitigate potential risks to the business. The Working Group constantly evolves to align with our business priorities and address the ESG topics that are most vital 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 sustainable 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 perform regarding environmental, social, and governance issues. Suppliers and the communities where we do business expect us to operate consistently with environmentally sound and socially responsible business practices. By doing so, we support Veritiv's long-term 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 enable Veritiv to provide concept-to-delivery solutions for our customers. We can design and test packaging, source products from all over the world, and, combined with years of logistics experience, ensure those products efficiently reach our customers.

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 sustainable products and processes. We work with large, well-established, new, and niche suppliers who provide innovative, cutting-edge, sustainable products. We collaborate with these customers and suppliers to find new solutions as we strive to constantly offer sustainable alternatives.

4. Attract and retain top talent through a collaborative, inclusive, and socially responsible culture.

Having the right team in place is critical to our success. Our employees know we place a high value on delivering the best customer experience possible. Creating a diverse, inclusive culture that provides employees with the training, development, and support they need lets our employees be their best selves and, in turn, provide the best customer experience.



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Working Group Roles and Responsibilities

The General Counsel oversees the Working Group, which manages the day-to-day work of our sustainability initiatives. Led by Veritiv's Senior Director of Sustainability, the Working Group works with Sales Professionals, category management, and other functional teams to find solutions for our customers' sustainability needs, manage sustainability requests relating to our products and operations, and ensure we work with innovative and responsible suppliers.

The Working Group continues to operate under the same roles and responsibilities as before the 2023 acquisition. We categorize members by these roles and corresponding responsibilities:



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

Working Group Workstreams

The Working Group is organized into workstreams, each with a designated leader and an executive sponsor from our SLT. We created these workstreams to address sustainability concerns identified through our assessment process. The topics were deemed most relevant to our business and support our efforts to make meaningful and positive impacts on our planet and the communities where we operate.

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.	Martha Issa Senior Director, Sustainability
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).	Laura Forrester 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.	Will Vining Senior Director, Supply Chain Optimization
DE&I and Human Capital	Culture and the employee experience, diversity initiatives, talent development and career training, human rights policies and risk management, labor relations, compensation, benefits.	Lori Patten VP, Talent Deborah Russell 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.	Kristie Madara Director, Corporate Communications Kat Reynolds Manager, Community Relations
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.	Sherida Mabon Senior Counsel Dan Toholsky Chief Information Security Officer Antonio Zizzo Sustainability Analyst



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Working Group Objectives

For 2024, we’ve identified the following objectives for which the Working Group is responsible:

- 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).

The Working Group meets quarterly to discuss the status of initiatives, target and goal revisions, and rising challenges. Additional interim meetings are scheduled based on objectives, deadlines, and unplanned challenges.

Working Group Oversight

Following the CD&R acquisition and the introduction of our new Directors, the review of specific ESG-related responsibilities shifted to the full Board rather than being divided among Board committees. This allows our new Directors to engage with the full scope of Veritiv’s ESG matters, until such time as new Committees are designated.

Since the acquisition, Company Management has met with the Board for a comprehensive analysis of our ESG initiatives, including the ESG Scorecard. The Board will continue reviewing ESG strategies, risks, and opportunities regularly and remain committed to our sustainability-related investments and the ESG goals established in our sustainability roadmap. The Board will stay agile and evolve to meet our newly private company’s immediate needs and advance our ESG commitments.

The ESG Working Group Scorecard

We support our ESG mission and tenets with actions that drive results and measure those results against our ESG Scorecard. Our 2024 ESG Scorecard is located [here](#).

Looking Ahead

Veritiv’s Leadership will continue meeting and measuring ESG priorities as we weave sustainability into all business areas, including products, supplier relationships,



and customer support. There is no one-size-fits-all approach for ESG oversight, so we will consider Board and Management roles and responsibilities as the needs of our Company and stakeholders change.

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. As we refine our approach, we’ll solicit feedback from internal and external stakeholders and ensure our targets align with the issues most important to them.



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ESG Working Group Update
with Martha Issa, Senior Director of
Sustainability

Before formally establishing the Working Group in 2021, Veritiv’s sustainability offering was scattered and consisted primarily of paper products and corrugated boxes. Although there were various efforts to address sustainability, we lacked a cohesive structure and defining principles. It wasn’t tied to the United Nations sustainability goals and didn’t provide a framework for building long-term objectives. To effectively serve large Fortune 500 companies, Veritiv needed to support and guide our sustainability efforts and meet shareholder and other stakeholder requirements for meaningful information regarding sustainability impacts on Veritiv’s business. From the start, we realized that sustainability could not be a stand-alone function but rather must be embedded in how we operate

and serve our customers. We determined that a working group with a multidisciplinary set of leaders was the best answer.

Before the Working Group, the Workstream leader was already participating in some areas of sustainability, but cohesive goals and an understanding of how to put it all together were needed. Certain areas were more advanced, including DE&I, operations, emissions, and EHS, but others, such as products and services, were undeveloped. Other companies were in the same boat, wading through the uncertainty of building something new without a blueprint.

Veritiv appointed a Chief Sustainability Officer who pioneered our ESG Working Group, and Sal Abbate pushed us to think big and stretch our goals. The entire SLT brought the Team to life, contacting each function lead and setting up

initial meetings. Where there were gaps, we had the vision to create new roles. Once the Working Group was established, quarterly meetings were held. After three years of producing goals, CSRRs, and constant collaboration, the Working Group has a solid charter for navigating change.

What are Veritiv’s ESG initiatives? How is Veritiv reducing emissions? How is Veritiv supporting its customers’ sustainability needs? Our sales teams appreciate the Working Group’s efforts in answering these customer questions. Three years ago, we didn’t have well defined answers. Today, we do, along with clear goals and objectives.

We are proud to participate in a group with several sustainability organizations where we benchmark and compare our achievements. Veritiv is ahead of many companies, including some that have been focused on sustainability for decades. We achieved this by weaving sustainability organically throughout our organization. A holistic approach was needed to provide the focus, expertise, and effort to reach almost 85 KPIs annually. That’s why we recommend a working group approach and share our ESG Working Group charter with other companies as a best practice.

After three years, the Working Group is no longer a start-up task force. It’s a well-oiled machine with governance in place, poised to withstand time and expansion. The team has solid objectives and an established communication cadence. In addition to publishing annual CSR reports since 2021, Veritiv achieved an EcoVadis Bronze Medal with a 57 score, reflecting our Working Group’s hard work.

We’ve accomplished much, but as an evergreen organization, we continuously stretch our goals and accelerate deadlines based on changing customer needs. We’re confident that the Working Group’s structure will remain effective.



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Driving Environmental Excellence



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Veritiv’s Sustainability Approach

Our passion for uncovering and solving problems extends to every area of our business, including sustainability. We support improving societal conditions, facilitating more sustainable operations, customers, and communities.

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



Our Assessment Process

Since 2021, Veritiv has identified the aspects of sustainability most relevant to our business and considered the Sustainability Accounting Standards Board’s (SASB) Multiline and Specialty Retailers & Distributors standards. We utilize the ISO 14001 standard to evaluate our facilities’ environmental impacts and develop our Environmental Management System.

After reviewing hundreds of customer data requests regarding our environmental, social, and governance performance, our Senior Leadership Team (SLT) addressed issues most important to meeting our customers’ needs and expectations. Additionally, the SLT engaged in discussions with our Board of Directors (the Board), leaders, and broader employee groups and worked with outside advisors regarding diversity, equity, and inclusion (DE&I), community, and social priorities.

As our sustainability function has matured, we now plan to complete a materiality assessment to validate our current strategy, mitigate potential business risks, and capitalize on opportunities. We are working to identify a third-party partner to complete the materiality assessment and analysis.

Alignment with UNSDGs

Veritiv considers the United Nations Sustainable Development Goals (UNSDGs) when choosing our sustainability goals, initiatives, and memberships. The UNSDGs provide a strategic framework to address sustainability challenges while capitalizing on business opportunities that contribute to 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.¹

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:

Veritiv’s Sustainability

Mission: To collaborate with our customers and suppliers to create healthier, safer, and more sustainable communities through our responsible operations and the expertise of our diverse teams who deliver innovative solutions.

¹ <https://sdgs.un.org/goals>

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ESG Organizations and Initiatives

1

DRAWDOWN GEORGIA BUSINESS COMPACT

In November 2023, Veritiv announced membership with the Drawdown Georgia Business Compact, “a statewide initiative to catalyze a Georgia beyond carbon.”² 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 supports the goal of emissions reductions in Georgia and advances emissions in Georgia by 2050 and advances equity, economic opportunity, community, and environmental health initiatives.

² 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.”³ **PAGE 13** of this report provides more information on the SmartWay Transport Partnership and 2023 fleet efficiency highlights.



³ 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,”⁴ the SPC’s membership encompasses the entire packaging value chain.

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.”⁵ 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. More information on Veritiv’s actions as a member of the CPC can be found on **PAGE 17-18** of this report.



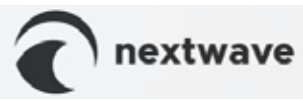
⁵ www.sustainablepackaging.org/engagement/spc-collaborative

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.”⁶

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. For more information on Veritiv’s commitment as part of this consortium, see **PAGE 18** of this report.



⁶ www.nextwaveplastics.org



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Our 2023 Focus Areas

As one of North America’s leading distribution solution companies, we’re keenly aware of our business’s environmental impact. Operational and product efficiency initiatives contribute to lower environmental impacts by reducing greenhouse gas emissions. In 2023, we focused on:

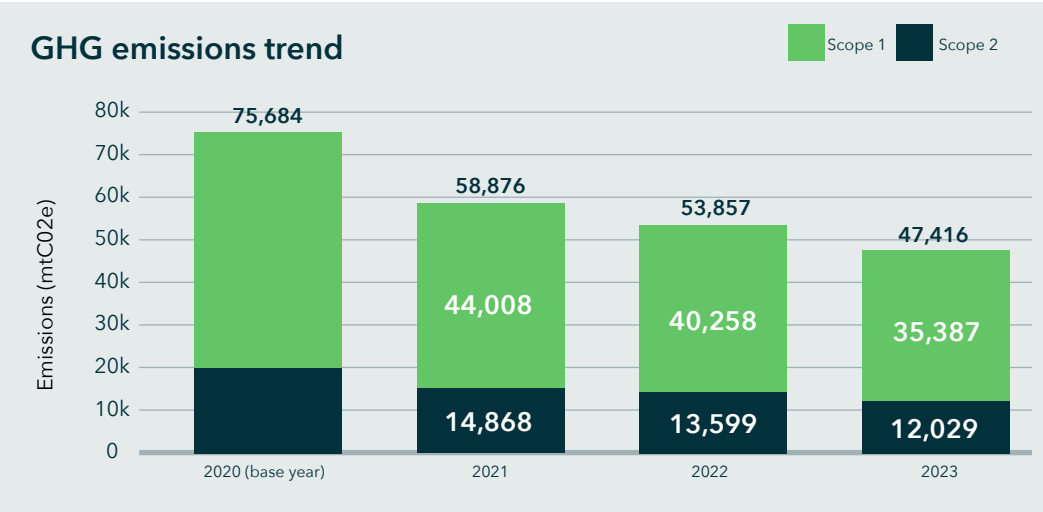
- Reducing Scope 1 and Scope 2 greenhouse gas emissions across our operations.
- Enhancing our Environmental Management System to align with ISO 14001 standards.
- Optimizing our waste diversion and recycling programs.

Making Progress Toward 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 2022, we strategically divested our Canada business, which triggered the need to recalculate our 2020 baseline. As a result, our new 2020 baseline levels are:

Baseline
Scope 1 - 56,265 MTCO2e
Scope 2 - 21,862 MTCO2e
Total Scope 1 and Scope 2 - 78,127 MTCO2e

In 2023, we reduced our total Scope 1 and Scope 2 emissions* by 12.1% and 11.5%, respectively, relative to the previous year.



Our 500-truck fleet is our largest source of greenhouse gas emissions, so we prioritized efficiency enhancements for this group. Enhancements included upgraded routing software to improve daily truck deliveries and reduce total miles traveled.

Our logistic team uses advanced routing software to create an optimal delivery plan and hold our drivers accountable for delivering in the planned order. This enables more efficient truck routing, which reduces miles driven, fuel used, and emissions. Through delivery optimization, Veritiv drove about 1.1 million fewer miles in 2023 than in 2022 while delivering products to our customers. Additionally, Veritiv removed 42 tractors from the U.S. fleet.

- Reduced fuel consumption by more than 200,000 gallons of diesel compared to 2022. 7.3% reduction in fuel consumption in 2023.
- Expanded use of renewable diesel fuels to ~15% of total U.S. fleet.
- Continued fleet modernization by replacing 70 older manual transmission trucks with more fuel-efficient automatic transmission trucks. 89% of the fleet now have automatic transmissions.

*All emissions data is collected and reported using Engie Impact. The emissions data in this report has not been subject to an audit.



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Facilities Operations

A GREEN CERTIFIED FACILITIES

Green certifications are a potential indicator of efficiency and an opportunity to lower our carbon footprint. With warehouses being our second most significant source of greenhouse gas emissions, most of our property footprint is represented by 95 distribution centers totaling approximately 14.4 million square feet. 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 2023, we:

- Installed 17 high-volume low-speed (HVLS) fans to reduce energy by circulating air to regulate warehouse temperatures.
- Reduced energy consumption with LED lighting retrofitting our Rogers, MN, Memphis, TN, La Vergne, TN, and Denver, CO, facilities.
- Reduced 215,000 square feet spanning four buildings across our U.S. and Mexico facilities.
- Purchased renewable energy certificates (RECs) through an existing wind farm in Texas. The 2023 RECs are anticipated to retire in Veritiv’s name in June 2024. Veritiv’s commitment will fully offset the Scope 2 emissions from electricity used in our Houston and Dallas facilities for 36 months.

Usage type	Quantity
Veritiv all	26,283,590.15
Dallas & Houston	1,499,504.00
Total Renewable Energy Consumption	5.71%

- We consumed 25.5M kilowatt-hours (kWh) in the U.S. in 2023, a reduction of 9% from 2022.

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 2023, we used approximately 82.5M gallons of water across all properties, encompassing approximately 13.5 million square feet.

D WASTE MANAGEMENT AND RECYCLING

In 2023, we continued our focus on waste management and recycled 50% of our generated waste*,



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 2023, this initiative increased the Norcross facility from 17% to 93% diversion

* Veritiv's diversion rate is monitored and reported through our third-party partner, GPS Waste. For more information, refer to <https://gpswaste.com>

exceeding our goal by 10%. In 2024, 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 60% by 2025.

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.



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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, Georgia, 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 not as impactful for Veritiv.

Based on our review, we determined that focusing our EMS effort on facilities where we have hazardous waste would be the most meaningful for Veritiv. Occasionally, we generate hazardous waste, generally from expired or unsold chemicals. In 2022, flammable liquids, primarily consisting of hand sanitizer, represented the majority of our hazardous waste. We utilize third-party providers to safely blend, treat, neutralize, or dispose of all hazardous waste.

Our overall goal is to implement EMS at all facilities that have hazardous waste by the end of 2024. 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 Environmental Program

Our environmental program is executed by our Environmental, Health, and Safety (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, with responsibility at all levels to meet regulatory requirements and regulations to protect our employees and the communities in which we operate. We have implemented policies, procedures, training, communications, audits, reporting, and corrective action tracking to be compliant. Veritiv has implemented weekly, monthly, and quarterly assessments to identify gaps and implement action plans. Wherever feasible, our goal is to eliminate waste at our facilities by utilizing our community outreach donation program, described in detail on **PAGE 32** of this report.

Sustainability Training

We want to be a trusted partner our customers can rely on to provide expertise and support in their sustainability journeys. As such, we have developed and implemented four on-demand eLearning modules to train employees on various sustainability topics applicable to our business. Our Micro-Credential series equips sellers with the knowledge necessary to provide our customers with products and services that support 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

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, including the sustainability attributes we look for and 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 of sustainable packaging defines sustainable packaging and its key elements.

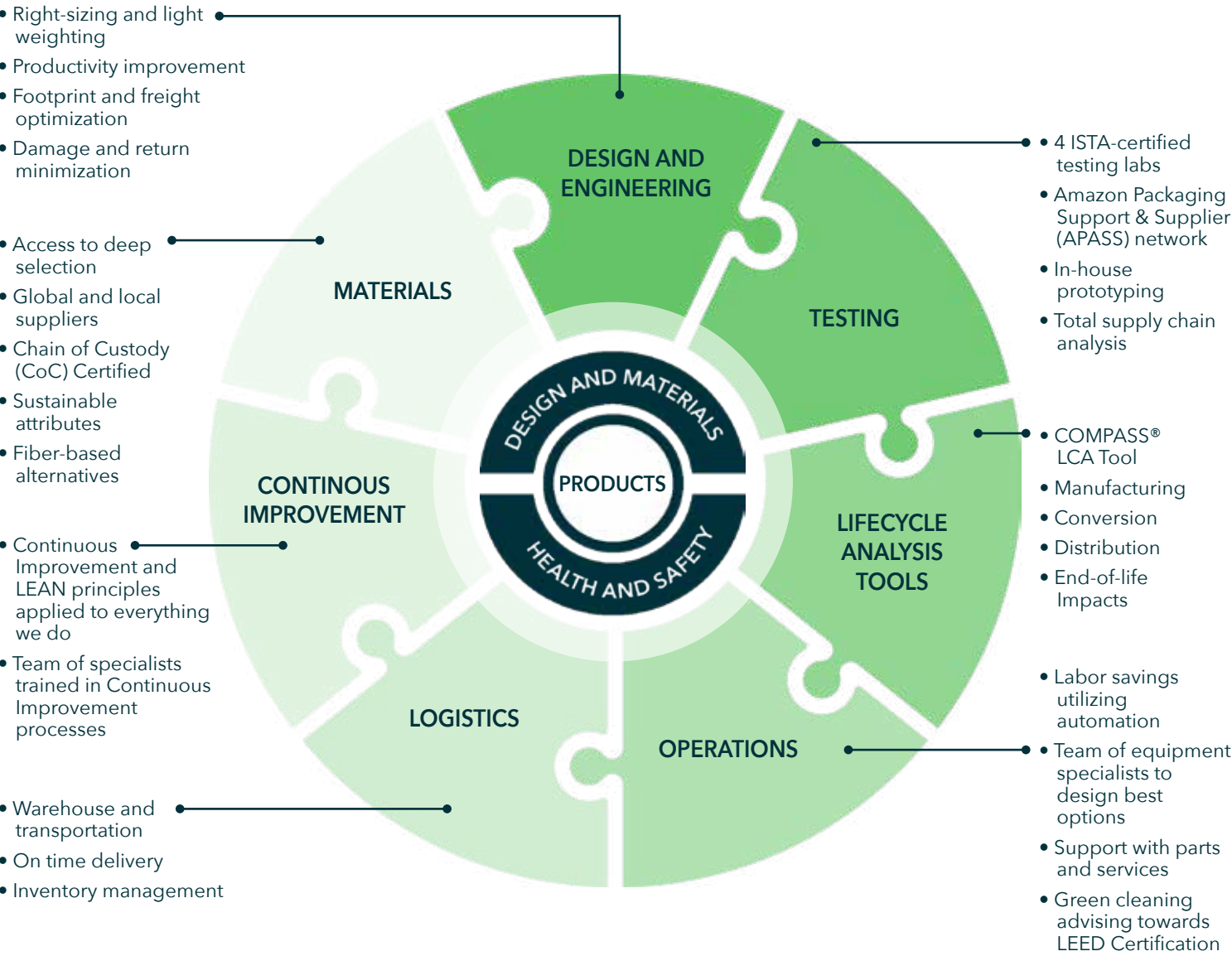
Sustainability Training Metrics

2,229 Employees trained

49.5% of the total employee population

Our Sustainable Products and Services

Our sustainable 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 and Engineering

Sustainability starts with good design. We help our customers improve or create packaging that reduces space or materials. We promote designs that improve recyclability and reduce carbon footprint when feasible, utilizing tools like Life Cycle Analysis and testing equipment. With designers strategically located in the U.S., Mexico, and Asia, we have successfully generated over 8,000 packaging design ideas.

Testing

Our ISTA-certified package testing labs help validate packaging integrity and facilitate better design, performance, and less packaging waste.

Life cycle Analysis

Our life cycle analysis scrutinizes product carbon footprints, offering alternatives with a lower environmental impact. We partner with Trayak for a cradle-to-grave analysis that calculates environmental impacts for all stages of the packaging life cycle, including:

- Raw Material Sourcing
- Manufacturing or Conversion
- Supply Chain Logistics
- End-of-Life Impacts

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 supply chain and delivery logistics to ensure our drivers take the most efficient routes.

Continuous Improvement

Sustainability means doing more with less. Our LEAN principles and approach 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.

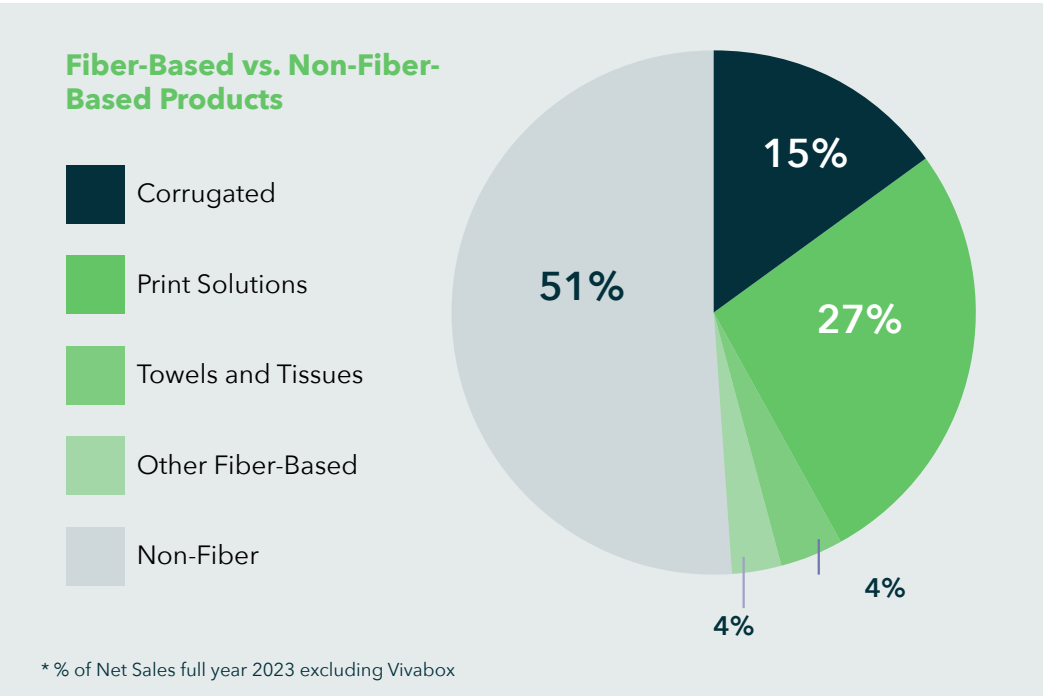
Materials

We’re not a manufacturer, so we don’t recommend only stocked materials. Instead, we apply a material-neutral approach that empowers us to recommend the best materials for each product and application while also considering environmental impact.



Our Product Portfolio

49% of Net Sales in 2023 were from products manufactured with natural fibers and plant-based materials. This presented a decline of 4% compared to 2022, mainly due to the secular decline of printing paper and the market decline in corrugated boxes. Our resin-based products remain the same in terms of volume.



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In 2023, we focused on increasing the number of products and sales from products with a sustainability attribute¹, achieving our goal of 50% of Net Sales from these items. The sustainable qualities that we count towards our target are rooted in the definitions of sustainable packaging published by the Sustainable Packaging Coalition® (SPC)².

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 the following Chain of Custody Certifications:

FOREST STEWARDSHIP COUNCIL® (FSC®)



The mark of responsible forestry
FSC® C103297

PROGRAMME FOR THE ENDORSEMENT OF FOREST CERTIFICATION (PEFC)



Promoting Sustainable Forest Management
PEFC® www.pefc.org

SUSTAINABLE FORESTRY INITIATIVE® (SFI®)



SUSTAINABLE FORESTRY INITIATIVE
SFI-00203

Innovation to Address Single-Use Plastics

We work to keep our customers current regarding single-use plastics and promoting circularity. In 2023, we concentrated on three main areas of circularity:

1 INTRODUCING RECYCLED CONTENT INTO TUFFLEX® STRETCH FILM

In 2023, we introduced a recycled content stretch film that adds 25-30% post-consumer resin (PCR) and up to 80% total recycled content for a more sustainable product. This product assortment includes a first-in-the-market machine stretch film designed to withstand wrapping machines without adding unnecessary virgin resin.

2 INVESTING IN RECYCLING INFRASTRUCTURE

Attributes of Recycled Content (ARCs) are a new model to help build recycling infrastructure and advance the use of post-consumer plastics. Each ARC represents one metric ton of produced recycled plastic. If a recycler meets the



Ross Bergman
Director - Recycled Material Standard

When unable to find sustainable product options for their customers, Martha and Veritiv's executive team did what is necessary for bold sustainability leaders—they took a bold stance where some had not before and embraced an innovative mechanism to advance possibilities for recycled materials.

By procuring and retiring ARC certificates on behalf of their customers, Veritiv has directly funded expansion of new recycling infrastructure and is taking accountability for end-of-life recycling of the same materials they put on the market. The transition away from virgin materials won't happen without significant investment and commitment to validating the recycled supply chain. Veritiv has displayed leadership to real action on plastic pollution and reducing the overall impact of their products. We're excited to see their boldness become commonplace in the coming years.

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 2023, Veritiv invested in an ARC one-time purchase equivalent to 30% tonnage of TUFFflex® Top Picks stretch film, helping recycle nearly 2,400 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)³, and Veritiv was the first company to purchase ethylene ARCs through a company called ACT.

3 DEVELOPING CUSTOMER RECYCLING PROGRAMS WITH OUR SUPPLIERS

In 2023, we introduced the concept of closed-loop recycling in partnership with some of our major suppliers. We expect to increase these programs as opportunities emerge.

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 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. 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 and Bulkely Dunton business units.

2 Definition of Sustainable Packaging, Version 2.0, Revised August 2011 here. 3 <https://greenblue.org/projects/recycled-material-standard/>



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Spotlight on Single-Use Plastics and ARCs

Sustainability advocates generally perceive plastics as an evil to be eliminated. Packaging experts believe plastics are unmatched for protecting packaged goods and that other alternatives fall short. Both sides

agree that instead of producing more virgin plastics, an acceptable solution would be reducing plastics headed for waste streams by recycling and reintroducing them into new products.

Some plastic products, like stretch film, are hard to recycle, and until

recently, most manufacturers considered making stretch film with recycled content too difficult. They also argue that there isn't enough infrastructure to produce recycled content that is good enough to use in stretch film. With customers demanding sustainable options, new recycling regulations headed our way, and over \$700 million in purchases, Veritiv was driven to be the first to find a stretch film solution.

Martha Issa, Veritiv's Senior Director of Sustainability, said, "It was harder than I expected! Manufacturers balked because producing stretch film with recycled content was expensive. Recyclers weren't incentivized to collect and sell the recycled materials, and customers waited to see if anyone would make a recycled content stretch film before regulations were imposed."

Despite the headwinds, Martha remained positive after watching the RMS (the Recycled Material Standard) presentation on ARCs (Attributes of Recycled Content). ARCS are certificates meant to fund investment in the recycling system through environmental commodity trading. ARCs are generated by recycling processors and reclaimers and are tied to new recycling investments. Each ARC certificate represents the environmental attributes associated with one metric ton of recycled output. According to the RMS Framework, their purpose is to advance the use of recycled materials by driving necessary investment

into recycling infrastructure, ultimately increasing recycling capacity, efficiency, and quality. More information on ARCs can be found at rmscertified.com/about/credit.

Martha said, "I knew Veritiv and the packaging industry could help advance these investments. While we couldn't build new recycling facilities, we could do it with ARCs. We would be the first to purchase ARCs, this new resin commodity, that no one else had done before. Our SLT was supportive, believing we needed to pioneer in this space, invest in infrastructure with ARC's, and introduce recycled content into our TUFFlex® stretch film brand."

According to Martha, the most significant moment in the journey was completing the ARCs purchase. "Veritiv made history," she said, "as the first to buy that commodity. It demonstrated our commitment to solving a difficult problem. We were the first to commercialize machine-grade stretch film with 30% PCR. It was a breakthrough for our industry."

The experience gave Martha the confidence to continue pushing for change. "Veritiv has the scale to influence large manufacturers, improve infrastructure, and partner with the largest customers and organizations to make a real difference."



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Winning with Sustainability

Chuck Chesnut became a Corporate Account Manager In 2022 after fifteen years of Veritiv field sales. Veritiv had just enjoyed a banner year with a top U.S. 3PL company, and once Chuck had inherited the account, he focused on maintaining the momentum. Chuck understood the basics of sustainability but needed more in-depth knowledge to take his newly acquired account to the next level.

Patti Evan, the previous Corporate Account Manager assigned to the account, recommended that Chuck take Veritiv’s Sustainability Micro Credentialing Program. This intense, multi-week sustainability training covers various topics, including sustainable product design, Life Cycle Analysis, and the Spectrum of Recovery, providing a broad knowledge base. Early in the training, Chuck learned how Veritiv could help his customer achieve its science-based target initiative and transition to a zero-carbon business model.

Armed with his newfound knowledge, Chuck set up a customer sustainability presentation. Not being a subject matter expert, he enlisted the help of Marleigh White from Veritiv’s Sustainability team, who crafted and led the customer presentation covering Veritiv’s products, services, and operations and discussed Veritiv’s own sustainability journey and initiatives. Along with this information, Marleigh unveiled Veritiv’s newly launched

EcoScore® scorecard, which provides a visual dashboard and in-depth information regarding the sustainable products and attributes Veritiv sells to this customer.

The presentation was well received, and Chuck sent it to the customers’ sustainability team. They recommended a monthly call to discuss strategies and product alternatives, track “wins” via the Eco Scorecard, and discuss other sustainability-focused topics.

The Sustainability Micro Credentialing Training provided Chuck with the knowledge and resources to help his customer navigate their sustainability journey. By understanding LCAs, how our design team creates a sustainably optimized package, and the ability to “speak the language,” Chuck believes the training empowered him to successfully navigate sustainability-focused goals and discussions.

Chuck learned ways to tap into available resources, ask the customer team about their sustainability goals, understand the unique verbiage necessary for customer conversations regarding sustainability, and set joint improvement goals. Chuck’s coworkers were impressed that Chuck completed the Sustainability Micro Credentialing and swiftly put what he had learned into practice.

The monthly calls with this customer continue to be productive. When asked about the experience, Chuck



said, “When we started the monthly calls, Veritiv’s EcoScore dashboard had just come out. It was perfect timing, providing a baseline percent to work from. Based on the products the customer purchased from Veritiv, the first was 29.7%. But, by working collaboratively with Marleigh, Veritiv’s field sellers, and local customer site leadership, their EcoScore rose to an Impressive 51.2% of items carrying a sustainable attribute by the end of 2023.”

Chuck advises team members with reservations about diving into sustainability to sign up for the program, “Veritiv’s Sustainability Micro Credentialing Program gave me confidence not only in my new role but also as a Veritiv professional.

■

Eight projects were introduced and accepted for the customer’s plastic reduction goals:

- Stretch film right gauging
- Sheeting conversions
- Cushioning conversions
- Strapping Conversions

■

Six projects were successfully implemented, saving more than 56,000 pounds of resin.

■

Over \$250,000 in customer cost savings, surpassing the goal.

■

These projects resulted in an EcoScore increase from 39% to 50.2%.

Today, I can confidently speak about sustainability because I understand it, and that in and of itself can be transformative.”



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Facilitating Social Growth

We drive social growth by fostering an engaged and collaborative workforce, educating our colleagues and the next generation of workers, and strategically partnering with aligned nonprofit 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 make sure our colleagues are engaged, heard, live well, and prosper.

Attracting and Retaining Great People

Veritiv considers fair and equitable compensation a fundamental human right and a cornerstone of a sustainable, responsible workplace. Our compensation structure aligns with our broader sustainability goals and encourages shared responsibility for achieving our goals and sustainable 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

Our pay equity commitment extends beyond legal requirements, addressing systemic disparities and

promoting a diverse and inclusive workforce with fair and equitable compensation. Employees can access clear information about Veritiv’s pay structure and the criteria for determining compensation. This transparency fosters trust and accountability within our organization.

We conduct regular pay audits and examine comprehensive salary structures, and then senior leaders review and address identified discrepancies. This proactive approach contributes to a workplace where every employee feels valued and treated equitably, significantly enhancing employee satisfaction and engagement.

Veritiv’s compensation practices adhere to regulatory requirements and uphold the principle of providing all employees with a decent standard of living. We uphold equal pay for employees performing similar roles, irrespective of gender, race, ethnicity, or any other characteristic, and ensure that individuals in comparable positions receive compensation reflecting their contributions. We regularly benchmark against industry standards and align pay structures with broader societal expectations for equity and compensation.

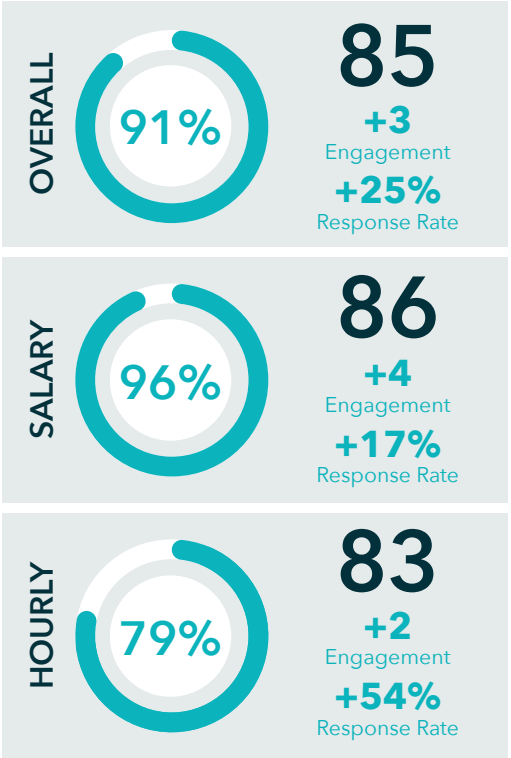


Employee Engagement

We are building a community of highly engaged, high-performing individuals who bring diverse perspectives and a passion for collaborating to solve our customers’ most complex supply chain needs. To do that, we continuously invest in enhancing the employee experience so our employees can: **Be Engaged, Be Enabled, and Be Rewarded.**

Just as we are committed to helping our customers get to what matters most to them, we’re also committed to providing opportunities and incentives that matter most to our employees. It’s more than competitive salaries and comprehensive healthcare benefits; it’s about providing options to meet them where they are now and where they want to be in the future.

2023 Employee Engagement Survey



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EMPLOYEE SPOTLIGHT

GARRETT BERRY, Senior Financial Analyst, joined Veritiv in March 2020 and, in the same year, chose to pursue an MBA at the University of Texas. Garrett credits Veritiv’s Education Assistance Program for expediting his graduation. While based at the Carrollton, Texas, office, Garrett completed his degree and, upon graduation, earned a promotion to the FP&A team, leading to his relocation to the Atlanta office. Way to go, Garrett!

Reflecting on the swift, straightforward process, Garrett expressed gratitude for Veritiv’s commitment to investing in our employees.



“I would certainly recommend the program to other employees, especially those who would like to use higher education to explore other areas of the Veritiv business.”

- Medical Insurance and Prescription Drug Plan
- Dental and Vision Insurance
- Health Savings Accounts
- Healthcare Flexible Spending Account
- Life and Accidental Death & Dismemberment Insurance
- Aflac and Medical Supplemental Insurance Programs
- Short-Term Disability/Salary Continuance
- Long-Term Disability
- Paid Parental Bonding Time
- Employee Assistance Program (EAP)
- Holiday, Vacation, Volunteer, and Family Health and Wellness Paid Time Off
- 401(k) with a generous matching program and financial planning tools
- Education Assistance
- Identity Theft Insurance
- Legal Services
- Home and Auto Insurance
- Corporate Discounts
- Employee Referral Program
- Flexible Work Arrangements
- Educational Assistance

In 2023, we conducted our second annual Employee Engagement survey to continue our journey to capture and build on the voice of our employees.

All engagement indicators and drivers increased over 2022 and were higher than the benchmark. The areas of strength receiving the highest ratings were Role Fit, Culture, and Company Goal Alignment. Manager Support, Development, and Recognition also received high ratings. We have made great strides in all of these areas, some of which we will spotlight in subsequent sections.

BRAVO! Platform

In 2022, we launched BRAVO!, our new recognition platform. We continue to maintain a 100% activation rate for managers, 97% activation for our hourly population, and an overall 96% activation for

all employees. We consistently increased utilization of both the social and points-based recognition year over year since inception. Employee recognitions saw a 9% increase, totaling 46,758 recognitions for the year. Boosted recognitions increased by 28% to 43,439. Milestone Awards increased by 4% to 794 recognitions for service. Gift redemption experienced a significant 48% increase, totaling 6,596 gifts purchased through the platform with points that were awarded.

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, as well as financial support and resource programs, providing a multifaceted approach to employee welfare.



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Flexible Workplace Arrangements

Veritiv offers flexible work arrangements, remote work, dependent care, and other initiatives that help employees balance their personal and professional lives. Embracing a flexible work model aligns with evolving workforce demands and business objectives, keeps employees engaged with in-person collaboration, fosters teamwork, and contributes to our collective success. Flexible working arrangements also align with our sustainability goals by reducing our carbon footprint.

We continually assess and adapt our policies to remain responsive to the evolving needs of our workforce and support their holistic well-being. In 2023, more than 65% of our U.S.-based employees participated in flexible work arrangements.

Educational Assistance and the Veritiv Scholarship Fund

Investing in employee education and development is a strategic move for Veritiv's long-term success. Our

Educational Assistance Program fosters continuous learning and supports our team's academic endeavors.

In 2023, Veritiv supported the education of 19 employees with a \$50,321 financial spend. 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 2023, Veritiv assisted **25** dependents of employees in pursuing their educational goals. We received **150** applications and granted a total of **\$125,000** in awards.

Scholarship recipient Ozmar Anguiano and his father Jose.



2023 Veritiv Intern Group

Internships

Veritiv offers paid internship opportunities across diverse businesses and functions. This internship framework delivers a dynamic, immersive experience for aspiring professionals, providing them space to explore, learn, and contribute within a corporate environment.

We enrich this comprehensive internship experience with professional development training, targeted networking opportunities, community service projects, and valuable interactions with senior leadership. Our program spans nine 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 2023, we intensified our recruitment efforts and participated in 48 recruiting events hosted by 32 universities, resulting in an impressive 185% surge in applications compared to 2022. This diverse and dynamic intern class included 22 individuals representing 15 universities.

91% of these interns brought prior corporate work experience to the table, enhancing the overall richness of their contributions. This cohort included 18 talented females and 14 students from racially diverse backgrounds, reflecting our dedication to facilitating an inclusive and equitable workplace.

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Cherish Dsouza
Pricing Team Intern

“The Veritiv summer internship was an incredibly enriching journey. The opportunity to challenge myself, work diligently, and acquire new skills while thoroughly enjoying the process was truly remarkable.”

Cherish Dsouza interned with Veritiv in 2023 while finishing her master's at Boston University Questrom School of Business. She joined Veritiv's Pricing Team full-time in January 2024 as a Pricing Strategy Analyst.

Our internship program impacts extended across five Veritiv locations, providing valuable hands-on learning and professional development opportunities. Notably, five interns from this cohort transitioned seamlessly into full-time roles within Veritiv, illustrating the success of our intern-to-employee pathway.

Here's what other interns said after completing the program:

“Being part of Veritiv has been a transformative experience. It has shown me the profound impact that a dedicated group of individuals can have on creating positive change. One thing that comes to mind is that Veritiv follows the quote, “There is nothing more important than the people we hire.”

“The projects I worked on had a real impact and created value, and I really appreciate being given so much responsibility for an internship. It felt like six months' worth of experience in just nine weeks.”

“Veritiv clearly cares about the employee experience, which showed through how they treated and cared for their interns. I felt I truly made a difference at the company and was a part of the department I worked with.”

Career Management and Training

Veritiv invests in employees and helps them create 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:

- Atlas Program is a two-year onboarding program for frontline leaders.
- The Fundamentals of Strategic Sourcing Micro-Credential Program is a six-session learning series that supports sourcing professionals by teaching them to source products strategically and embrace a disciplined process for vendor selection and contract management.
- The Fundamentals of Negotiation Micro-Credential Program is a six-session learning series that teaches the fundamentals of negotiating with customers to achieve a win-win solution.

- Pathways Learning Channel is a learning hub for new learning solutions and a resource site for professional development tools.
- The Ascend Program is a 10-week foundational sales development program for new Sales Professionals, sales specialists, and Sales Managers.
- The Elevate Program is an eight-week sales development program for tenured Sales Professionals who need a job fundamentals refresher.
- The Summit Program is a 12-week development solution for new-to-role sales managers and high-potential candidates who aspire to future Sales leadership roles.

2 CHART YOUR COURSE

In 2023, we re-branded our career development philosophy as “Chart Your Course.” As part of Chart Your Course, we launched the Career Hub, an employee career development experience in Workday. Career Hub provides employees with an enhanced career development and learning experience that enables them to:

- Build and update an Individual Development Plan (IDP). The IDP is a customized document detailing an employee's professional and personal developmental goals, including the strategies and actions required for achievement. It aids in self-assessment, recognizing strengths, weaknesses, and growth

areas while aligning developmental goals with the company's objectives.

- Discover career development and learning opportunities such as Gigs and Quarterly Check-ins. Gigs are brief, specific projects or on-the-job experiences that align with the employee's skills or interests. They provide opportunities for networking, skill-building, and personal development outside of regular day-to-day responsibilities. 7% of our U.S.-based employees engaged in a gig last year. Four of the 10 Gigs posted are fully staffed and in progress, three have been completed, and two are in the recruiting phase.
- Quarterly Check-ins are documented performance and development conversations driven by employees with managers and mentors. In 2023, 47% of our

workforce participated in quarterly check-ins.

- Identify and tap into skills and connections related to career interests. Employees can designate future role preferences through Career Hub and align developing skills and connections with those roles.
- Explore internal jobs. Internal job postings are accessible for employees to explore and apply, creating broader opportunities throughout the organization.

3

CAREER PATHING AND ADVANCEMENT

Veritiv's career pathing frameworks offer employees a roadmap for progression within the company. Advancement opportunities are accessible to all, promoting a diverse, inclusive leadership pipeline.



EMPLOYEE SPOTLIGHT

Vice President of Supply **AMY ROOKS** joined Veritiv in March 2023 because of the company's distinctive workplace culture, which celebrates individuality and encourages authenticity. Amy appreciates Veritiv's diverse workplace environment, where employees can bring their authentic selves to their professional roles.

A unique trajectory marks Amy's professional journey. Having spent half her career as an individual contributor, she did not envision herself in a leadership role. However, her perspective shifted when a strong mentor recognized her potential and recommended Amy for a management position. This pivotal moment altered Amy's career path and highlighted mentorship's impactful role in supporting professional growth at Veritiv.

EMPLOYEE SPOTLIGHT



Implementation Specialist **TAMIKIO VASSER** joined Veritiv's Fairfield, Ohio, office in 2015 as a Customer Experience Professional (CXP). Tamikio has navigated a challenging and rewarding career path, occupying various roles supporting the sales team and specialists.

Tamikio acknowledges the pivotal role of official and unofficial mentors in her personal and professional development. She emphasizes that mentorship goes beyond career growth, extending into personal development and creating a personal brand. Reflecting on her journey, she quotes Reshma Saujani, "Perfection may set us on a path that feels safe, but bravery leads us to the one we're authentically meant to follow." This philosophy motivates Tamikio to step outside her comfort zone by participating in Veritiv's Gigs and Mentorship programs. She underscores the importance of embracing change, being open to the learning process, and leveraging company-supported initiatives to explore new opportunities bravely.

4

MENTORSHIP AND COACHING

We foster a mentorship and coaching culture, encouraging employees to forge meaningful relationships that support their career aspirations. This approach contributes to individual development and cultivates a collaborative and supportive workplace. 6% of Veritiv's employees, totaling 297 individuals, participated in 2023's mentorship program as mentors, mentees, or both. Every member of our SLT serves as a one-on-one employee mentor.

diverse talent pools, ensure equal training and development opportunities, review and address potential business biases or gaps in the succession planning process, invest in inclusive leadership development programs, and maintain transparency. Our succession planning program delivers a continuous, resilient, sustainable leadership pipeline. In 2023, we identified 600 unique succession candidates and successfully promoted 92 candidates (15%).

5

SUCCESSION PLANNING

Our succession planning strategy establishes clear and objective criteria for identifying and evaluating future leaders. We actively manage

6

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



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other company policies, we provide job-specific training such as:

- Business Resiliency
- Chain of Custody
- Commercial Driver Certification
- Customer Business Reviews
- Customer Service
- Digital Communication
- Fundamentals of Strategic Sourcing
- Inclusive Leadership
- Individual Development Plans
- Inventory Management
- Leading through Change
- Negotiation Skills
- New Leader Onboarding
- Product Training
- Prospecting Skills
- Sustainability
- Workplace Safety

6 TRAINING NEEDS ASSESSMENT

We execute a regular, comprehensive training needs assessment to ensure our workforce remains ahead of industry trends. We consistently assess and address evolving training requirements to improve employee performance, increase job satisfaction, and maintain a skilled and agile workforce.

In March 2023, employees participated in monthly Customer Experience Learning Exchange sessions. 97% of our employees completed the “Maintaining a Respectful and Harassment-Free Workplace” course, and 98% completed a Cyber Security Basics course (excluding hourly employees).

7 MEASURING TRAINING EFFECTIVENESS

The Global Learning and Development Team uses the Kirkpatrick Model to evaluate the results of Veritiv’s training programs. The Kirkpatrick Model is a globally recognized method that rates programs against four levels of criteria: reaction, learning, behavior, and results.

After collecting learner and leader feedback, we apply business metrics to measure training effectiveness against participant performance. For example, in the Master Class Sales Professional Development Program, the gross profit dollars for each participant are reviewed monthly. Sales Professionals enrolled in this accelerated program must achieve a gross profit threshold of \$50,000 within nine months of enrolling.

EMPLOYEE SPOTLIGHTS

MARISSA EVANS, Global Training Manager, joined Veritiv in July 2014. She recently engaged in a fulfilling Gig, capitalizing on her past experiences and current role insights. This opportunity enabled her to merge knowledge from previous positions with her current expertise and acquire new skills. Beyond skill development, the Gig facilitated connections and collaboration with team members outside her daily business function. As a result, Marissa strengthened her company relationships, honed existing skills, and gained new ones, contributing significantly to her personal and professional growth.



Sales Representative **FRANCISCO ECHENIQUE** started his career with Veritiv in October 2022. Initially lacking experience in the packaging industry, Francisco absorbed and implemented industry best practices learned through participation in the Ascend and Master Class programs. Francisco demonstrated creativity, a strong work ethic, and leadership potential during diverse packaging products for various products and markets. His exceptional performance and achievements as a new seller led him to be honored as Veritiv’s Rising Star for the Mountain West Region.



Asked about his speaker experience at Master Class, Sales Manager **TREVOR RENFRO** said, “My aim was to serve as an authentic representation for fellow sellers, providing candid insights into the reality of being a Field Sales Representative. Instead of delivering a corporate spiel, my approach focused on sharing genuine scenarios and practical advice, offering a true reflection of how Veritiv reps bring value to our customers. The ultimate goal was empowering them, instilling confidence in their ability to excel as high-performing representatives.”



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Employment Practices

Freedom of Association and Right to Collective Bargaining

Every employee has the fundamental right to freedom of association and the ability to engage in collective bargaining. We recognize and actively support these essential rights within our company principles and foster an inclusive and fair workplace where employees exercise their freedom of association, including the right to form or join trade unions or employee associations. Employees can collectively bargain to safeguard their interests and negotiate fair terms and conditions of employment. We strictly prohibit discrimination and harassment related to exercising

these fundamental rights. This commitment highlights our dedication to creating a workplace environment that values and protects the rights of every individual.

Collective bargaining agreements (CBAs) cover 6% of our workforce¹. These agreements comprehensively address various topics, including but not limited to wages, working hours, working conditions, rights of both the union and management, the process for discipline and termination, and the grievance resolution procedure.

Freedom From Harassment and Discrimination

We’re committed to fostering an environment where all employees

and applicants are treated with dignity and respect, free from harassment or discrimination. Veritiv stands firmly against mistreatment or bias, recognizing the importance of a welcoming, inclusive workplace.

Veritiv affirms that 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 95% of our workforce. The strategic utilization of temporary labor addresses fluctuating work demands and facilitates efficiently managing workloads during peak periods, special projects, or other situations requiring additional workforce support. The judicious use of temporary labor enhances our operational agility and ensures we can adapt quickly to shifting business needs. Veritiv manages our temporary agency vendors through contractual terms that ensure they follow 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.

Diversity, Equity, and Inclusion (DE&I)

Our people are our why. They lead our businesses, provide our customers with innovative solutions, and work the frontline to deliver and delight our stakeholders. As such, 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, so 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 through a culture where all employees have opportunities to grow, advance, and thrive.

Veritiv’s Director of Diversity, Equity, and Inclusion reports to our Chief Human Resources Officer and regularly updates the SLT on our DE&I initiatives and progress toward our DE&I strategy. The Chief HR Officer updates the Board regarding



1 As of December 31, 2023



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the status of our DE&I initiatives, and the Board and the Compensation Leadership Development Committee have primary oversight of our DE&I metrics included in this report. In 2023, we focused our DE&I efforts on advancing diversity, equity, and inclusion within our workplaces, communities, and the entire 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 DE&I brings 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 financial results and do what’s right. 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

WORKFORCE STATISTICS (as of December 31, 2023)

Global Representation	Female	Male	Racially/ Ethnically Diverse*	Race/ Ethnicity Undisclosed
% Total Workforce (4,069 Employees)	32%	68%	32%	0%
% Hourly (1,302 Employees)	3%	9%	52%	0%
% Salaried Non-Management (3,031 Employees)	43%	57%	26%	0%
% Management** (668 Employees)	32%	68%	25%	0%

* 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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DE&I Training

We train our leaders and employees to advance an understanding of the importance of building a diverse, equitable, and inclusive culture and provide the tools necessary to ensure DE&I principles are applied across our organization. We also evaluate new solutions that support leaders and team members in creating an inclusive culture and managing diverse teams.

Employee Resource Groups (ERGs)

We launched our first ERG in 2022 to support our employee experience. ERGs allow like-minded employees to connect over shared backgrounds and experiences and learn and grow through allyship. In addition to providing safe spaces to connect and grow, ERGs support mentorship and raise awareness through bold conversations and activities open to all employees and bring challenges and concerns to our Senior Leaders.

In 2023, we grew our Employee Resource Groups by adding the Pride Collective ERG and the Bienvenidos ERG.

Pride Collective

MISSION:

- 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.



Pride Collective Vice President Tarynn Minegar, right, her wife and their son at the 2023 Ortonville, Michigan Pride Festival.

Women Empowered

MISSION:

- 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.



WE members raised over \$4,000 for the National Breast Cancer Foundation, provided breast health education guides, and wore pink to raise breast cancer awareness.

Bienvenidos

MISSION:

- 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.



Bienvenidos members at our Miami, Florida location.

Black Experience

MISSION:

- To drive strategic and cultural objectives at Veritiv through an inclusive, diverse, and empowering workplace—encouraging connectivity among African American employees and allies.



Supporting Veritiv’s New Community Engagement partner, Boys and Girls Club of America, the Black Experience (BE) ERG established ongoing relationships with the boys and girls who live in our communities. This project was near and dear to the hearts of many BE members who grew up seeking mentors and after-school care.

Fairfield employees had the opportunity to volunteer with the Sheakley Boys & Girls Club. They assisted the youth with building art projects using toothpicks and Play-Doh and decorating gift bags. During their visit, the youth were having their Science Fair, and volunteers visited each display, engaged with the youth, and learned more about their projects. The day ended with fun game activities in the gym. It was a rewarding experience, and the volunteers and youth look forward to their next visit.



Anthony Hutson
Sales Manager

“Being part of BE@Veritiv provided a new opportunity to know my colleagues better and more personally. I’m building better connections with people I didn’t know before, especially among other Black people, so that we can support each other. This was especially apparent to me recently when we met to discuss mental health. I had no idea how many people who I respect share some of the same struggles I do. It’s great to be part of a broader network, know I am supported, and be there for others I might not otherwise know need support.” //

Community Engagement

Veritiv’s goal is to listen to and collaborate with our community stakeholders to address sustainable change for local citizens.

- Our CEO, Sal Abbate, works with the Metro Atlanta and Sandy Springs chambers of commerce.
- Our Managing Director of Mexico, Bianca Mazzarella, and Senior Vice President of Global Operations and Supply Chain, Chris Martin, served on the Community Assistance Center and Atlanta Community Food Bank 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.
- Dean Adelman, former Chief Human Resource Officer, served as a board member for Trees Atlanta, and our former Chief Financial Officer Eric Guerin served as a board member of Junior Achievement of Georgia.

In 2023, we continued with our Atlanta community engagement on two initiatives relating to DE&I: The ATL Action for Racial Equity and the CEO Action for Diversity and Inclusion. Through these interactions, Veritiv enhanced our communities by gaining valuable insights to understand local needs better and effectively share our knowledge and resources.

In 2024, Veritiv senior leadership will join the Boys and Girls Clubs of Metro Atlanta Board of Directors.

At Veritiv, giving back to our community isn’t simply a value-add; it is a core responsibility contributing to the well-being of our people, business, and planet. We focus our efforts on corporate giving and employee volunteerism to help shape the success of communities where we live and work.

In 2023, driven by our core values and Veritiv Connects, our community and philanthropy program, Veritiv proudly partnered with Boys & Girls Clubs of America, Purpose Built Communities, Junior Achievement of Georgia, American Red Cross of Georgia, Trees Atlanta, and a variety of community organizations throughout the U.S. and Mexico. Veritiv and our exceptional employees supported over 800 nonprofits through direct volunteerism or financial support.

In fulfilling our commitment to give time, talent, and treasure, Veritiv encourages employees to engage with their local communities. Leadership team members demonstrate this commitment by representing Veritiv on nonprofit boards and committees to engage with communities authentically and learn about pressing issues that Veritiv is uniquely qualified to address.



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Community Initiatives Objectives

The communities where we do business expect Veritiv to operate consistently with environmentally sound and socially responsible business practices, including ensuring safe, sustainable, and viable communities. Last year, Veritiv Connects continued to build on our philanthropic mission to focus on advancing programs that help individuals learn, grow, and thrive. We know thriving communities build comradery and neighborhood partnerships, but what makes communities thrive? We believe the answer lies in employment access and safe communities. Moving into 2024 and beyond, Veritiv Connects will continue investing the company's 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 mentorship programs that develop careers in distribution solutions and beyond. Our employees provided direct business mentorship to 2,364 students throughout the year through Boys & Girls Clubs and Junior Achievement. Employees coached middle and high school students in business etiquette, the next steps upon graduation, preparation for job interviews, running a business for a

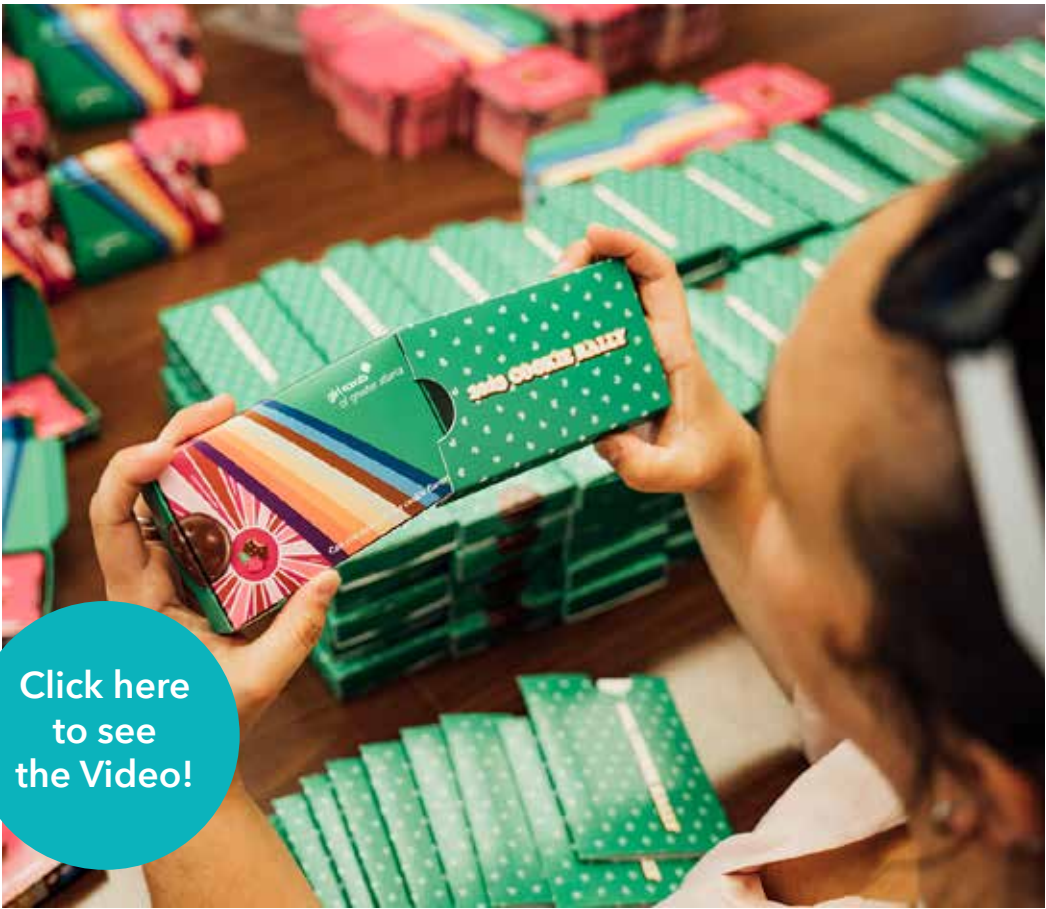
day, and managing personal finances. Our employees presented thought leadership as a distinctive resource to underserved youth, connecting classroom curricula to real-world experiences and solutions.

2 SAFE AND SUSTAINABLE NEIGHBORHOODS

We invest in programs that ensure safe and sustainable neighborhoods. Prosperous, healthy, sustainable, inclusive, and happy communities are essential to Veritiv, our customers, and society. Veritiv Connects practices trust-based philanthropy, funding nonprofit partners uniquely qualified to address specific societal issues and inform us how to serve communities best. For that reason, Veritiv supports Purpose Built Communities and three of its network partners in Georgia, Florida, and Texas. Through this, we have directly helped 11,700 residents in underserved and historically Black neighborhoods access homeownership, earn sustainable employment by earning skilled trade certifications, and decrease student transience by reinstating local K-12 schools.

3 USING UNIQUE SKILLS TO ENHANCE NONPROFIT SERVICES

In 2023, Veritiv was awarded the Corporate Skills Based Award from the Corporate Volunteer Council of Atlanta for collaborating with Girl Scouts of Greater Atlanta.



Click here to see the Video!

Veritiv volunteered design and packaging production talents at no cost to the Girl Scouts of Greater Atlanta and created an exciting introduction box for their new 2023 cookie. The Girl Scouts and Veritiv marketing teams cross-collaborated with Veritiv's in-house packaging design team and created four beautiful, engaging cookie rally package designs. The Girl Scouts selected the winning design (insert photos also have video), and Veritiv paid to produce 300 boxes. Each Girl Scout received a cookie rally

package. Veritiv also designed and constructed large, 5-foot-tall stage-size cookie boxes to wow audiences for Girl Scout special events.

Considering the girls' ages and with a member of our design team having been a Girl Scout, we knew the box had to be interactive to capture their interest. The box design included compartments for a cookie, patch, and wristband, and the printing included various activities for the girls, including a business card and fun cookie facts.



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Veritiv is proud to have shared industrial design and videography talents through this skills-based volunteerism effort to help launch the Girl Scouts of Greater Atlanta's newest product. Veritiv covered the cost of design, labor, printing, and videography, allowing the Girl Scouts to put more funding back into their mission rather than event takeaways. We also produced a video highlighting the design process for this unique and girl-approved product for the Girl Scouts to use in their communications. The in-kind

gift reflects 170 hours of design work, relieving the partner of nearly \$15,000 of overhead costs.

Zaneta Taylor, Community Volunteer Program Manager for the nonprofit company, said it best, "When I first saw the box, I was blown away by the colors and the engagement within the box itself. When you look at a box, you think initially this is to hold something, but this box really does have activities that girls can connect with. My favorite part is this bottom piece where girls can see 'Ask me



about our NEW cookie!' This piece can also be translated into a business card, pin, or even worn with a lanyard. I know the girls are just going to love that!"

4 DELIVERING GOODNESS, A SUSTAINABLE WAY TO ADDRESS EXCESS INVENTORY

Last year, Veritiv Connects piloted and launched an inventory donation process named Delivering Goodness. Toilet paper donations to a local Atlanta nonprofit spurred a process improvement plan to address the intersection of corporate contributions and nonprofit needs. The idea turned into a nationwide inventory donation process across 95 warehouses in the United States.

On a monthly cadence, Veritiv Connects and warehouse operations teams help match excess products with local nonprofits at no cost. From May through December, over 98,000 pounds of product, valued at over half a million dollars, was diverted from disposal and recycling centers to 44 nonprofits. This process also expanded Veritiv Connects' efforts to provide the disaster relief to organizations such as the Salvation Army, the American Red Cross, Habitat for Humanity, humane societies, and Convoy of Hope.

Veritiv can efficiently provide organizations with much-needed items such as personal protection items, facility solutions products,

"Veritiv is on a journey to create the best culture for our employees, and our culture is not only shaped by who we are but also by what we do. Giving back to the communities where we live, work, and serve is not simply a value-add - it's a core responsibility. I am an advocate for our organization and our team members to use time, talent, and treasure to support non-profit organizations across our footprint."

- Sal Abbate
Veritiv CEO

packaging supplies, and personal hygiene products. We hope to continue supporting people and places experiencing disasters and bring financial relief to nonprofits by decreasing overhead costs. We are excited to continue sharing Delivering Goodness reports as the program grows. We are proud to support a process that contributes to a circular economy.

5 COMMUNITY ENGAGEMENT PARTNERSHIPS

Veritiv Connects advances programs that help individuals learn, grow, and thrive, with education at the core of our community efforts. Building upon previous years' success, Veritiv grew our philanthropic outreach in 2023 by investing in two national nonprofit relationships that align with our community focus areas, including



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programs that create safe and sustainable neighborhoods and mentorship opportunities for youth that unlock avenues for success and contribute to a vibrant workforce.

6

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. This collaboration established connections between Clubs and Veritiv employees through volunteer opportunities with local Keystone Club leadership programs in five markets across the United

States, including Atlanta, Georgia; Jacksonville, Florida; Dallas, Texas; Cincinnati, Ohio; and Los Angeles, California. Boys & Girls Clubs of America’s National Keystone Club provides unique development opportunities for teens ages 14 to 18, focusing on academic success, career preparation, community service, and teen outreach. In 2023, Veritiv completed nine community engagement projects with Clubs, including mentorship, school supply drives, and special event staffing support.

7

PURPOSE BUILT COMMUNITIES - NATIONAL

Purpose Built Communities partners with local leaders to transform neighborhoods across the United States so neighbors can achieve racial equity, improved health outcomes, and increased upward mobility. Veritiv directly supported



Purpose Built Communities’ national efforts and local work underway in Atlanta, Jacksonville, and Dallas. The financial support funded affordable housing construction, access to fresh and healthy foods, and launching a performing arts high school for residents.

8

AMERICAN RED CROSS

Veritiv encourages team members to volunteer with and donate to the American Red Cross to aid in disaster preparation and relief efforts. Additionally, Veritiv utilized our Matching Gift program to raise tens of thousands of dollars in

direct response to the Hawaii fires and ongoing U.S.- and Mexico-based natural disasters. Last year, Veritiv supported the Sound the Alarm campaign, installing 127 free smoke alarms and helping 57 households create escape plans in at-risk communities.

9

JUNIOR ACHIEVEMENT - ATLANTA

In support of our mentorship focus area, Veritiv has partnered with Junior Achievement since 2017 to provide middle and high school students with the knowledge and skills they need to plan their futures. Teams of Veritiv employees

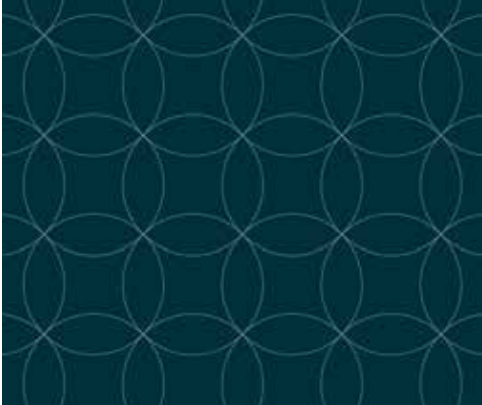
“We are honored to be selected as a corporate social responsibility partner through Veritiv Connects. As Clubs continue to establish deep community connections through volunteer opportunities with Veritiv team members, kids and teens will gain meaningful experiences that will put them on the path to a great future.”

- Chad Hartman, National Vice President of Corporate Partnerships & Engagement at Boys & Girls Clubs of America

“Purpose Built Communities knows that prosperity starts with place. We have a deep and long-lasting commitment to strengthening neighborhoods so neighbors have all the resources they need to flourish. We are excited to collaborate with Veritiv and deepen the impact of our work.”

Carol Naughton
Chief Executive Officer of Purpose Built Communities

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// Trees Atlanta was such a fantastic experience to give back to our Atlanta community in a unique way by positively impacting our city's tree footprint! A fun day spent in warm weather bonding with our Veritiv colleagues. //

Kevin Schulz
Sales Manager, Rigid Packaging

volunteer at the Georgia-based Junior Achievement Discovery Centers (Gwinnett, Dalton, and Atlanta), where students experience work life beyond the classroom. Students apply business and personal finance concepts they discover in the classroom to real-world scenarios through a hands-on learning experience. Additionally, for the fifth year, Veritiv employees supported 3DE by Junior Achievement, an initiative dedicated to re-engineering high school education to be more relevant, experiential, and authentically connected to the complexities of the real world.

10 TREES ATLANTA

Veritiv has partnered with Trees Atlanta since 2018, and over this five-year commitment, we have donated more than 200 hours to planting and protecting green spaces. Additionally, Veritiv places a lead executive on their Board of

Directors alongside 20 executives from major Atlanta-area companies. Ensuring access to sustainable and livable communities is a core goal of Veritiv Connects, and Trees Atlanta provides significant support to help us protect a sustainable way of living. Not only do we provide a canopy across the area through the investment of plantings, but more importantly, we offer volunteers across the area education on sustainability.

Volunteering

We empower our employees across North America, Mexico, and Asia to take ownership of pressing needs in their local communities. Teams work closely together and enjoy giving back time and talent to community organizations. In 2023, our teams supported local and national organizations through 4,145 volunteer hours, a year-over-year increase of 80% engagement. Additionally, nearly 1,300 employees

engaged with over 877 charities through financial support, items from donation drives, in-person volunteerism, professional coaching, or in-kind donations from our warehouses. Every week of the year, at least one Veritiv employee was present in their community, helping mentor individuals or enhance nonprofit missions that build safe and sustainable neighborhoods.

To enhance the employee giving and volunteer experience and reach the above milestones, Veritiv Connects implemented our first online 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 beginning in 2024. Eligible employees can use company time to volunteer with a nonprofit of their choice. Veritiv Connects looks forward to crossing the 4,000 volunteer hours threshold again in 2024.



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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, it can provide a tax-free grant* to help fellow employees in need when they face the unexpected.

- Veritiv also matches, dollar-for-dollar, the amount employees personally contribute up to \$10,000 annually to approved 501(c)(3) charitable organizations in the U.S. or equivalent organizations in Mexico, subject to a total program matching contribution limit.
- Our online philanthropic platform, Veritiv Connects Online, allowed the Matching Gift Program to transition away from a \$250 donation minimum and match every dollar donated, creating a more inclusive employee-giving experience. Our program budget doubled in six months, increasing employee donation participation by 70%!

3 LOBBYING AND POLITICAL
CONTRIBUTIONS

To date, Veritiv has not been engaged in lobbying or made political contributions and has no plans to do so.

Health and Safety

Veritiv's Safety Program

Veritiv is committed to providing all team members with a safe and healthy workplace through our proactive safety culture. We emphasize safety as a fundamental process and manage it as an equal priority with other core business processes. We reaffirm this commitment in our Employee Health and Safety (EHS) Policy.

Veritiv uses the Safety Management System (SMS) approach to systematically manage safety, including organizational structure, accountability identification, policies, and procedures. Elements 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.

Our SCORE (Stop, Consider, Observe, React, and Execute) safety initiative positively impacted safety performance in 2022 by helping to reduce injuries. The program facilitates simple worker communications regarding how to approach daily tasks safely, regardless of how routine the task may be. In addition, our Material Handling Equipment (MHE) initiative, MHE SAFE (Share, Address, Facilitate, Engage), reiterates fundamental safety practices to employees operating MHE.

Based on our ongoing and annual incident reviews we noticed that sprains and strains accounted for a significant portion of injuries. To address this, in 2023, we updated and relaunched our Safe Lifting and Team Lifting programs. We enhanced training and identified specific products that require more than one person to lift. In 2022 we had 17 recordable injuries due to lifting and, as a result of our renewed focus, lifting-related injuries fell to 10 recordable injuries for the year, a decrease of approximately 42%.

2 VERITIV MATCHING
GIFT FUND

Giving back to our community is a core responsibility for Veritiv, but we must also support charitable organizations that are meaningful to employees. In 2023, we maintained our Veritiv Charitable Giving Fund, through which Veritiv supports 501(c)(3) charitable organizations.

* Only U.S.-based employees



// I am so appreciative that Veritiv matched my donation, which helps make sure students have the supplies and technology they need. I was surprised by how easy and quick it was to get my corporate match request in and even further surprised by how quickly it was approved. //

Ayla Wolk
Senior Business Manager

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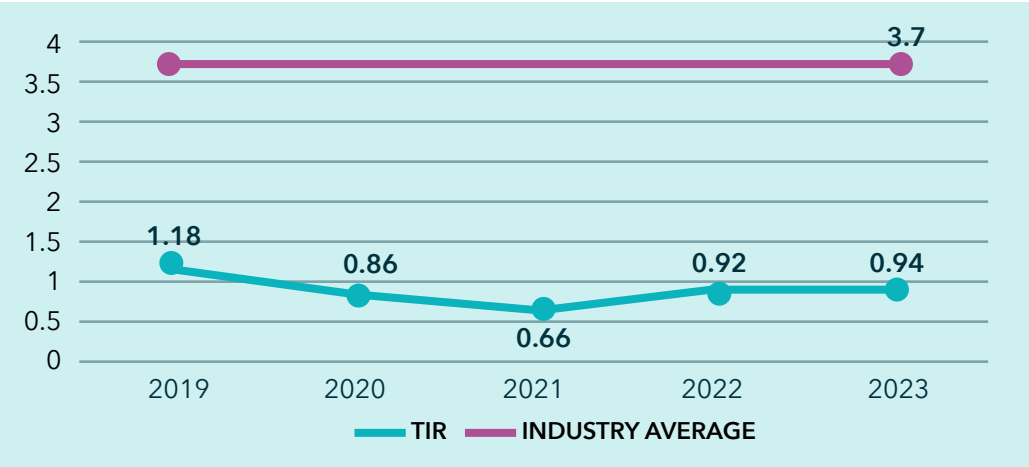
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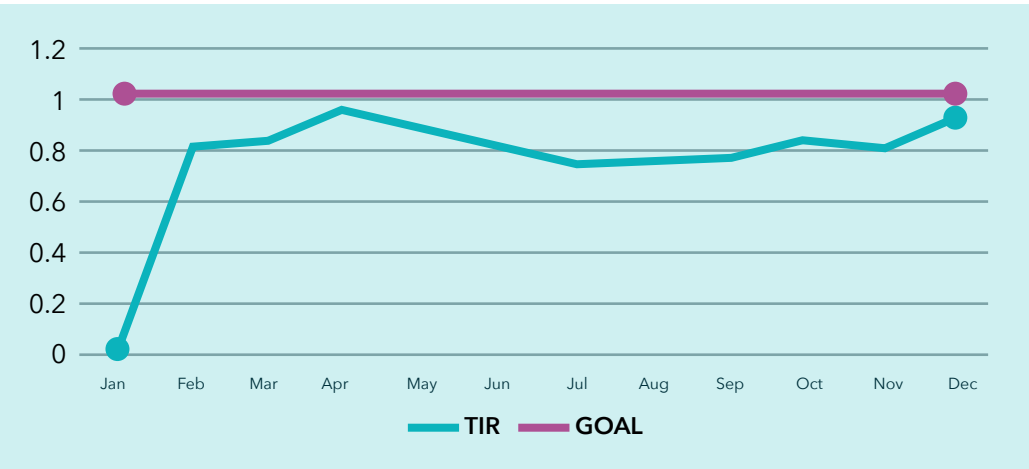
Safety Performance Data

In 2023, our Total Injury Rate (TIR)¹ for our U.S. and Mexico operations was 0.94. We continue to be an industry leader in safety and maintain a TIR below the industry average.

Veritiv Monthly TIR



Veritiv Year-Over-Year TIR



¹TIR 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 Corporate Employee Health and Safety (EHS) Team regularly conducts EHS Audits at our facilities to validate workplace safety and compliance with environmental requirements. In 2023, 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, and other situations. 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.

Safety Training

The EHS training our team members are required to complete is determined based on the role of the individual 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 periodically to keep them current and to maintain employee engagement with training materials. Conformance with training requirements is regularly assessed to ensure consistent execution.

Monthly electronic safety material packets are deployed through the intranet by the Corporate EHS Team. Each Regional EHS Manager conducts a monthly



safety meeting during which year-to-date safety statistics, accident trends, safety materials, and training due to be completed for the month are reviewed. The packets include information on safety and compliance activities, agenda items for monthly safety meetings, safety updates and alerts, and a variety of relevant awareness materials for sharing and posting. The monthly safety materials packet also prompts recurring training, focused initiatives, and periodic self-inspections. Each June, for example, we recognize National Safety Month, during which weekly safety activities are presented to

facilitate employee participation and engagement. Posters and toolbox talks support each week’s activities and foster open dialogue 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. In order to streamline employee health and safety training, in 2023 we integrated our training materials in the Workday Learning Management System. This integration has allowed us to review and refresh our safety

training courses to ensure training is as effective as possible which protects our employees and keeps them safe. Similarly, utilizing the Workday LMS allows our EHS Teams to monitor training completion and ensure all required training has been completed.

- Completion percentage 92% (2023)
- 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 Incidents and Hazards, Fall Protection, and other OSHA required or identified areas that need training.

Transportation Safety

In 2023, 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 is comprised of 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.

Our fleet is equipped with the following safety features:

- Forward- and driver-facing cameras
- Speed limiters set at 65 mph
- 2020 and newer trucks have collision mitigation systems that apply the brakes automatically if a collision is imminent
- 2023 and newer trucks also will have lane departure and blind spot detection
- Disc brakes
- Daytime running lights
- Headlights 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

In order to provide clear expectations and practices to our drivers that seek to reduce motor vehicle accidents, Veritiv’s Transportation Safety Team developed and implemented a Driver & Fleet Safety Manual which covers:

- Driver responsibilities
- Federal requirements
- Veritiv responsibilities

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EMPLOYEE SPOTLIGHT

Twenty-two-year veteran and CPA **FLORENDA SYLVESTER** is passionate about simplifying work processes. That passion, combined with a Master of Business degree from Averett University and experience supporting Veritiv's Southeast Operations in their EHS initiatives, made Florenda the perfect choice to lead the implementation and certification of ISO 14001 at Veritiv's Norcross facility.



When customers repeatedly requested evidence of a formal environmental program, Florenda knew it was time to get serious about certification. "Gaining ISO 14001 Certification connected Veritiv with our community and customer environmental goals and empowered our sales team to gain new business and support existing customers."

When asked about the journey, Florenda summarized the experience as follows: "Assisting the Norcross team in earning their ISO 14001 Certification required creating a strawman, drafting each document to follow international standards, designing the program, and demonstrating we were constantly operating to those standards. I was only one link in the chain of teammates and processes that formed Veritiv's program."

Florenda loves sharing feel-good stories about Veritiv's environmental initiatives with friends and family. They appreciate that she works for a company that cares about the environment, our community, and its people.

To drive progress toward our goal of reducing MVAs by 10% in 2024, we've implemented mandatory driver safety training and for all new hires during onboarding and all other drivers annually. The trainings, which are provided across five modules, include:

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

Veritiv's MVA review committee,

with representatives from Operations, Legal, HR, Risk, Talent, and Transportation, review all motor vehicle accidents and make recommendations for and track completion of corrective actions.

Monthly calls with the MVA review committee and our drivers provide an opportunity for open dialogue on trends, corrective actions, KPI performance, and upcoming training requirements.

Based on the trends identified by the MVA review committee and FMCSA requirements and/or initiatives, monthly discussion topics

are provided to all fleet managers to discuss with their employees.

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

The impact of human trafficking has become evident to Veritiv as the city of Atlanta, the home of our corporate headquarters and one of the busiest airports in the country, has spotlighted the problem in our own community. We believe that Veritiv can play a leadership role in the fight against human trafficking as we maintain a large commercial fleet with drivers traveling throughout the U.S. and Mexico.

Training for the Truckers Against Trafficking program has been created and implemented for all CMV Drivers and Service and Equipment Technicians. Through the focused efforts of our Transportation Safety Team, we are proud to share that all Veritiv Drivers and Service Technicians have completed the training and certification process. All new hire Drivers and Techs receive training as part of the onboarding process, and annual training for recertification has also been implemented.

Veritiv is proud of the manner in which our employees have embraced this effort.

Onsite Contractor Safety

Veritiv is responsible for ensuring we utilize contractors and vendors



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who have demonstrated good safety performance and adhere to regulatory requirements. Veritiv also strives to inform contractors of hazards they may encounter while working on-site and holds these contractors accountable to Veritiv's safety program requirements. Veritiv's Contractor Safety Program vets contract companies' safety performance and insurance levels and requires on-site contractors to review Veritiv's safety requirements and rules. The highlights of the Contractor Safety Program include:

- Vetting contract companies' safety performance and insurance levels, then approving or rejecting them as an approved vendor 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.
- Requiring all contractors to follow the U. S. Centers for Disease Control and Prevention (CDC) guidelines related to COVID-19 and site-specific requirements.



EMPLOYEE SPOTLIGHTS

Thirty years ago, **RODNEY GOODWIN** retired his third baseman's glove and began his career at Veritiv as a night shift Customer Order Picker. The 2015 Employee of the Year is now the Coordinator for FedEx Products at Veritiv's Norcross facility. Rodney has a thirst for learning and is always ready to jump into new experiences. When presented with an opportunity to gain ISO 14001 EMS certification, he didn't hesitate.



Rodney explains, "ISO 14001 is an internationally recognized standard for environmental management systems. It provides a framework for designing and implementing an EMS and continually improving environmental performance. By following the standard, Veritiv takes proactive measures to minimize our environmental footprint, comply with legal requirements, and achieve our environmental objectives."

When asked about the experience, Rodney says, "The ISO 14001 certification process was an exciting and rewarding experience. I like to challenge myself to grow and learn, and this was an opportunity to do just that. It gave me a different perspective and more knowledge to share with those I mentor."

Rodney's advice for a successful career is to be serious about your work, be present, and have a positive attitude. Rodney lives by these standards and strives to instill them in others. He enjoys working at Veritiv because leadership truly cares about providing workers with a safe and healthy environment. Veritiv doesn't just talk about safety but implements programs and processes with a safety-first mindset, like ISO14001.

COVID-19 Response

We have been diligent throughout the COVID-19 pandemic, prioritizing employee safety while maintaining business continuity. We continue to monitor the global landscape as new variants emerge and follow CDC recommendations and local requirements.

Product Safety

We strive to manage our product portfolio safely and supply products that support our customers' safety

needs. This is more relevant to Veritiv in direct food contact packaging, cleaning products, and kitting operations involving food products.

Food Packaging Safety

Food safety is part of Veritiv's culture and is one of our top priorities. We continually develop, document, and maintain a comprehensive food safety program that strengthens our kitting and distribution capabilities. From selecting the best supplier



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partners to meeting or exceeding our customers’ requirements, food safety is part of our customer commitment. With 32 Food-Grade, FDA-certified facilities, we work every day to make this commitment a central part of our culture.

Veritiv’s food safety foundational training program is critical to our business. In 2023, 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 commit to conducting 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 the assessment of current practices and gives direction for 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](#).

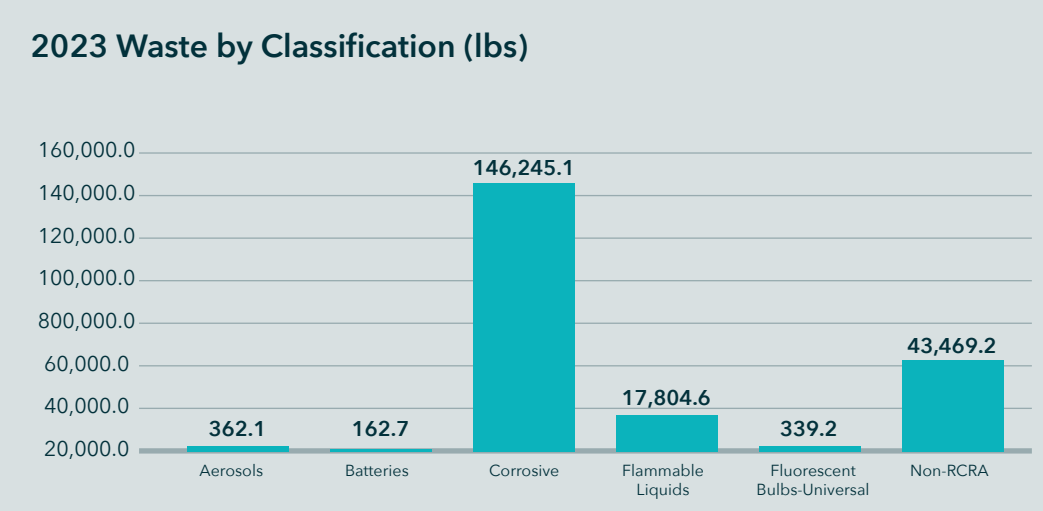
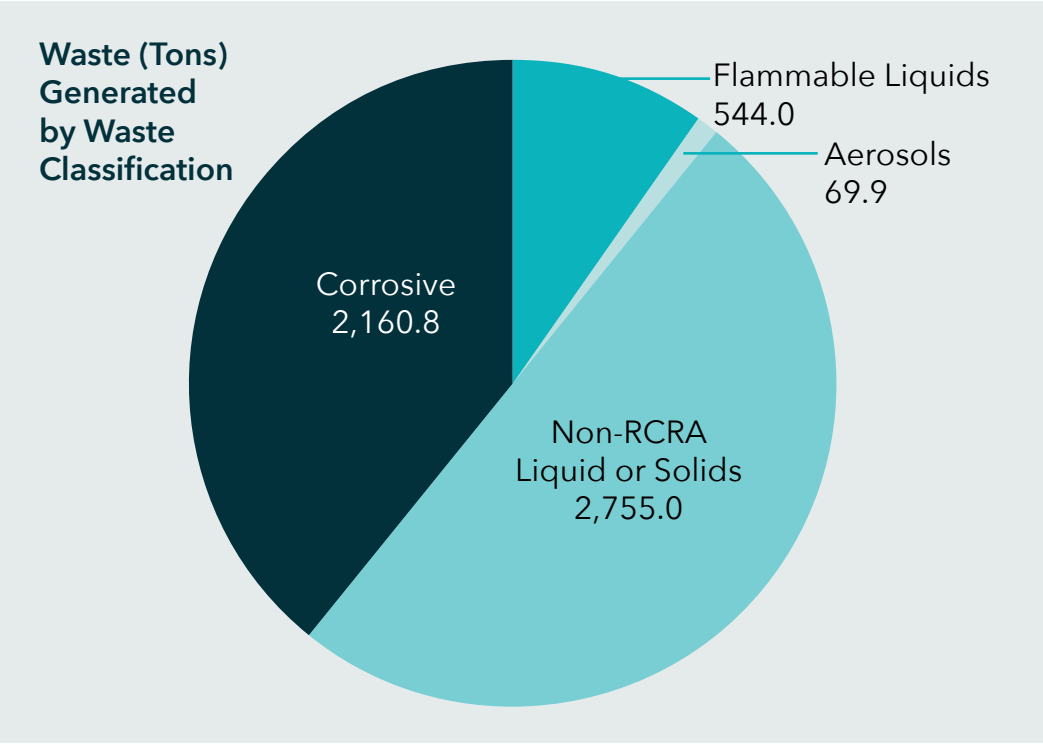
The Standards consist of five categories for inspection, with each category worth 200 points and a passing score of 700 or above. Facilities that score in the top 25% are awarded a Recognition of High Achievement – Superior. The five Categories for Inspection are:

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

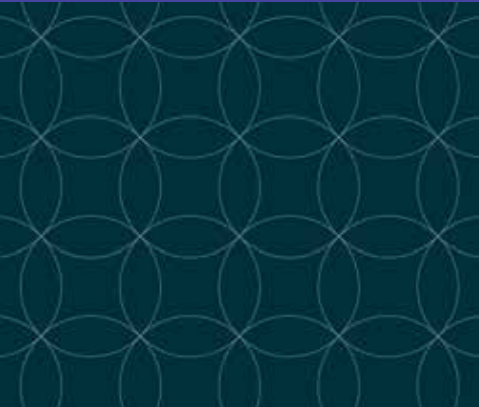
Veritiv has eight AIB-certified facilities, all of which scored 850 or higher on the AIB audit. This score puts our facilities in the top three % of AIB-certified facilities.

Cleaning Products and Hazardous Material Safety

Veritiv is not a manufacturer, so we do not handle raw chemicals to create finished goods. Instead, as a distributor, Veritiv sells the finished products



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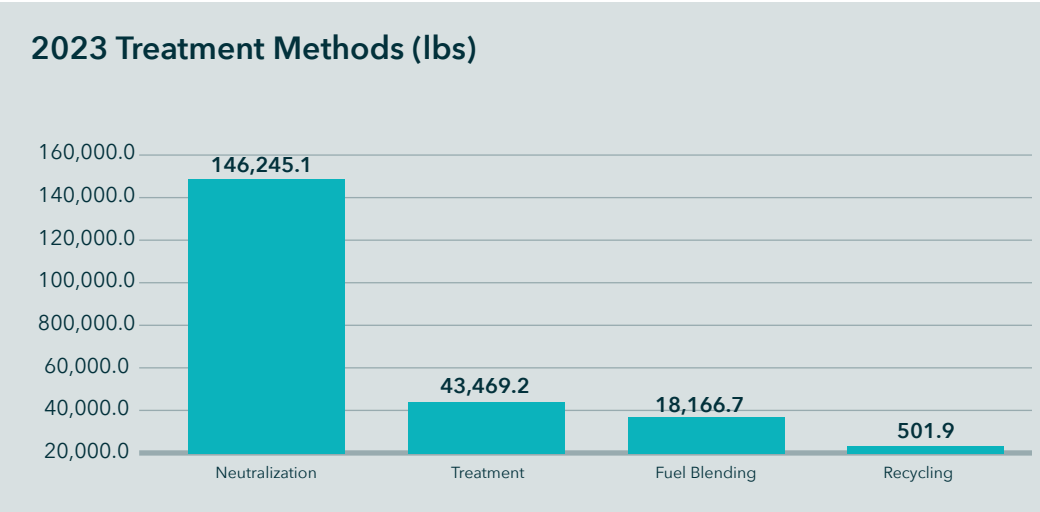
which can be purchased off the shelf. Certain products like hand sanitizer may be considered hazardous waste after their expiration date. We utilize third-party providers to safely blend, treat, neutralize, or dispose of all hazardous waste.

As part of our Environmental Management System (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, a copy of the Safety Data Sheet (SDS) is provided. We also maintain third-party documentation management that our customers and employees can utilize to locate the SDS for any product sold by Veritiv.

We abide by the “Quality First” principle and we strive to improve quality and reliability of our products in all our divisions, including Sales, Distribution, and Equipment Services. We prioritize the measures required to promote product safety. We work with reputable suppliers and utilize the supplier assessment process to help ensure we supply products that meet all applicable safety standards.



Supply Chain Stewardship and Responsible Sourcing

Supplier Code of Conduct and Supplier Standards

Our actions to support sustainability policies and commitments, specifically for palm-based derivatives, conflict minerals, and REACH/RoHS in products we distribute, are assessed on a case-by-case basis. Our suppliers are required to align with our Supplier Code of Conduct and are led through our Quality Assurance Supplier Evaluation. Additionally, we have established a platform through Trace Gains to maintain documentation for applicable products.

Veritiv expects suppliers to comply with the Veritiv Supplier Code of Conduct, as well as 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 our Supplier Code of Conduct. We select suppliers who embrace our Veritiv 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 antibribery, 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 that their entire supply chains comply with our Supplier Code of Conduct and applicable laws and regulations. We maintain the right to audit our suppliers’ compliance with the Code and utilize the supplier assessment process described below. Additionally, any



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party may report direct questions or make reports of non-compliance with our Code by calling the Veritiv Help Line at (888) 312-2693 (U.S.) or (800) 462-4240 and then dialing (877) 556-5341 (Mexico), or via the online portal at <http://veritivhelpline.com>.

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

Our sourcing strategy is to thoroughly vet and approve suppliers we have close relationships with (driving preferred suppliers). Doing so allows us to accurately measure and manage supply chain risk with regard to ESG factors. New suppliers are identified at sourcing and must complete our Supplier Packet, which includes the Supplier Code of Conduct and the Supplier Evaluation QSP 009. We then collaborate with Category Management to integrate risk-based thinking.

Our supplier assessment is based on environmental and social practices. We track all supplier metrics with the Supplier Sustainability Scorecard in PowerBI, where we have evaluated our top suppliers, representing more than half 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.

Our Vendor Claim dashboard tracks vendor returns and quality issues with established risk categories based on the size and frequency of claim events. We use it in conjunction with vendor KPIs from the Supplier Sustainability Scorecard. This is a huge step forward in understanding and using that data to understand risk.



Audit Process and Supplier Relations

We perform desktop audits, as well as on-site audits in Mexico and the U.S., as needed. The scope of these audits includes management systems, social responsibility, and environmental and quality system topics. There currently is no established mechanism for worker-voice surveys; however, we approach audits by going beyond documentation and having open conversations with our suppliers’ employees on-site. Capacity building for suppliers is done through surveys, such as the Quality Survey that addresses documented processes, including escalation of identified issues, as applicable. We work with our supplier partners to resolve the nonconformities by issuing corrective actions focusing on improvement.

Supplier non-compliance is managed through collaboration. Veritiv employs a cross-functional team to partner with the supplier to ensure that the problem is resolved and that creative and innovative solutions can be utilized for improvement opportunities. We have recently incorporated the Vendor Returns Team into the quality and compliance team for an improved process flow.



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Supply Chain Diversity

In 2023, we continued seeking diversity within our supplier base, intensifying our process to verify the diversity status of identified partners. Through this effort, we were able to further classify suppliers into key categories, establishing a strategy for our direct and indirect spend.

- Working fairly and effectively to ensure supplier and contractor success, we:
- 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 verify certificate validation and expiration dates from more than 400 data sources.

In 2023, Veritiv sourced the following spend as part of its 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 is U.S. distribution business only. It excludes international and publishing businesses.

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

businesses. Our goal is to increase diverse spend by approximately 50% by the end of 2025 relative to our 2023 diverse spend amount. This represents an increase of about \$170M in three years. In 2023, 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%

Understanding Customer Needs

Our customers guide us to what matters most when it comes to sustainability and sustainable product innovation. In the past year, we have had in-depth conversations regarding ESG/Sustainability goals with our top Fortune 500 customers, performing 11,000 Customer Business Reviews during 2023. During those reviews, Sales Professionals discussed service metrics and product innovation, providing opportunities to discuss their sustainability goals.

In 2023, we responded to more than 100 inquiries per month related to customers’ ESG concerns or requirements. Through these requests, we can see what matters most to our customers. Their top concerns are regulatory compliance and material declarations, diverse supplier reporting, and ESG open disclosures. We are making strides in supporting their needs and making investments to enhance our support.

We conducted nine customer and supplier events where customers and suppliers met to reveal and discuss sustainable product innovation, among other topics of interest. Our 2023 events hosted over 650 customer attendees and more than 100 suppliers. These forums allow us to stay tuned in to new product innovation and what’s most important to our customers.

We continue to survey our customers to address their needs, and in 2023, we achieved our goal to improve our NPS to 35, an improvement of 10 points from the previous year, with a goal of 50 by 2025.



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Human Rights Policy

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

Veritiv’s Human Rights Policy Statement aims to ensure direct and indirect operations uphold universally accepted human rights principles in line with the [United Nations Guiding Principles on Business and Human Rights](#). We expect all suppliers, vendors, and businesses in 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

How We Govern (2023)

Our strong corporate governance management system establishes, monitors, and enforces ethical, responsible actions.

The Board provides direction and advice to the SLT and is responsible for strategic direction and company stewardship. As part of our company strategy review, the Board and management annually assess corporate governance practices, environmental and social risks, and opportunities.

The Board is responsible for Veritiv's risk oversight, which includes specific environmental, social, supply chain, and governance matters, and 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 is regularly updated on ESG matters.

In 2023, the Board's structure included three committees:

- **Audit and Finance**

Reviewed ESG measures and metrics and how they're used to evaluate Veritiv's performance.

- **Nominating and Governance**

Primary oversight responsibility for ESG matters. Reviewed and discussed ESG, corporate social responsibility policies, practices, and disclosures relating to Veritiv's employees, operations, and enhanced diversity. Reviewed policies and procedures about shareholder engagement with management.

- **Compensation and Leadership Development**

Reviewed human capital policies and strategies, including succession planning, diversity, internal pay equity, recruiting, retention, and talent development, and aligned compensation programs with ESG priorities and objectives.

Following our acquisition by an affiliate of Clayton, Dublier & Rice, LLC, we currently do not maintain Board committees but plan to establish one or more committees in 2024.

The SLT, subject to Board oversight, structures, monitors, and adjusts Veritiv's sustainability efforts to best serve the company and its stakeholders' interests. Senior management reviews long-term plan segments on an ongoing basis. These plans consider sustainability implications and meeting our customers' evolving needs.

Sustainability Oversight is discussed in the ESG at Veritiv section of this report.



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Ethics and Compliance

Revised Code of Business Conduct and Ethics

The Veritiv Code of Values is at the heart of who we are and what we do as an organization, so we’ve refreshed and rebranded our Code of Business Conduct and Ethics (Code of Conduct) to align with it. Veritiv’s

new, easy-to-read interactive Code of Conduct provides guidelines, tools, and resources to empower our employees to make business decisions consistent with our values.

Veritiv’s Code of Conduct is a set of standards that govern how we are expected to conduct ourselves, make business decisions, and handle potential ethical dilemmas.



An instruction manual that builds upon our Veritiv CODE of Values, the Code of Conduct guides how we do business ethically, responsibly, and in compliance with the law. The Code of Conduct goes beyond simply just following the law. It ensures we are making decisions and following through in a way that reflects the high value we place on integrity, 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 sets us up for success—getting to what matters most by doing the right things right.

The Code of Conduct provides a foundation for our daily decisions and how we accomplish our jobs. It 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 Internal Audit department conducts annual risk assessments when developing its annual business and information technology audit plans. Veritiv management considers risk in its budgeting and priority setting annually. Additionally, Veritiv will periodically engage 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 performs risk assessments in multiple functions to develop a detailed understanding of the Company’s risks and formulate controls and mitigation plans to address them. A selection of risk categories covered by our assessments can be found below:



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We have mapped compliance categories applicable to our business to the functional and business units responsible for each compliance area. The leaders within these functional and business units are responsible for determining the compliance risks applicable to their unit and developing policies and procedures to address these risks. The General Counsel and the Corporate Compliance Committee facilitate the approval of policies and procedures and assist with coordinating risk mitigation efforts, including prioritizing activities and allocating necessary resources.

As part of our compliance training, Veritiv includes guidance to address concerns that arise when dealing with suppliers, consultants, service providers, and other third parties. Information regarding due diligence practices utilized with our product suppliers and service vendors is discussed in this report's Supply Chain Stewardship section beginning on **PAGE 41**.

Compliance Training

Our Code of Conduct is essential for cultivating and maintaining an ethical workplace where employees do the right thing. Training covers the purpose of a 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:

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

In 2023, 4,428 Veritiv employees (98.4%) completed an aggregate of 1,670 compliance-related training hours.

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. Individuals in North America may call the secure helpline (888-312-2693 in the U.S. and 800-462-4240 in Mexico). A global reporting website is available at veritivhelpline.com.

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 responds to a wide range of incidents, including those related to the impact of climate change, such as extreme weather events, natural or man-made disasters, significant disruption or shutdown of key facilities, site security threats, epidemics, pandemics, and IT security incidents, as well as other events that may significantly impact our operations, people, financial health, or reputation. The Business Resilience and Continuity Program:

- Identifies the people within Veritiv at both 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 types of incidents.
- Indicates the necessary key contact information when an incident occurs.

The program has four primary components:

1 Incident Management and Business Continuity Plan

The Corporate Enterprise Plan establishes the overall incident management and business continuity frameworks and describes how program components interact.

2 Site Plans

Specific to each Veritiv location.

3 Disaster Recovery Plan

Specific to information technology-related incidents.

4 Corporate Communications Plan

Describes Veritiv's approach to communicating key messages to our 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) maintains responsibility for 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 comprises Corporate Security, Risk Management, EHS, Information Technology, Operations, Corporate Communications, and Legal and Human Resources representatives. We manage plan execution through collaboration between the executive, corporate, and site teams.

Our CSO meets periodically with our regional operations leaders, field EHS managers, and other functional leaders to review the program and conduct tabletop drills. These exercises facilitate the continuous improvement of our response plans.

In 2023 we conducted tabletop drills at six critical facilities in the U.S., a tabletop drill focused solely on Information Technology (IT) security, and crisis management training at all 13 facilities in Mexico.

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. Information security risks and mitigation initiatives are assessed by Veritiv's IT Infrastructure, network, and Information Security Teams and implemented where appropriate. Veritiv's Internal IT Audit Team also conducts an annual IT risk assessment.

Veritiv IT is audited twice per year via internal audits. We also perform a network penetration test 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.

Cybersecurity measures implemented at Veritiv include employee and third-party training, networks and systems monitoring, patching, maintenance, and systems and data backups.



Rusty Wallace, Director Corporate Security

Information Security Risk Oversight

Our operations rely upon 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 Information Technology 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 oversees our information security risk management program. The CIO and CISO provide regular reports to the Senior Leadership Team regarding the status of IT projects and concerns. The CIO provides the Board with an

IT and cybersecurity update at least twice yearly.

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

Information Security Training

Veritiv conducts IT security awareness training courses that address Phishing, Information Security Essentials, and Travel Security. In 2023, Veritiv published our fourth Information Security eLearning Module, "Cybersecurity Basics," which examines various information security



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topics and provides interactive examples to test each employee’s knowledge. All Veritiv employees must complete the Cybersecurity Basics course during onboarding. Employees also complete the training annually to ensure information security awareness is maintained.

As of December 31, 2023, 94% of Veritiv employees with a company-provided laptop completed the Cybersecurity Basics training.

The Information Security Team sends reminders via company-wide email, Veritiv’s email-distributed newsletter, the “Veritiv Voice,” and articles in Veritiv’s employee communications platform, Vibe. Our CEO, Sal Abbate, further reinforces the importance of training by highlighting the training modules on Veritiv’s All-Employee Webcasts. We provide periodic updates throughout the year to keep employee IT security awareness at the forefront of employees’ minds.

Veritiv conducts regular end-user IT security awareness training by sending periodic phishing email tests. These help Veritiv maintain employee IT security awareness of social engineering risks and how to handle emails, embedded links, and attachments safely.

Personally Identifiable Information

Veritiv collects Personally Identifiable Information (PII) in our Human Resources system and has logical and physical controls to safeguard

that data. We also collect PII during regular business activities and recognize the importance of protecting customer and supplier PII, such as email addresses and mobile phone numbers. We’re committed to safeguarding PII from unauthorized access, usage, or disclosure by following globally recognized privacy standards and relevant regulations and building 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 includes reviewing key IT service providers’ SOC 1 Type 2 reports annually to assess their IT control status. Additionally, Veritiv employs email screening software that intercepts most, if not all, emails containing a social engineering risk, so end users don’t receive them. Veritiv team members must protect our confidential information and trade secrets, and we entrust team members with maintaining the security and confidentiality of information provided by the company, our customers, suppliers, and others.

Privacy Policy

Veritiv’s privacy policy can be accessed [here](#).



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Our Goals for 2024 and Beyond

Sustainability is a journey, and while we are proud of the progress we have made, there is much more to be done. We will continue to look for new ways to support our customers' goals and improve our own operations.

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

1 See information regarding sustainability attributes on page 18 of this report. 2 Fiber, Resin, and Attributes of Recycled Content (ARCs). 3 Facilities that generate hazardous waste are considered required facilities. Target number of required locations is subject to change based on the evolving needs of the business. 4 U.S. Internal NPS Score only. 5 Employees with 2 or less years of service at Veritiv. 6 Corporate giving, excess inventory donations through the Delivering Goodness program, matching gifts, and volunteer rewards are considered "Treasure."

Products & Services		
GOAL	KPI	TARGET
Grow products and capabilities to achieve 8% in additional net sales, by EOY 2024.	% of Total Sales from products with Sustainability Attribute(s) ¹	55%
	% Sales Growth from customers engaged with Sustainability Services	8%
	% Sales Growth from products with Recycled Content ²	10%

Facilities & Fleet		
GOAL	KPI	TARGET
Increase overall waste diversion rate to 60% and implement Near-Zero Waste program, with certification, at 5 locations by EOY 2024.	Waste Diversion Rate	60%
	# of "Near-Zero Waste" Certified Facilities	5
Reduce YoY Scope 1 and Scope 2 emissions by 8% by EOY 2024 in pursuit of long-term goal of 50% reduction by 2030.	YoY % Reduction of Scope 1 and Scope 2 Emissions	8%

Environmental Health and Safety (EHS)		
GOAL	KPI	TARGET
Implement the Environmental Management System (EMS) program at all required facilities ³ by EOY 2024.	# of Required Facilities with EMS Implemented	65
Maintain Recordable Injuries Incident Rate (TIR) and Lost Work Injuries Incident Rate (LWIR), per OSHA, by EOY 2024.	TIR and LWIR	1.0 (or below)
Reduce Motor Vehicle Accidents (MVs) by 10% YoY through policies, procedures, training, and corrective actions, by EOY 2024.	YoY % Reduction of MVAs	10%

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 2024.	# of Career Development Opportunities hosted across all ERGs	9
	% of Employees that are Members of an ERG	15%

Human Capital		
GOAL	KPI	TARGET
Engage and retain talent by focusing on programs that result in the achievement of both our annual Employee Engagement and Internal Net Promotor Score survey targets in 2024.	Internal Net Promoter Score (NPS) ⁴	50
	2024 Employee Engagement Score	88
Focus on engagement and development of new hires ⁵ by increasing the percentage of new hires completing their Career Hub career profile by EOY 2024.	% of Salaried New Hires with a Career Hub Profile	75%
	% of Hourly New Hires with a Career Hub Profile	50%

Governance, Reporting, & Corporate Compliance		
GOAL	KPI	TARGET
Improve EcoVadis score for 2024 assessment, achieving a 58 or higher by EOY.	EcoVadis Score	58 (or above)
Publish regular communications regarding upcoming packaging regulations, with the first publication by the end of Q2 2024.	Monthly Publication	Before the end of Q2 2024

Community Relations		
GOAL	KPI	TARGET
Increase Veritiv's CSR commitments to the communities where we live and work to increase tenure and satisfaction of employees by quantifying annual engagement of Time, Talent, and Treasure.	# of Volunteer Hours by EOY 2024	4,000
	# of Employee Volunteers by EOY 2024	1,500
	\$ Value of Treasure Engagement ⁶ by EOY 2024.	\$1.5M
Enhance the Delivering Goodness program by diverting at least \$500k of inventory to nonprofit partners, thereby producing operations savings of \$100k through monthly bulk donations, rapid response to emergency situations, and leveraging CSR expertise.	Value of Inventory Donations	\$500K



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Information provided in this report is given as of and for the year ended December 31,2023, unless otherwise stated.

Reference to SASB Metrics

Information provided in this report was informed by 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 dedicated to improving the effectiveness and comparability of corporate disclosures on environmental, social, and governance factors. See index below for a listing of where to find information responsive 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	See page 14, "Resource Efficiency"
Data Security	Description of approach to identifying and addressing data security risks	CG-MR-230a.1	See pages 48-49, "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	See pages 21-22 "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 2023 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	See page 28, "Workforce Statistics"
	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 & Marketing	Revenue from products third-party certified to environmental or social sustainability standards	CG-MR-410a.1	See pages 17-18, "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	See page 15, "Environmental Management System" regarding Veritiv's Environmental Management System for Veritiv facilities. See pages [XX - XX], "Product Safety" regarding product safety management.
	Discussion of strategies to reduce the environmental impact of packaging	CG-MR-410a.3	See pages 17-18, "Our Product Portfolio"

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Forward-Looking Statements

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 Corporation’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; 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 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 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; adverse impacts from the COVID-19 pandemic, 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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