



Greif Paper Packaging and Services Receives Award for Outstanding Customer Service

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DELAWARE, Ohio--(BUSINESS WIRE)-- Greif, Inc. (NYSE: GEF, GEF.B), a global leader in industrial packaging and services, today announced that its Paper Packaging and Services business unit received the company's inaugural Dempsey Award for Customer Service Excellence. The award recognizes the business, function or team within Greif that demonstrates the very best customer service performance aligned with achieving Greif's vision.

"At Greif, we work every day to fulfill our vision: in industrial packaging, be the best performing customer service company in the world. Creating a culture of customer service excellence is a continuous journey and we will celebrate success along the way.

"Our Paper Packaging and Services team works to identify opportunities to become strategic partners to its customers, while ensuring maximum accountability and performance delivery for their customers. The team's 24 hour, 7 day a week customer service mindset is core to their operations and provides an outstanding example for our enterprise to emulate," said Pete Watson, Greif's President and Chief Executive Officer.

The growth rates in the Paper Packaging and Services business exceed North American industry averages and are in part attributable to industry leading customer service.

About Greif, Inc.

Greif is a global leader in industrial packaging products and services and is pursuing its vision: in industrial packaging, be the best performing customer service company in the world. The company produces steel, plastic and fibre drums, intermediate bulk containers, reconditioned containers, flexible products, containerboard, packaging accessories and provides filling, packaging and other services for a wide range of industries. Greif also manages timber properties in the south eastern United States. The company is strategically positioned in over 45

countries to serve global as well as regional customers. Additional information is on the company's website at www.greif.com. Greif's Customer Satisfaction Index is an internal measure of plants or businesses performance against selected parameters that customers experience, which provide us an indication of our level of meeting customers basic needs. Components include: customer complaints received; customer complaints open greater than 30 days; credits raised; number of late deliveries; and the number of deliveries. Categories are weighted by importance. Greif's Net Promoter Score is a management tool used to help gauge the loyalty of the company's customer relationships. The survey is managed by a 3rd party.

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