At Veritiv, sustainability is both a core responsibility and an exciting opportunity. By weaving sustainability into how we operate, manage our employees, and develop our product and service offerings, we build value not only for our customers but also for our shareholders, employees, and the broader stakeholder community.

As the largest packaging distributor in North America, we play a significant role in the supply chain. With our customers making up more than half the Fortune 500®, we have an opportunity — and responsibility — to make a sizable, positive impact.

In 2021, our Sustainability Working Group did critical foundational work to advance our initiatives to create healthier, safer, and more sustainable communities through our responsible operations and the expertise of our diverse team. We increased our focus on collaborating with our customers and suppliers to deliver innovative and more sustainable solutions to reduce environmental impact.

I look forward to ongoing collaboration with our team, customers, and suppliers throughout this journey to ensure the continued stewardship and well-being of our business, our people, and our planet. As always, our Veritiv Values will continue to guide our efforts to deliver services and solutions that make a more meaningful impact on our customers, our suppliers, and our communities.

Salvatore A. Abbate
Chief Executive Officer
Veritiv Corporation (NYSE: VRTV), headquartered in Atlanta and a Fortune 500® company, is a full-service provider of packaging, JanSan and hygiene products, services, and solutions. Additionally, Veritiv provides print and publishing products and services and logistics and supply chain management solutions. Serving customers in a wide range of industries, Veritiv has distribution centers throughout North America, and team members around the world helping shape the success of our customers. With approximately 6,100 employees, we are driven by our Values: Integrity, One Team, People Commitment, Customer Focus, Operational Excellence, and Passion for Results.

We put decades of industry knowledge, expertise, and proven supply chain ingenuity to work for our customers in a wide range of industries and a variety of businesses, including more than half of Fortune 500® companies. Our focus is on the success of our customers’ businesses and their brands. Driven by our innovative people, our values, and providing exceptional service, helping to shape our customers’ business success is at the heart of everything we do.

### Packaging

We work with our customers to help rethink their packaging — what it’s made from, how it’s designed and engineered, and how it gets where it needs to go quickly, safely, and efficiently.

### Facility Solutions

Utilizing our comprehensive portfolio of high-performance commercial cleaning products, management programs, and advanced analysis tools, we tailor solutions that enhance value across our customers’ facilities.

### Print

Leveraging our global network of top paper manufacturers and suppliers, we provide our customers with a wide range of print products and solutions to meet their needs.

### Publishing and Print Management

Through our publishing and print management businesses, our specialists provide customized solutions that offer retailers, publishers, catalogers, direct mail companies, grocers, corporate enterprise businesses, and printers the greatest return on their media and print programs.

### Logistics

As one of North America’s largest distributors, we provide logistics expertise and industry-leading technology to serve our customers in the consumer-packaged goods, food and beverage, fulfillment, manufacturing, and retail markets.
At Veritiv, we view sustainability as not only the right thing to do for our community, planet, and people but also as an opportunity to drive the growth of our business and long-term value of our company.

**Assessment Process**

To determine what aspects of sustainability were most relevant to our business, we considered the Sustainability Accounting Standards Board (SASB) Multiline and Specialty Retailers & 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. Included at the end of this report is a list of where you can find information in this report that is responsive to the SASB standard.

We utilized the ISO 14001 standard to evaluate the environmental impacts of our facilities and to develop our Environmental Management System. Additional information regarding development and implementation of our Environmental Management System can be found in the Environmental Management System section of this report on page 22. We reviewed hundreds of requests for data regarding our environmental, social, and governance performance that we receive from our customers to determine what issues were most important to Veritiv’s ability to meet our customers’ needs and expectations. We also engaged in several internal discussions with our leaders and broader employee groups as well as worked with outside advisors regarding diversity, equity, and inclusion and community and social priorities.

**Alignment with United Nations Sustainable Development Goals**

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States, provides a plan of action to transform our world and achieve peace and prosperity. At the heart of this Agenda are 17 United Nations Sustainable Development Goals (UNSDGs). Our initiatives regarding our own operations and the products and services that we supply to our customers align with the following UNSDGs:
Sustainability Oversight at Veritiv

At Veritiv, sustainability is a top priority for our Board of Directors, Senior Leadership Team, and operational leaders. We discuss oversight responsibilities of our Board and Directors and Senior Leadership Team in the Governance section of this report. In 2021, Veritiv appointed a Chief Sustainability Officer who is a member of the Senior Leadership Team and has responsibility for overseeing our overall sustainability program.

The Chief Sustainability Officer leads our Sustainability Working Group, which manages the day-to-day work of our sustainability initiatives. The Sustainability Working Group is organized into workstreams, each of which have a designated leader as well as an executive sponsor from our Senior Leadership Team.

The workstreams were created to address those sustainability concerns that we determined were most relevant to our business based on the assessment process on page 3.

Vision and Values

Our approach to sustainability and corporate responsibility aligns with our vision and values. We operate as One Team, giving our customers a competitive edge through exceptional service, innovative people, and consistent values. We are committed to these values — they shape our culture and how we do business.

Our values are reflected in the commitments we have made to protect the health and safety of our employees and those in the communities in which we operate, be responsible stewards of the environment, and conduct our business in a way that seeks to respect, protect, and promote the full range of human rights. These commitments are set forth in our Environmental, Health and Safety (EHS) Policy Statement and our Human Rights Policy Statement.
To carry out our sustainability mission and do so in a way that aligns with our vision and values, we identified four key tenets of our sustainability strategy that drive (1) how we operate internally and (2) how we support our customers' sustainability goals.

1. **Establish Veritiv as an ethical and responsible distributor and sustainable investment choice.**

We know our customers want to partner with a distributor that operates in an ethical and responsible manner as we receive inquiries every day requiring us to demonstrate how we perform with respect to multiple environmental, social, and governance concerns. Similarly, we understand that the communities in which we do business expect us to operate consistent with environmentally sound and socially responsible business practices. We believe that by doing so we support the long-term health of our company, which allows us to generate greater value for our shareholders and broader stakeholder community.

2. **Leverage our product expertise, design, and global sourcing capabilities to meet customer end-to-end supply chain needs.**

We have a team of sales professionals, packaging designers, and global sourcing experts that allow us to provide a total solution for our customers from concept to delivery. We have the capability not only to design and test packaging but also to source products from all over the world, and our logistics capabilities ensure these products reach our customers in an efficient manner.

3. **Collaborate with customers and suppliers to identify innovative products and services that meet customers’ emerging and future needs.**

Many of our customers are leading the way in sustainability by demanding sustainable products and processes. We work with both large, well-established and new and niche suppliers that provide innovative, cutting-edge products. We collaborate with these customers and suppliers to find new solutions as we strive to constantly offer more sustainable alternatives.

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

Having the right team of people in place is critical to the success of our business. Our employees know that we place a high value on delivering the best customer experience possible. Creating a culture that is diverse, inclusive, and provides our employees with the training, development, and support they need allows our employees to be their best selves and in turn provide the best experience to our customers. Over the past year we have put several programs in place to enhance our culture, which are discussed in more detail later in this report.

In the following sections of this report, we will first describe how we are applying these tenets with respect to the Environmental, Social, and Governance (ESG) aspects of How We Operate and how we support the ESG concerns of our customers through the Products and Services we provide.
HOW WE OPERATE

Governance

Board and Executive Sustainability Oversight

Our Board of Directors provides direction and advice to the Senior Leadership Team and is responsible for the overall strategic direction and stewardship of the company. All of our non-management directors are independent under applicable Securities and Exchange Commission rules and New York Stock Exchange listing standards. We are committed to having a diverse Board with deep expertise and the highest standards of commitment and integrity. In 2021, we added a new director to our Board who has deep experience in Information Technology matters and further enhances our Board’s capabilities in overseeing Information Technology and Cybersecurity risks.

Highlights of our Corporate Governance Practices:
- Separate Chairman and CEO
- Wholly independent Audit & Finance, Nominating & Governance, and Compensation & Leadership Development Committees
- Annual Elections of Directors
- Independent Directors Hold Meetings Without Management Present
- Director Orientation and Education Program
- Annual Board and Committee Evaluations
- 22% Female Directors
- 22% Racially and Ethnically Diverse Directors

We expect to achieve at least 30% gender-diverse Board members in 2022 and are taking appropriate actions to meet this goal. The Board believes that its structure and composition of highly experienced and engaged independent directors provide effective oversight of management.

The Board has an active role in our overall strategies. The Board conducts an annual review of our corporate governance practices and includes a review of environmental and social risks and opportunities as part of its review of the company’s strategy. The Board is responsible for overall risk oversight of the company, which includes certain environmental, social, supply chain, and governance matters and receives periodic updates regarding our environmental- and social-related initiatives and progress. The Board maintains three committees: Audit & Finance, Nominating & Governance, and Compensation & Leadership Development, with the Nominating & Governance Committee having primary oversight for ESG matters. Each committee’s and the overall Board’s responsibilities regarding environmental, social, and governance matters are set forth in the applicable Committee Charter and Corporate Governance Guidelines, respectively.

Our Senior Leadership Team, subject to Board oversight, structures, monitors, and adjusts our sustainability efforts in a manner that best serves the interests of the company and all its stakeholders. Senior management reviews the long-range plans of our segments on an ongoing basis. These plans consider long-term sustainability implications and the ability to meet evolving customer needs. As noted in Sustainability

Oversight at Veritiv, we appointed a Chief Sustainability Officer in 2021 who is a member of the Senior Leadership Team and has oversight responsibility for our sustainability initiatives and leading the company’s Sustainability Working Group.

Stakeholder Dialogue

Customers

We have made enhancing the customer experience one of our key focus areas. We engage with our customers by facilitating a Net Promoter Score survey annually. Through this survey we gain feedback as to how our customers view their experience with Veritiv and more importantly identify areas for improvement that we address directly with customers. Additionally, we engage in business reviews with a selection of our customers to discuss progress towards meeting their strategic objectives. The frequency of these sessions varies based on the number of efforts we have underway.

 Suppliers

We partner with leading manufacturers that are at the forefront of sustainability. The broad spectrum of partnerships allows us to bring solutions in a variety of designs and substrates.

A consistent process of quarterly business reviews with our trusted partners helps us uncover the latest trends and innovative solutions.

Employees

In 2021, we expanded our employee engagement efforts by implementing a new internal communications platform, monthly all-employee webcasts, and Veritiv’s Culture Club, and began implementation of an employee recognition and engagement portal. We identified an opportunity and subsequently increased our efforts to connect more with our hourly workforce in our warehouses. Efforts include:

- Creating email accounts for all hourly employees, giving them access to company news and information
- Implementing mobile apps for new communication and engagement tools (Vibe and BRAVO!)
- Implementing annual goal setting and performance review discussions for our hourly population

Vibe, our interactive employee communications platform, enables our entire employee population to access company news, information, and resources. It is both an all-in-one application and web-based platform which allows team members to stay engaged, informed, and connected. Everyone is encouraged to share news across the platform, which supports greater collaboration and team unity.

During the fourth quarter of 2020, the Senior Leadership Team conducted a “Listening Tour” to collaborate with employees and ensure their voices were heard. The tour was conducted virtually utilizing one-hour, small group, video roundtable discussions. In response to the feedback received
from employees participating in the Listening Tour, in 2021, we began implementation of Achievers, a new platform that enables an engaged, globally consistent, high-performing culture. The Achievers solution delivers employee recognition using peer-to-peer social recognition and manager-initiated point-based recognition to acknowledge when employees display exemplary behavior and hard work or celebrate personal and professional milestones. Through its newsfeed, the platform allows us to openly celebrate employee accomplishments by detailing recent recognitions transparently within our company. We utilized the feedback module to launch our first-ever Employee Engagement survey in 2022.

Further, to create open dialogue with employees, in 2021 we initiated monthly webcasts for all employees. These webcasts are hosted by our CEO and include members of our Senior Leadership Team and other company leaders. Through these webcasts, we share information and provide an opportunity for employees to ask questions that can then be directly addressed by senior management. Topics covered vary throughout the year and include subjects such as Financial and Business Updates, Recognition and Career Pathing, Customer Experience, Diversity, Equity and Inclusion, and Sustainability.

To continue building our employee-first culture, a team of employees looking to learn about various cultures and unique viewpoints within our company initiated the Veritiv Culture Club. Through this platform, the team interviewed and highlighted employees across the organization in monthly stories that provided further context as to how our diverse perspectives make our company stronger.

Civic Engagement

In fulfilling our commitment to give through time, talent and treasure, we encourage every employee to engage with our communities. Members of our Senior Leadership Team demonstrate this commitment by representing Veritiv on nonprofit boards and committees to authentically engage with local communities and learn about pressing issues that Veritiv is qualified to address. Our CEO, Sal Abbate, works with the Metro Atlanta Chamber of Commerce. Our Chief Human Resources Officer, Dean Adelman, serves as a board member for Trees Atlanta, and our Chief Financial Officer, Stephen Smith, serves as a board member for Junior Achievement of Georgia. Through these interactions, Veritiv gains valuable insights so that we can better understand local needs, share our knowledge and resources, and strive to enhance our communities. Ultimately, our goal is to listen to and collaborate with our community stakeholders to address sustainable change for local citizens.

In 2021, we also engaged with the Atlanta community on two specific projects relating to Diversity, Equity, and Inclusion — the ATL Action for Racial Equity and the CEO Action for Diversity and Inclusion — through which we receive from and share knowledge with the Atlanta business community. See the Community Engagement section on page 18 of this report for more information regarding how we contribute to our communities.

Shareholders

Our Investor Relations team provides information via our corporate website, press releases, and direct engagement with our shareholders. During 2021, we reached out to our top 20 institutional shareholders, representing approximately 75% of our outstanding shares to offer an opportunity to speak directly with us. Of this group, we spoke with two shareholders representing approximately 25% of our outstanding shares.

Ethics and Compliance

Integrity is a key element of our corporate culture. We place a high value on honesty, fair dealing, and ethical business practices. Our Code of Business Conduct and Ethics is designed to communicate our core values and the standards that govern our business and to help all employees and affiliates understand what our company expects in terms of ethical and legal business conduct.

As part of our Corporate Compliance Program, we have put in place rigorous policies and reporting procedures that clearly communicate how we will ensure adherence to our Code of Business Conduct and Ethics.
**Ethics and Compliance Oversight**

The Audit & Finance Committee of the Board has primary oversight of our Corporate Compliance Program. We have established a Corporate Compliance Committee, chaired by our Chief Compliance Officer (CCO). Members of the Committee include representatives from the following areas of our business:

- Legal
- Internal Audit
- Human Resources
- Information Technology
- Operating business segments

The Corporate Compliance Committee meets quarterly and works with subject matter experts within the company to address specific objectives and concerns. Responsibilities of the Committee include:

- Assisting the CCO in determining responsibility for compliance activities within the company and ensuring that adequate resources are allocated to compliance activities
- Providing guidance regarding priority of compliance concerns and approval of proposed mitigation and response plans
- Reviewing and approving relevant policies
- Promoting an organizational culture that encourages law abiding and ethical conduct

Our CCO reports to the CEO. The CCO provides quarterly updates to the Audit & Finance Committee.

**Compliance Training**

We provide compliance training to our employees to ensure that all team members fully understand our ethical obligations and need to comply with local, national, and global regulations and know where to go if they have concerns or need additional information. The Code of Business Conduct and Ethics and related training are provided in local languages where needed.

All Veritiv employees in all geographies are required to undertake Code of Business Conduct and Ethics training as part of the onboarding process and every other year thereafter (alternating each year between U.S. and non-U.S. locations). Employees at our U.S. locations were required to complete Code of Business Conduct and Ethics training in 2021.

| Total U.S. Employees Completing Code of Conduct Training in 2021 (office and non-office based) | 4,410 | 96% |
| Total U.S. Office-Based Employees Completing Code of Conduct Training in 2021 | 3,443 | 98% |

We realized it is more challenging for our non-office-based employees such as our drivers and warehouse workers to complete online training and have instituted enhanced communication to this employee population, including making our platform available via phone-based applications. See the Stakeholder Dialogue section of this report on page 6 for more details.

Additional training on topics such as Anti-Corruption, Antitrust, Information Security, and Conflicts of Interest is provided based on the risks and needs of the business. This training is provided either online or through in-person training provided in connection with sales and other company meetings.

**Compliance Risk Assessment and Third-Party Due Diligence**

In 2021, we worked with KPMG to conduct an enterprise risk assessment for our business. This risk assessment was focused on risks to the achievement of Veritiv’s strategic objectives and encompassed a wide variety of topics. KPMG interviewed our Senior Leadership Team and other leaders throughout the organization to determine key risks. Our Corporate Compliance Committee further reviewed these findings with a focus on the compliance implications of the key risks identified and action items to address these risks to be implemented throughout 2022 and beyond.

We have mapped compliance categories applicable to our business to the functional and business units responsible for each compliance area. The leaders within each of 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 CCO and Corporate Compliance Committee facilitate approval of policies and procedures and assist with coordination of risk mitigation efforts, including prioritization of activities and allocation of necessary resources.

Veritiv includes as part of its compliance training 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 the Supply Chain Stewardship section of this report beginning on page 20.
Oversight and annual review of these plans is managed by the Corporate customers, vendors, and suppliers. severity and probability of risks for each location, and key considering critical functions and operating systems, key vendors and Analysis, applicable to the type of incident and/or location involved, The program was developed utilizing an assessment, or Business Impact Management and Business Continuity Plan, the corporate enterprise plan that establishes the overall framework and describes how components of incident response.

Business Resilience and Continuity

We are committed to business continuity and the resilience of our operations. Veritiv has developed a business resilience program that is intended to respond 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 or pandemics, and data breaches as well as other events that may significantly impact our operations, people, financial health, or reputation.

The Veritiv Business Resilience Program is documented by our: (i) Incident Management and Business Continuity Plan, the corporate enterprise plan that establishes the overall framework and describes how components of the program interact, (ii) Site Plans specific to each Veritiv location, (iii) our Disaster Recovery Plan which is specific to information technology-related incidents, and (iv) our Corporate Communications Plan.

The Veritiv Business Resilience Program is designed to:

- identify those persons within Veritiv at both the corporate and site level who are responsible for incident response
- clarify how to determine what type of incident is involved
- designate notification procedures
- define procedures for interaction between the corporate and site teams
- summarize where to find guidance to prepare for and respond to specific types of incidents
- summarize key contact information that may be needed when an incident occurs

The program was developed utilizing an assessment, or Business Impact Analysis, applicable to the type of incident and/or location involved, considering critical functions and operating systems, key vendors and suppliers, severity and probability of risks for each location, and key customers, vendors, and suppliers.

Oversight and annual review of these plans is managed by the Corporate Incident Response Team, which consists of representatives from Risk Management, EHS, Information Technology, Operations, Corporate Communications, Legal, and Corporate Security. Plan execution is managed by Executive, Corporate, and Site teams. Our Manager of Risk Management meets periodically with our Regional Operations Leaders, Field EHS Managers, and other functional leaders to review, facilitate awareness, and encourage continuous improvement of our response plans.

In addition to serving as the foundation for our response to the COVID-19 pandemic, which is discussed in greater detail in the Health & Safety section of this report beginning on page 11, the Business Resilience Program was utilized to address a number of situations that arose due to the particularly volatile weather events that occurred in 2021. Below are two examples of how we were able to successfully manage adverse winter weather that produced uncharacteristically cold temperatures, snow, and ice events.

- When Texas experienced prolonged sub-freezing temperatures that crippled its power grid, communications were immediately established with the local Veritiv teams to facilitate Corporate Incident Response and emergency response support. Because our systems and collaboration tools enable remote work, our office employees were able to work remotely as soon as power was restored to their homes. On-site warehouse personnel used manual methods according to the site-specific business continuity plan to receive and ship inventory where possible to maintain customer service until power was restored.
- In January, a large section of the roof on our Portland, Oregon, facility collapsed during a record snowfall. Veritiv acted quickly to engage our disaster recovery partner to stabilize the structure and set up temporary power. We began servicing customers out of nearby facilities in Seattle, Salt Lake City, Livermore, and Sacramento. We also identified customer-dedicated inventory and worked with a disaster recovery company to access that inventory first as we stabilized the building. The team was able to transition back to full operations within seven days, and thanks to the team’s efforts, we did not experience customer service failures during that time.
**Information Security**

**Information Security Risk Oversight**

Our operations rely on secure Information Technology (IT) systems for data capture, processing, storage, and reporting. Veritiv’s Chief Information Officer (CIO), who is a member of the Senior Leadership Team, leads a team of information technology professionals who are responsible for developing and executing our overall IT strategy and managing Veritiv’s IT systems. Our Chief Information Security Officer (CISO), who reports to the CIO, oversees our information security risk management program. The CIO and CISO report regularly to the Senior Leadership Team regarding the status of IT projects and concerns, and the CIO provides an IT and cybersecurity update to the board at least twice per year. In 2021, we further enhanced our board’s information technology expertise by welcoming a new Board member with more than 30 years of experience as an Information Technology professional, including serving as Chief Information Officer for a large multi-national corporation.

**Information Security Risk Management**

Our 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 our IT security posture. Information security risks and projects to mitigate those risks are assessed by our IT Infrastructure, Network, and Information Security teams and are implemented where appropriate. Additionally, our Internal IT Audit Team conducts annual IT risk assessments.

Veritiv IT is audited twice per year by our internal audit team and twice per year by our external auditors. Our external auditor conducts a cybersecurity review inquiry as part of the year-end IT audit. We also conduct a network penetration test annually and any material items that are noted in that test are addressed in a timely manner. Our IT Control Framework is COBIT-based, and these controls govern Veritiv IT’s processes and procedures. As a business-to-business distribution company, Veritiv is not required to have a SOC 1, SOC 2, or ISO 27001 audit conducted.

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

**Information Security Training**

We offer IT security awareness training courses to our employees that address phishing, information security essentials, and travel security. The Introduction to Phishing course is included in new employee onboarding, and all three courses are available on request throughout the year. The Information Security Team sends out reminders via company-wide email and articles in our employee communications platform, Vibe, periodically throughout the year to keep IT security awareness top of mind with employees. Additionally, Veritiv conducts ongoing end-user IT security awareness training by sending out periodic phishing email tests to maintain employee IT security awareness of social engineering risks and how to safely handle emails, embedded links, and attachments.

**Personally Identifiable Information**

We collect personally identifiable information (PII) in our Human Resources system and have logical and physical controls to safeguard that data. Additionally, we collect some PII during normal business activities and recognize the importance of protecting customer and supplier PII such as email addresses and mobile phone numbers. We are committed to taking steps to protect PII from unauthorized access, usage, or disclosure by following globally recognized privacy standards and building privacy and data protection principles into our systems and processes.

We employ an IT controls framework that ensures it has the logical access, change management, and IT operations controls to protect the PII it collects. This framework includes the review of key IT service providers and SOC 1 Type 2 reports annually to assess their IT controls status.

Additionally, we employ email screening software that intercepts most emails that have a social engineering risk so the end-users do not receive them.

Our team members have an obligation to ensure that our confidential information and trade secrets are properly protected. Team members are entrusted to maintain the security and confidentiality of the information provided to them by the company, our customers, suppliers, and others.

**Privacy Policy**

Our Privacy Policy can be accessed on our website.
Social

Health and Safety

Veritiv’s Safety Programs

We are committed to providing all team members with a safe and healthy workplace and continuing to refine our culture of proactive safety. This commitment is confirmed in our EHS policy.

Our Target Zero approach symbolizes our goal of zero unrecognized and unresolved hazards that can lead to injuries. We strive to achieve that goal every day. Through Target Zero, we empower and engage all employees in proactive identification of workplace hazards and the development of practical solutions integrated with business operations.

Our SCORE (Stop, Consider, Observe, React, and Execute) safety initiative continued to improve safety results in 2021, helping to reduce injuries. The program facilitates simple communication to workers about 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, and Engage) continues to keep employees focused on safety fundamentals while operating MHE.

We continuously monitor the type of injuries and near miss incidents that occur so that we can adapt our safety training to address the most likely causes of injury. For example, based on our review of 2020 incidents, in 2021, we focused on reducing shoulder injuries and implemented our Healthy Shoulder initiative to focus on safe lifting, reaching, and stretching techniques that can be used to help mitigate injuries.

Safety Performance Data

In 2021, our Total Injury Rate (TIR)¹ for our operations in the U.S., Canada, and Mexico was 0.64. We reduced the number of injuries that meet the OSHA injury recordability criteria by 23% year over year, and the team achieved Veritiv’s lowest number of injuries in the company’s history.

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¹ TIR is calculated using the OSHA criteria for recordability and OSHA calculation methodologies. 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.
Safety Training

The required EHS training for our team members is determined based on the role of the individual and the risks encountered 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 keep employees engaged in learning. Conformance with training requirements is regularly assessed to ensure consistent execution.

Monthly electronic packets of materials are developed and assembled by the Corporate EHS team. The materials include safety and compliance activities, agenda items to guide the monthly safety meetings, safety updates and alerts, and a variety of relevant awareness materials for sharing and posting. The monthly safety materials packet is also used to prompt recurring training, focused initiatives, and periodic self-inspections. Each June, for example, we recognize National Safety Month. During the month, safety activities are presented each week that facilitate participation by all employees. Posters and toolbox talks support each week’s activities and foster the open dialogue that is important 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.

Transportation Safety

In 2020, we invested in truck safety technology to promote driver safety across our fleet. We installed inward- and outward-facing camera systems in all our trucks in the U.S. In 2021, we assessed the data collected from this technology and implemented a motor vehicle accident review committee, driver performance scorecard, and corrective action training program to help mitigate accidents.

On-Site Contractor Safety

We have a responsibility to ensure we utilize contractors and vendors who have demonstrated good safety performance and adhere to regulatory requirements. We also strive to inform contractors of hazards they may encounter while working on site, and we hold these contractors accountable to our safety program requirements.

Our Contractor Safety Program vets contract companies’ safety performance and insurance levels and requires contractors who will work on site to review our safety requirements and rules. We require all contractors to report all safety incidents to the Veritiv site coordinator immediately and establish measures to prevent recurrence of other incidents. We require all contractors to follow U.S. Centers for Disease Control and Prevention (CDC) guidelines related to COVID-19 and site-specific requirements.

Audits and Risk Assessments

An environmental health and safety audit is a systematic objective tool we use to assess regulatory compliance at our facilities. We use our audits to: (i) survey the workplace for hazards, (ii) identify what regulations apply to the facility, (iii) determine if workers are following environmental and workplace safety requirements, policies, procedures, and rules, and (iv) assess methods currently in place to ensure compliance.

We have implemented EHS audits to evaluate our facilities’ compliance status, including the following:

- Monthly EHS and Fire Protection checklists completed by the operation manager at each facility
- Annual EHS facilities audits conducted by the Regional EHS Manager covering the environmental and safety program, training completion, emergency response, fire protection, and driver qualification

COVID-19 Response

Throughout the COVID-19 pandemic, we have remained focused on protecting the health and safety of our employees, customers, and their families. Early in March 2020, we initiated our Corporate Incident Response Team, which quickly mobilized to manage the company’s response to the pandemic. We adopted safety measures and practices across our facilities to limit exposure to the virus and to enhance employee safety. We modified practices at our distribution centers and offices based on guidance from the CDC and local health and governmental authorities. These practices include social distancing, enhanced cleaning and disinfecting protocols, and use of personal protective equipment, as well as restricting all non-essential travel and using remote work wherever feasible.

In 2021, we implemented a vaccine incentive program to encourage vaccinations across the business. Additionally, to thank our employees for their contributions to the company’s success in managing through the COVID-19 pandemic by continuing to serve customers and meet business needs, we provided for the second consecutive year a cash bonus to employees who are not eligible for other bonus or commission programs.

In 2021, we also provided a one-time disaster relief assistance payment for U.S. and Canadian employees to help them with added costs they incurred due to COVID-19. Our employees have adapted to the changes in the work environment and have continued to manage our business successfully during this challenging time.
Attracting and Retaining Great People

Rewards and Benefits

We value the work our employees do each day to shape our success. We provide a Total Rewards package of pay and benefits to support the health and well-being of our employees and their families. The benefits provided to all our U.S. employees include the following:

- Medical Insurance (including a prescription drug plan)
- Dental and Vision Insurance
- Life Insurance
- Short Term Disability/Salary Continuance
- Long Term Disability
- 401(k) with generous matching program
- Tuition Reimbursement
- Holiday and Vacation
- Corporate Discounts
- Employee Referral Program

Veritiv employees in our non-U.S. locations are also offered a variety of benefits designed to address their needs similar to the above but modified to be consistent with customary standards applicable in each country.

Tuition Reimbursement

We are committed to assisting eligible employees in meeting their educational needs so they can increase their effectiveness on the job and their potential for career development within the company. In 2021, we sponsored the education of 24 employees, totaling approximately $90,000 in tuition assistance.

Our Compensation Philosophy

Our compensation philosophy is to design programs to foster an environment of collaboration, enthusiasm, and drive, with a passion for success and an expectation to win, to enable us to create a successful company that meets our commitments to shareholders, customers, and employees. We do this by:

- Aligning with Shareholders. The interests of our shareholders are important to us, and our programs and practices are intended to align the interests of our executive officers and other senior leaders with the interests of our shareholders.
- Driving a Pay for Performance Culture. We reward employees based on performance and their individual contributions that support our success, and we motivate employees to strive to exceed performance targets. The pay of our executive officers and other senior leaders is linked to key performance measures and financial results to align with our long-term vision and growth.
- Aligning with Competitive Practices. We pay competitively with similar companies to attract and retain key talent and outstanding leaders.
- Designing Cost-Effective and Affordable Programs. We design our compensation and benefit programs to be cost-effective and affordable.

The Annual Incentive Program (AIP) is Veritiv’s short-term annual incentive program for certain salaried employees. It is a target-type annual incentive program that pays out based on Company performance results achieved for the goals established each year and may vary by participant based on individual and/or business unit or function performance. For 2022, we have added a scorecard performance metric to our AIP program that considers Veritiv’s overall performance against a variety of metrics including our diversity, equity, and inclusion and safety objectives.

We also maintain a Long-Term Incentive (LTI) Program for our senior leaders under which target LTI awards are established annually for each participant. These award levels are based on market benchmark studies conducted periodically with the assistance of our outside compensation consultant and are subject to change from year to year based upon prevailing market practice, needs of the business, attraction and retention concerns, and other factors. Awards are made in the form of restricted share units and performance-based units that vest over time based on company performance and continued employment.
Pay Equity

Inequitable pay creates barriers not only for employees but also for the families and communities they support. Veritiv is committed to addressing these barriers through compensation policies and practices that reflect our values. Actions in support of that commitment include comprehensive pay equity assessments. Our compensation practices include continuous benchmarking based on the current market value of each role, identifying potential pay gaps, and making adjustments that will allow us to continue to drive equity and ensure that our employees have the opportunity to reach their full potential.

Internships

We offer paid internship opportunities in a variety of functions and settings. Our internship experiences are enhanced with professional development training, networking opportunities, community service projects, and opportunities to interact with senior leadership. Our internship program runs for nine weeks and includes:

- A two-day orientation
- Weekly professional development training
- Senior leadership interaction
- Community service projects
- Social events

This program culminates with end of program presentations to our senior leaders.

In 2021, we increased our intern class by 30% to 21 interns across 14 departments. The class consisted of 10 female and 11 racially diverse students. Six interns went on to join us as full-time employees.

Career Management

All employees participate in mid-year and annual performance reviews. Effective performance management allows us to establish clear goals aligned to our priorities, set clear expectations, and drive behavior aligned to our Veritiv Values and competencies, enabling a culture of continuous feedback and improvement, and supporting our pay for performance culture. Through the performance review process, each employee receives comprehensive feedback that includes the perspective of the immediate manager and feedback from the manager’s manager. This process provides a framework for recognition, encouragement, and improvement.

In 2021, we expanded our Talent Review process to assess potential further down in the organization leading to broader succession candidate identification throughout the organization. As part of this process, we identified successors for more than 80% of critical roles of which half included one or more diverse successors. Our Talent Review efforts culminated with a Senior Leadership Team review of talent and succession across the entire organization.

In 2021, we also launched the Chart Your Course channel on Vibe, allowing employees to explore different functions, roles, and pathways for careers at Veritiv as they think about growth and development towards their career aspirations. The Chart Your Course journey starts with each employee creating Individual Development Plans and Talent Profiles. It encourages regular one-on-one discussions between managers and employees to ensure alignment throughout the process. The channel also includes:

- Career Maps, which depict a visual journey of the pathway to target roles within functions
- Career Stories, which share insights and advice from fellow Veritiv colleagues through their unique career journeys
- Role Summary Cards, which explain responsibilities, background, skills, and personal traits necessary to be successful in a role

Of the 21 interns pictured, Andrew Coliano, Jacob Hudson, Luis Ramirez, Katie Pope, Shreya Patel, and Emma Kenfield became full-time Veritiv employees.
Training Needs Assessment

Training solutions are provided based on the prioritized talent needs of our business. The Global Learning and Development Team uses a learning needs assessment approach surveying both the end-user as well as the user’s leadership. Analysis of the survey data helps align the learning solution and approach with the largest professional learning and skill gaps.

Training Programs Offered

Veritiv provides numerous employee professional learning opportunities through various platforms.

<table>
<thead>
<tr>
<th>Training Programs Offered</th>
<th>Total Employee Attendance*</th>
<th>Total Training Hours</th>
<th>Training Hours per Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>236</td>
<td>18,821</td>
<td>78,321</td>
<td>14.18</td>
</tr>
</tbody>
</table>

*Some employees attended multiple learning opportunities

In addition to providing employees with training to ensure compliance with our Code of Business Conduct and Ethics and other company policies, we provide training to address job-specific and professional development opportunities.

Job-specific training solutions include topics such as:

- Inventory Management
- Chain of Custody
- Customer Business Reviews
- Product Training
- Inclusive Leadership
- Customer Service
- Commercial Driver Certification
- Digital Communication
- Prospecting Skills
- Individual Development Plans

Professional development programs include:

- **The Veritiv Leadership Academy** — A comprehensive, annual 60-day development program focused on Veritiv leadership competencies and skills
- **The ASCEND Program** — A 10-week foundational sales development program for new Sales Professionals, Specialists, and Sales Managers
- **The Elevate Program** — An 8-week sales development program for tenured Sales Professionals who need a refresher on job fundamentals
- **The SUMMIT Program** — A 12-week development solution for new-to-role Sales Managers and high-potential candidates who aspire to a future sales leadership role
- **The Rise Program** — A 9-week development solution for tenured Sales Managers to build on their skills in critical areas: coaching, collaborating, and leading
- **The Base Camp Program** — A 6-week program for sales onboarding supported by a learning lead with self-directed activities

LEAD Program

In 2021, we launched the first two cohorts of our LEAD (Leadership, Engagement and Advanced Development) Program to identify our top talent and prepare them for future leadership roles. The LEAD Program was designed in partnership with the Terry College of Business at the University of Georgia and is an instructional program, including two full weeks of in-person training conducted by professional educators in collaboration with our Senior Leadership Team.

Sustainability Training

We want to be a trusted partner that our customers can rely on to provide expertise and support in their own sustainability journeys. We have developed a micro-credential training series to educate our team with comprehensive sustainability knowledge. The training is designed to utilize both ExpandShare e-learning and instructor-led live sessions when it is launched in 2022. Through this training we will equip our sellers with the knowledge necessary to provide our customers with products and services that support their sustainability goals. The training topics include:

- **Sustainability & Corporate Social Responsibility**
  - Sustainability Definition
  - Definition of Sustainable Packaging
  - Corporate Sustainability Development Goals
  - Veritiv Sustainability Strategy Overview
  - Veritiv Sustainability Resources
- **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
- **Sustainable Product Offerings & Development**
  - Sustainability Attributes Overview
  - Sustainability Tools and Resources
- **Environmental Advertising Guidance and Best Practices**
Employment Practices

We maintain employment practices that comply with applicable laws and regulations in the geographies where we operate and that support the well-being of our employees. We document these practices in written policies that are accessible to all our employees through our Vibe communications channel.

Freedom of Association and Right to Collective Bargaining

As documented in our Human Rights Policy Statement, we recognize and respect our employees’ right to choose whether to join a labor union, participate privately in trade associations, and collectively bargain in accordance with local or national law. Discrimination and harassment for exercising these rights is prohibited.

Policy on Non-Discrimination

As documented in our Equal Employment Opportunity Policy, we provide equal employment opportunity to all employees and applications. Discrimination or any type of harassment of any Veritiv employee or job applicant because of any classification protected by law is prohibited. This policy applies to all aspects of employment from recruitment and hiring to development and compensation as well as promotion, discipline, and discharge.

Work-Life Balance, Remote Work, and Dependent Care

We recognize that remote work arrangements may be important to provide employees flexibility while maintaining work responsibilities and business objectives as well as supporting personal and professional development. To this end, we have provided many of our office-based workers with the opportunity to work remotely for a portion of the work week. We will evaluate these practices periodically with a focus on meeting business and customer demands as well as employee needs. As part of our benefit package, our U.S. employees may choose from several benefits options including utilizing a Dependent Care Flexible Spending Account.

Use of Temporary Labor

We utilize a limited amount of temporary labor from time to time as needed to support our operations; however, we directly employ over 97% of our U.S. workforce.

Diversity, Equity, and Inclusion

Our Commitment and DE&I Oversight

We believe it is essential that we provide an environment in which every individual is valued and every voice is heard. We are committed to creating a workforce that reflects the diversity of our stakeholders in communities globally where we live and work, and to creating opportunities for women and underrepresented populations, including individuals with diverse abilities, Black, Indigenous, and People of Color (BIPOC), and LGBTQIA+.

We are initially focusing our efforts by addressing gender representation globally and racial and ethnic representation in the U.S. as certain employee data is not available outside of the U.S. due to data privacy constraints.

In 2021, we appointed a Director of Diversity, Equity, and Inclusion (DE&I) who reports to our Chief Sustainability Officer and provides regular reporting to our Senior Leadership Team regarding the company’s DE&I initiatives. Our Chief Sustainability Officer reports to the Board regarding the status of our DE&I initiatives.

To support our DE&I initiatives, we became a signatory to two pledges that demonstrate our commitment to the advancement of equitable and inclusive practices within our workplaces and throughout our communities. As a signatory, we collaborate with other organizations to develop solutions that support our DE&I goals.

- ATL Action for Racial Equity leverages the power of our corporate headquarters’ business community to advance racial equity through collective impact. We are proud to join this critical, multi-year effort to address the pervasive effects of systemic racism in the community and workplace. In support of this pledge, we are committed to carrying out targeted actions, tracking our progress, and sharing lessons learned as we strive to leverage our size and scale to make Metro Atlanta a more vibrant, equitable, and inclusive region.

- CEO Action for Diversity & Inclusion™ aims to rally the business community to advance diversity and inclusion within the workplace. The CEO pledge outlines a specific set of actions the signatory CEOs will take to cultivate a trusting environment where all ideas are welcomed, and employees feel comfortable and empowered to have discussions about diversity and inclusion.

“To leverage the size and scale of the metro Atlanta business community and create positive, measurable change, taking targeted action and sharing lessons learned will be critical. The playbooks provided by the ATL Action for Racial Equity and the Metro Atlanta Chamber will provide an invaluable resource — a framework for companies to utilize regardless of where we are on our racial equity journeys. We are proud to support this ongoing effort to elevate diversity, equity, and inclusion as a core business value to accelerate the growth of our economy and ensure our communities thrive.”

– Sal Abbate, Chief Executive Officer
In addition to standing with others who are committed to racial equity, we embrace diversity, equity, and inclusion as core values in the success of our business, the growth of our economy, and the future of our community.

Our strategic DE&I pillars serve as the framework for our strategy to deliver the best experience for our employees, our customers, and our communities.

- **Engage**: Create an employee experience that celebrates diverse people and perspectives, including a focus on talent acquisition and talent management.
- **Equip**: Create a culture that encourages constant and relevant learning, providing team members with the necessary tools for future growth opportunities by aligning training and development, including leadership development, with our DE&I strategy.
- **Empower**: Cultivate team member confidence through a "One Team" perspective that grows diverse and innovative leaders including developing a diverse talent pipeline through mentoring, sponsorship, and coaching.

**DE&I Training**

We provide training to our leaders and all employees to advance an understanding of the importance of building a diverse, equitable, and inclusive culture and to provide the tools necessary to ensure our DE&I principles are meaningfully applied across our organization. This training includes:

- **Unconscious Bias** training for Senior Vice Presidents
- **DE&I Micro-learning** for people leaders covering a wide range of topics, including Allyship, Emotional Intelligence, Leading with Empathy, Leadership Agility, and The Difference Between Equality & Equity
- **Inclusive Leadership** for all employees to better understand the six signature traits of an inclusive leader: Commitment, Courage, Cognizance of Bias, Curiosity, Cultural Intelligence, and Collaboration. With more than 50% of our managers completing Inclusive Leadership, we look forward to continuing our training efforts on an ongoing basis.

**DE&I Assessment**

To listen and best understand the voice of our employees, we engaged PricewaterhouseCoopers (PwC) to assist us in designing and implementing a DE&I initiative focused on our strategic priorities. The comprehensive scope of this engagement included the following key activities:

- **Current State Assessment** to provide feedback on stakeholder sentiments, provide insight into Human Resources Census Data and DE&I processes, and to compare results to industry best practices and peer group benchmark data
- **Define Leadership’s DE&I Priorities** to drive leadership awareness of current state finding, identify opportunities for change, and align on DE&I priorities to drive actionable recommendations for ongoing DE&I strategy
- **Design and Development** of Veritiv-specific three-year roadmap and team structure recommendations

By engaging PwC in our DE&I initiative, it is our intent to better understand the perspective of our employees to create a more equitable and inclusive workforce. In 2022, we will finalize the DE&I strategy and begin to execute on the following four key themes identified in the current state assessment process. We are also including for the first time as part of our Annual Incentive Program for 2022 an objective to increase representation of underrepresented groups.

- Create a consistent and clear DE&I strategy with actionable steps to create a unified approach to DE&I.
- Enhance the employee experience of historically marginalized employee populations.
- Increase representation of women and Black, Indigenous, and People of Color in leadership roles and throughout our organization.
- Create and maintain a robust pipeline of diverse talent, specifically racial- and gender-focused efforts.

**WORKFORCE STATISTICS (as of December 31, 2021)**

<table>
<thead>
<tr>
<th>Global Representation</th>
<th>Female</th>
<th>Male</th>
<th>People of Color*</th>
<th>Race/Ethnicity Undisclosed</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Total Workforce (6,106 Employees)</td>
<td>31%</td>
<td>69%</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>% Hourly (1,781 Employees)</td>
<td>5%</td>
<td>95%</td>
<td>35%</td>
<td>3%</td>
</tr>
<tr>
<td>% Salaried Non-Management (3,499 Employees)</td>
<td>44%</td>
<td>56%</td>
<td>19%</td>
<td>5%</td>
</tr>
<tr>
<td>% Management** (825 Employees)</td>
<td>30%</td>
<td>70%</td>
<td>18%</td>
<td>3%</td>
</tr>
</tbody>
</table>

* People of Color 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.
Planned Initiatives

During 2021, we surveyed our employees to determine their interest in establishing Employee Resource Groups (ERGs) and developed the framework under which ERGs would operate within Veritiv. Based on the feedback we received, in 2022, with the full support of our CEO and Senior Leadership Team, we will launch our very first ERGs to support our efforts to enhance our employee experience. These groups will provide likeminded employees a way to connect over a shared background and experience, as well as provide an opportunity for employees to learn and grow through allyship. Each group is open to both employees who identify with shared communities and their allies.

Our ERGs will follow the 4C Operating Model introduced by Dr. Robert Rodriguez of DRR Advisors LLC in 2008: Career, Culture, Commerce, and Community.

CAREER

All employees are provided an opportunity to enhance their skills through professional development efforts with initiatives aimed at developing leadership competencies and future leaders.

CULTURE

ERGs have a positive impact on employee experience and company culture by enhancing the employee’s sense of pride and knowledge. Employee engagement and retention are improved by deepening employees’ connection to the company's vision and values.

COMMERCE

In addition to building a stronger workforce, ERGs can also help to drive business and profits by providing insight, fostering innovation, and broadening the corporate vision with sustainable solutions.

COMMUNITY

Research shows that ERGs can positively impact the community through volunteer programs, active involvement in community programs, and/or through volunteer initiatives that help showcase the company's vision, mission, and values. We look forward to seeing our ERGs contribute to the success of our employees and the organization as we move forward.

While we are making progress in the DE&I space, we recognize that there is significantly more work to be done and look forward to implementing our multi-year DE&I roadmap.

Our DE&I efforts are not only focused on our employees but also on increasing diversity throughout our supply chain. Please see Diversity Within Our Supply Chain on page 20 of this report.

Human Rights Policy

Veritiv is committed to respecting and supporting human rights across our businesses globally and within our supply chain. That commitment is set forth in our Human Rights Policy Statement and further embedded in our Code of Business Conduct and Ethics and Supplier Code of Conduct.

Community Engagement

At Veritiv, giving back to our community is not simply a value-add, it is a core responsibility, one that contributes to the well-being of our people, our business, and our planet. Driven by our core values and Veritiv Connects, our community and philanthropy program, Veritiv proudly partners with Junior Achievement, the American Red Cross, and Girl Scouts. We focus our efforts on corporate giving and employee volunteer efforts to help shape the success of the hundreds of communities where we live and work.

Objectives of Community Initiatives

Primary Focus Areas

• Learning: We value workforce readiness and programs that support talent development and prepare individuals for careers in distribution solutions and beyond. An educated and skilled workforce is essential for our success.

• Healthy Living: Prosperous, healthy, and sustainable communities are important to us, to our customers, and to society. We deliver support where we can make the biggest difference. In support of these primary focus areas, we are proud to continue our partnerships with Junior Achievement and the American Red Cross, providing in-kind donations, monetary support, and Veritiv volunteer teams.

Community Programs

American Red Cross: Our team members volunteer with the American Red Cross to aid in relief efforts from hurricanes, tornadoes, wildfires, and other natural disasters. As we were together but separated again throughout 2021, Veritiv utilized our new Matching Gift program to raise tens of thousands of dollars to support disaster relief in direct response to Hurricane Ida and Midwest and Southern tornadoes. Looking forward, we will continue to engage with the Red Cross’ “Sound the Alarm” campaign, where the American Red Cross installs free smoke alarms and helps families create escape plans in at-risk communities.

Junior Achievement: We partner with Junior Achievement in support of our Learning focus area to provide public middle and high school students with the knowledge and skills they need to plan for their futures. Teams of Veritiv employees volunteer at the Georgia-based Junior Achievement Discovery Centers (Gwinnett and Atlanta), where students are able to 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. For the third year Veritiv employees across 15 states 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.

**Girl Scouts:** At Veritiv, our power is in our people. In 2021, skills-based volunteerism played a critical role in connecting Girl Scouts to real-world experiences during the COVID-19 pandemic. In partnership with Girl Scouts of Greater Atlanta, we were able to host 96 girls virtually at an exclusive Science of Design event. During the event, Girl Scouts learned about our design process (including the design of a cookie box!) and heard about “a day in the life” of esteemed female STEM professionals. Employees also participated in the Girl Scouts–Arizona Cactus-Pine Council STEM Expo, where girls drop-tested boxes and were treated to a tour of one of our packaging design studio facilities. We also funded the Girl Scouts Outreach Program for a second year. This program allows girls from under-resourced communities to participate in scouting experiences at no cost.

**Volunteering**

We empower our employees across North America to take ownership of pressing needs in their local communities. Teams work closely together and enjoy giving back time and talents whenever possible to local community organizations. In 2021, our teams supported local and national organizations by way of event sponsorships and donation drives for immediate needs. Recipient charities included but are not limited to: St. Jude Children’s Research Hospital, Miami Resource Mission, Discover A Star Foundation in California, over a dozen homeless shelters throughout Texas, Iowa Ronald McDonald House Charities, City of Hope Cancer Treatment Center, and Toys for Tots in Florida, Georgia, and California.

**One Veritiv Fund:** Funded by employee and company contributions, the One Veritiv Fund provides immediate short-term financial relief to eligible Veritiv employees who have suffered significant hardship as a result of unforeseen events such as natural disasters, medical emergencies, or military deployment. Leila W. received support from One Veritiv Fund after becoming the unexpected custodian of her niece and nephew, and she said: “Thank you to those who contribute, as you don’t know how much this meant to my family. No one knows when tragedy will strike, and it is amazing to be able to have a source to ask for help.”

**Veritiv Charitable Giving Fund and Employee Matching Gift Program:** Giving back to our community is a core responsibility for Veritiv, so it is important we support charitable organizations making an impact on our communities including those that are meaningful to our employees. In 2021, we contributed $1.5 million to the Veritiv Charitable Giving Fund through which we will support 501(c)(3) charitable organizations as well as match dollar-for-dollar the amount employees personally contribute up to a certain limit (through 2022) to approved organizations in the U.S.

**Lobbying and Political Contributions**

To date, Veritiv has not been engaged in lobbying or made political contributions and has no plans at this time to do so.
Supply Chain Stewardship

Standards Applicable to Our Suppliers

All Veritiv suppliers are expected 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 main areas of ethical sourcing:

- **Workplace, labor, and human rights**: Veritiv’s Commitment to Protect Human Rights is set forth in our Human Rights Policy and is further incorporated in our Supplier Code of Conduct. We select suppliers who embrace our Veritiv values and expect our suppliers to be accountable to social impact requirements such as elimination of child labor, livable wages, workers’ compensation insurance, and reasonable work hours.

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

- **Environment**: We require suppliers to comply with all applicable environmental laws, including those relating to hazardous materials, wastewater, solid waste, and air emissions.

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

In 2021, we launched an effort to obtain a signed acknowledgment of our Supplier Code of Conduct from our largest suppliers. We obtained signatures from suppliers representing more than 25% of our total product spend, confirming adherence to our code or confirming that the supplier follows principles in the suppliers’ own code of conduct that are consistent with the Veritiv code. We will continue to reach further into our supplier base during 2022 and beyond to obtain signed acknowledgments.

Supplier Assessment and Compliance

We reserve the right to audit and investigate our suppliers’ and their supply chains’ compliance with our Supplier Code of Conduct and may void or terminate contractual obligations with a supplier for non-compliance.

We initially focused our supplier assessment efforts on geographies that were considered as higher risk for compliance failures and have utilized a well-established supplier assessment process for suppliers located in Asia since 2010.

In 2021, we expanded our supplier assessment focus and developed a new supplier evaluation process for our U.S.-based suppliers incorporating quality, social, and environmental responsibility and risk assessment. The evaluation was modeled using broadly accepted requirements for social and environmental responsibility. The process audits our supplier compliance to key ESG attributes and drives Key Performance Indicators for readiness, compliance, and risk. The surveys will give us insights into both new and existing suppliers. We are focusing first on our largest suppliers as measured by amount of spend with a target to complete an assessment of our top 100 suppliers representing approximately 70% of all products we purchase by the end of 2023.

We are also a member of Sedex Advance, an online platform for managing and sharing responsible sourcing data. As a Sedex member, we are part of a collaborative platform for driving supply chain responsibility and sustainable business practices. Sedex is one of the world’s leading ethical trade service providers, working to help companies improve their sustainable business practices and source responsibly in global supply chains.

Additionally, Veritiv has a team of customs compliance professionals that support our supply chain operations by ensuring that Veritiv remains compliant with import and export rules and regulations governing international trade. This team screens suppliers and vendors located outside the United States against the U.S. Department of Commerce Consolidated Screening List.

Diversity Within our Supply Chain

We are committed to sourcing quality products and services for our customers and for our own use. To fulfill that commitment, we rely on strong alliances with a wide base of suppliers and contractors who perform at the highest quality standards. Seeking diversity within our supply base adds value to our supply chain by proactively seeking out small businesses, small, disadvantaged businesses, women-owned small businesses, HUBZone small businesses, veteran-owned small businesses, and service-disabled veteran-owned small businesses.

Working fairly and effectively to ensure success of our suppliers and contractors, we:

- Evaluate products and services on their merits, giving impartial consideration to all suppliers
- Award contracts based on highest quality, best delivery and most competitive cost
- Review the performance of our suppliers and contractors to enhance their ability to provide products and services that exceed industry standards
- Assure inclusion of all small business categories as part of our procurement opportunities

In 2021, we sourced the following spend as part of our supplier diversity program:

<table>
<thead>
<tr>
<th>Category</th>
<th>Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women-Owned small business</td>
<td>$146,334,548</td>
</tr>
<tr>
<td>Small Disadvantaged business</td>
<td>$51,294,921</td>
</tr>
<tr>
<td>Veteran-Owned small business</td>
<td>$29,206,808</td>
</tr>
<tr>
<td>Service-Disabled Veteran small business</td>
<td>$1,744,229</td>
</tr>
<tr>
<td>HUBZone small business</td>
<td>$4,521,589</td>
</tr>
</tbody>
</table>
ENVIRONMENT

Our 2021 Focus Areas

As a leading North American distribution solutions company, we recognize that our businesses have an impact on the environment. The efficiencies of our products and operations contribute to reducing those environmental impacts and managing our environmental risks, including those related to climate change, by seeking to reduce greenhouse gas emissions and water use.

In 2021, we focused on three key foundational elements of our environmental program: (i) determining Veritiv’s carbon footprint and greenhouse gas reduction goals, (ii) reducing our facilities’ impact on the environment, and (iii) developing an ISO 14001 certified Environmental Management System.

Determining our Carbon Footprint and Greenhouse Gas (GHG) Reduction Goals

In 2021, we partnered with Engie Impact to determine Veritiv’s carbon emissions. We assessed Scope 1 and Scope 2 emissions as part of this review using 2020 as our base year. We also performed a peer analysis to provide context for this emissions data.

<table>
<thead>
<tr>
<th>Total Location-based Emissions Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Scope 1 Emissions</td>
</tr>
<tr>
<td>Total Scope 2 Emissions</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emissions Breakdown by Site Type and Region (MTCO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Types</td>
</tr>
<tr>
<td>Fleet</td>
</tr>
<tr>
<td>Office</td>
</tr>
<tr>
<td>Store</td>
</tr>
<tr>
<td>Warehouse</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

We have established a goal to reduce our total Scope 1 and Scope 2 emissions by 50% (from the 2020 base line year levels above) by 2030.

The results of our assessment confirmed that the majority of our GHG emissions result from the operation of our fleet. As a distribution company, the majority of our business involves moving products by road and therefore requires the operation of a significant delivery network. We operate a modern fleet of trucks with technology and industry best practices in place to promote fuel efficiency, such as: speed limited to 65 MPH, auto shut down after five minutes of idle, and automated transmissions.

We also utilize a centralized Routing Center to plan the most efficient delivery routes on a nightly basis. Our logistics team uses advanced routing software to create an optimal delivery plan and holds our drivers accountable for making deliveries in the order in which they were planned. This enables the more efficient routing of our trucks which reduces miles driven, fuel used, and emissions.

We are 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.

We are proud to have reduced total fuel consumption in 2021 by 6% from prior year, which totals almost 210,000 gallons of fuel conservation. This is due in part to our focus on routing efficiency. Through delivery optimization, we were able to remove 22 trucks and 74 trailers from the fleet during 2021.

In 2021, Veritiv partnered with Penske to pilot an electric truck in Downey, California. We ran the truck for almost nine months and travelled over 10,000 miles and 400 hours. The truck performed well overall and based on the success of the pilot we are going to test another electric truck early in 2022 to compare performance. We are also looking into the feasibility of setting up charging infrastructure at some of our sites in California and purchasing electric trucks as current leases expire in 2023.
Facilities Operations

Resource Efficiency

Within our facilities we apply continuous improvement principles that we advise our customers to apply — finding ways to eliminate waste and reduce energy consumption. Veritiv takes a strategic approach to reducing our buildings’ impact on the environment. We aim to improve energy efficiency across our operations through retrofit projects and the use of efficient equipment and technologies. Veritiv also partners with ENGIE Impact to assess and optimize our energy and water usage in all North American facilities. In 2021, we:

• Reduced our total footprint by nearly 1.1 million sq ft, including a reduction of 14 buildings
• Consumed 39M kilowatt-hours (kWh), a reduction of 5% from 2020
• Installed 10 High Volume Low Speed (HVLS) fans to reduce energy use by circulating air to regulate temperature in warehouses
• Removed 434 pieces of material handling equipment (MHE) from the MHE fleet in 2021
• Reduced our energy consumption from .27kWh/sq ft in 2020 to .26 KwH/sq ft in 2021

We invest in training and tools for our team to provide recommendations on the best environmentally sustainable practices. We conduct these same business exercises in our facilities, as well as provide recommendations to our customers.

• Analyze facility solutions purchases against LEED® standards and identified products that have sustainable alternatives.
• Conduct in-depth facility assessments and provide recommendations to facility managers that identify the proper allocation of people and commercial cleaning supplies, through our elite team of Certified LEAN Advisors.
• Advise use of environmentally preferable cleaning products certified by UL ECOLOGO®, Green Seal®, and/or SaferChoice.

Waste Management and Recycling

In 2021, we focused on expanding recycling and have now implemented recycling programs at all our U.S. warehouse locations. In 2022, we will look to optimize these programs through increased employee communications and training and continue to work with outside partners to seek recycling solutions. Our goal is to increase our diversion rate to 30% by 2023. Our 2021 accomplishments include:

• All our U.S. warehouses now have a recycling program
• We centralized management of recycling for all facilities
• We identified diversion rate as the best metric to track performance
• We developed an office recycling communication plan

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

Environmental Management System

In 2021, we developed an Environmental Management System (EMS) in accordance with International Standards Organization (ISO) 14001:2015 requirements. An EMS is a set of processes and practices that enable an organization to reduce its environmental impacts and increase its operating efficiency. We completed an assessment of environmental impacts and developed mitigation, training and audit procedures as part of the program. We piloted our EMS at our Norcross, Georgia, facility during 2021 and will complete the audit certification process in 2022.

As we are a distributor, we do not use the same level of energy or water that a manufacturer would, so improvements in those areas are not as impactful for Veritiv. Based on our review, we determined that focusing on facilities where we have hazardous waste would be the most meaningful for Veritiv. We are targeting to implement the EMS at 10 of our U.S. facilities in 2022 and to have the EMS implemented at all our U.S. facilities that meet our focus criteria by 2026.

Working with Our Suppliers

We also recognize that our supply chain has impacts on the environment. Please see the Supply Chain Stewardship section of this report on page 20 for information regarding oversight of our suppliers’ environmental responsibilities.

Providing Clean Drinking Water

Pregis Inspyre Program

In 2021, Veritiv’s purchases of Inspyre packaging products helped provide access to clean drinking water to over 2,500 people and earned Veritiv a Pregis Inspyre Award for our commitment to giving back and helping others. The award recognizes our role in providing access to safe and clean drinking water through the Uzima Clean Water Mission.
**OUR PRODUCTS AND SERVICES**

*Environmental Impacts of Products*

Veritiv is a full-service provider of packaging, JanSan and hygiene products, services, and solutions. We strive to offer our customers a suite of products and services that support our customers’ sustainability goals. We realize that sustainability involves much more than the particular attributes of a product and must include an overall solution that provides real value by reducing waste, increasing efficiency, supporting health, and enhancing brand value. Our global sourcing capabilities, design and testing expertise, and the knowledge of our team allows us to understand our customers’ needs and offer holistic solutions supporting broader sustainability goals.

**Our Approach**

To provide the right products for each of our customers’ needs, we:

- Research, design, and develop cost-effective packaging and cleaning solutions that minimize environmental impact
- Align with industry-leading manufacturers to bring new and innovative sustainable packaging products to market faster
- Identify new products through material-neutral packaging expertise and sourcing that creates a noticeable difference in environmental impacts
- Recommend cleaning products and procedures to reduce waste and create healthier indoor environments

During 2021, we worked to identify products within our existing portfolio that contain one or more of a limited number of sustainability attributes. We also sought to expand the number of sustainability attributes we captured in our system and expand our portfolio with additional products with such sustainability attributes. We introduced more than 5,000 new SKUs in 2021 that include one or more of these sustainability attributes. Based on the sustainability attributes we identified, we estimate that for 2021, approximately 40% of our revenue was obtained from the sale of products with one or more sustainability attributes.

A few of the product certifications we identified include:

- **FSC®** (Forest Stewardship Council®)
- **PEFC®** (Programme for the Endorsement of Forest Certification)
- **SFI®** (Sustainable Forestry Initiative®)

Chain of Custody certification is an important sustainability attribute. Veritiv manages three Chain of Custody certification programs for responsible forest management. These certifications strengthen supply chain assurance and the connections between sustainable forests, traceability, and responsible sourcing of wood-fiber products. Certified Veritiv print brands include Endurance® Printing Paper, nordic+® Select, and Starbrite® Opaque Select.

Veritiv sells products certified to the following Chain of Custody certifications:

<table>
<thead>
<tr>
<th>FOREST STEWARDSHIP COUNCIL® (FSC®)</th>
<th>PROGRAMME FOR THE ENDORSEMENT OF FOREST CERTIFICATION (PEFC)</th>
<th>SUSTAINABLE FORESTRY INITIATIVE® (SFI®)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="FSC Certification" /></td>
<td><img src="image" alt="PEFC Certification" /></td>
<td><img src="image" alt="SFI Certification" /></td>
</tr>
</tbody>
</table>

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, Cradle to Cradle, Green E, RPA 100%, UL EcoLogo, and UL Green Guard. 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.
We will continue to further refine our procedures for determining sustainability attributes and capturing data from our suppliers as we strive to provide our customers with a comprehensive portfolio of sustainable product options and the necessary information to support clear, accurate reporting.

Examples of some of current product offerings:

- **CORRUGATED**: Corrugated blends strength and sustainability. The average corrugated box is made with 50% recycled content, and over 95% of all corrugated in the U.S. is recycled.
- **TUFflex® High Recycled Content Bubble Wrap**: Innovative cushioning solution made with at least 90% post-industrial recycled materials without sacrificing protective performance.
- **EarthSense® Stretch Film**: Recycled content stretch film produced with 50% recycled content; 25% post-consumer resin and 25% post-industrial resin.
- **Petoskey Plastics® Green PE Shrink Film**: Collation shrink bundling film produced with 50% post-consumer recycled content.
- **Sealed Air® Jiffy® Padded Mailers**: Robust all-purpose, paper fibre cushioned mailer, constructed from a heavy-duty kraft with a uniform inner padding that provides excellent cushioning protection.
- **Revolution Bag® Can Liners**: Produced from a closed-loop recycling process in which agricultural films are gathered from farms and washed and recycled to produce PCRpro, a high-quality resin.
- **KC RightCycle**: Innovative program is a groundbreaking service that enables the collection of previously hard-to-recycle items, such as nitrile gloves, safety eyewear, and single-use apparel items, and have them turned into new consumer goods.
- **Sigma Vanish® Stretch Film**: State-of-the-art stretch film utilizes Eclipse™ technology to bio-assimilate beginning two years after production to become a food source for micro-organisms.
- **CoolPac® Max Shippers**: Recyclable insulated mailers and box liners that provide thermal retention for up to 60 hours for cold chain shipments.
- **Pac Worldwide® EcoJacket™ Mailers**: Curbside recyclable, lightweight protective paper padded mailers made from recyclable natural kraft paper.
- **IPG Curby Mailer**: Curbside recyclable paper mailer cushioned with HexcelWrap™ honeycombed cushioning system.
- **Better Earth™ Bamboo Food Service Containers**: Made of fast-growing bamboo, which is a sustainable renewable alternative to petro-chemical based products.

**Collaborating with Our Customers and Industry Organizations to Bring Innovative Solutions**

In 2021, we joined two organizations to provide additional support for our packaging sustainability efforts, NextWave Plastics and the Sustainable Packaging Coalition. NextWave Plastics is a consortium of multinational technology and consumer brands gathering in the spirit of collaboration and transparency to rapidly decrease the volume of plastic litter entering the ocean by developing the first global network of ocean-bound plastic supply chains. The Sustainable Packaging Coalition is a membership-based collaborative focused on making packaging more sustainable.

Some examples of how we work with our customers to develop innovative packaging solutions that support the customers’ sustainability goals are noted below.

**Delivering Style and Sustainability with SONOS**

Developing premium packaging has all too often required making sacrifices with sustainability, but Sonos, the world’s leading sound experience company, is proving the two can go hand in hand. By partnering with Veritiv, Sonos designed and executed a refined, environmentally responsible package for their new Roam speaker that delivers moments of joy for customers, along with accolades and bottom-line results for their business.

By working in harmony from ideation through manufacturing over the course of 20 months, Sonos and Veritiv co-created an innovative package that delivers multiple moments of joy for consumers and raises the bar on sustainability.

Customers and industry experts alike are raving over the memorable unboxing experience, attention to detail, and reduced environmental impact of the packaging. In fact, the Sonos team estimates that the redesigned packaging will remove 62,000 kilograms of plastic from the company’s supply chain within the first calendar year alone — all without compromising the lasting impressions Sonos is known for.
Tackling Ocean-Bound Plastics with Dell

Veritiv partnered with Dell Technologies on sustainable packaging solutions, including the IT industry’s first ocean-bound plastic packaging, contributing to Dell’s goal to use 100% recycled or renewable materials in its packaging by the year 2030. Veritiv works with customers to expand their use of recycled ocean-bound plastic to additional packaging applications and offer this sustainable material option to other customers seeking alternatives to virgin plastic packaging.

Impact of Products on Health and Hygiene

Product Safety Management and Customer Support

We are committed to providing high quality and safe products from our manufacturing and supplier partners (“Supplier” or “Suppliers”) to our customers. There are times, however, when our suppliers discover that one or more of their products does not meet established quality standards. In these instances, the Supplier may make a formal request for us to discontinue distribution of the affected product and assist them in removing the affected product from commerce.

As a distributor of our suppliers’ goods, we are required to have processes and procedures in place that help safeguard the public from the unintended distribution of unsafe or mislabeled products into the marketplace. We have implemented a Market Withdrawal and Product Recovery Plan to act quickly, efficiently, and effectively to remove the affected product from the marketplace and Veritiv locations when necessary to protect public health and safety. We audit our plan by conducting mock recalls across the business on an annual basis.

We use a third-party SDS management database system to collect, store, and distribute Safety Data Sheets. This system provides tracking, labeling, managing, and reporting on chemical inventory and classifications. Customers have access to review and print SDS for all products we offer.

Products that Support Health and Hygiene

Cleaning is no longer just for appearances; it has a real and tangible effect on the health of employees, customers, and guests. Veritiv Advisors have helped countless satisfied customers learn how to properly clean their facility to help reduce illness, increase productivity, and break the chain of cross infection.

Along with Reliable Brand®, our private line of comprehensive cleaning and hygiene solutions, we have deep relationships with the world’s best facility supply companies.

Our expert advisors help customers select from a wide variety of janitorial and sanitation products that help support their health, safety, and sustainability goals.

Product Solutions

- Chemicals
- Towel and Tissue
- Skincare
- Cleaning Tools and Equipment
- PPE
- Touchless Restroom
Services that Support Sustainability

Packaging Design and Testing

We work with clients to reduce waste in their packaging. Through our network of Packaging Design Centers, we can identify new sustainable products and facilitate a first-to-market advantage.

We have a dedicated team of packaging designers, working in five design centers and three studio centers, who support our customers in making packaging and manufacturing processes more sustainable. We utilize continuous improvement methodologies to develop product and service recommendations.

Sustainable Materials
- Access to a wide variety of established and emerging reusable, recycled/recyclable, and renewable materials
- Use of sustainable materials through creative design solutions
- Source and design materials from local suppliers to minimize logistics impact
- Complete Design for Manufacturing (DFM) capabilities for all sustainable materials

Design and Engineering
- Right sizing and light weighting
- Productivity improvement
- Footprint and freight optimization (ocean/air/truck)
- Damage and return minimization
- Ships in Own Container (SIOC) and Frustration-Free Packaging (FFP) implementation and measurement

Testing
- Four International Safe Transit Association (ISTA)-certified testing labs globally to complete standard testing procedures
- Amazon Packaging Support and Supplier (APASS) Network-approved to provide services beyond just testing
- Metrology Lab works to use experimental data to develop and validate materials and processes
- In-house prototyping capabilities
- Total supply chain profile analysis and evaluation

Life Cycle Analysis Tools

Our Sustainable Packaging Optimization Software Application, COMPASS®, is a cradle-to-grave analysis that calculates environmental impacts associated with all stages of a package's life cycle, including:
- Manufacturing
- Conversion
- Distribution
- End-of-life
Facility Solutions Consultation Services

We partner with LEED certification consultants, property managers, and property owners in order to streamline the LEED certification process for our customers. Our customers can gain up to 25% of the points needed for LEED certification through our green cleaning services. Our ISSA certified High-Performance Building Advisors are trained to help build a full green cleaning program that suits the certification needs of specific clients.

- Green cleaning policy: Veritiv has built a template that provides a structure to develop a combined green cleaning policy and program plan compliant with LEED requirements.

Read more about our green cleaning services in our LEED Whitepaper, which can be accessed on our website.

Product Quality Management

We are committed to meeting customer expectations by:

- Consistently delivering solutions on time while conforming to customers’ quality requirements
- Driving continual improvement to achieve operational excellence

We are a distributor. Our operations do not include manufacturing of products. However, we do offer services such as kitting and packaging design in select locations.

To ensure we uphold our quality commitments to our customers, we have developed a Quality Statement and have available a Quality Management System (QMS) toolkit based on ISO 9001 requirements that may be implemented at identified locations in response to specific customer needs.

The following locations have certified their QMS to ISO 9001:2015 standards:

- Veritiv locations in Valley View (Cleveland), OH, Livonia (Detroit), MI, Grand Rapids, MI, and El Paso, TX hold ISO 9001:2015 certified quality management systems.

ABOUT THIS REPORT

Information provided in this report is given as of and for the year ended December 31, 2021, unless otherwise stated.

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. Where possible, the words “believe,” “expect,” “anticipate,” “continue,” “intend,” “should,” “will,” “would,” “planned,” “estimated,” “potential,” “goal,” “outlook,” “may,” “predicts,” “could,” or the negative of such terms, or other comparable expressions, as they relate to the Company or its business, 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 operating results, performance, business plans, prospects, guidance 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, 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 the risks and other factors described under “Risk Factors” in our Annual Report on Form 10-K for the year ended December 31, 2021, and in the Company’s other publicly available reports filed with the Securities and Exchange Commission (“SEC”). Such risks and other factors, which in some instances are beyond the Company’s control, include: adverse impacts of the COVID-19 pandemic; 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 any of our significant customers; inability to realize expected benefits of restructuring plans; 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 highly 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; increasing interest rates; our ability to refinance or restructure our debt on reasonable terms and conditions as might be necessary from time to time; 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; changes in tax laws; adverse results from litigation, governmental investigations or audits, or tax-related proceedings or audits; regulatory changes and judicial rulings impacting our business; the impact of adverse developments in general business and economic conditions as well as conditions in the global capital and credit markets on demand for our products and services, our business including our international operations, and our customers; foreign currency fluctuations; inclement weather, widespread outbreak of an illness, anti-terrorism measures and other disruptions to our supply chain, distribution system and operations; our dependence on a variety of information technology and telecommunications systems and the Internet; our reliance on third-party vendors for various services; cybersecurity risks; and other events of which we are presently unaware or that we currently deem immaterial that may result in unexpected adverse operating results. The Company is not responsible for updating the information contained in this report beyond the published date.
Information provided in this report was informed by the recommendations of the Sustainability Accounting Standards Board (SASB) Multiline and Specialty Retailers & 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**

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<th>Accounting Metric</th>
<th>Code</th>
<th>Veritiv Disclosure</th>
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<tr>
<td><strong>Energy Management in Retail &amp; Distribution</strong></td>
<td>(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable</td>
<td>CG-MR-130a.1</td>
<td>See page 22 for total kilowatt-hours consumed</td>
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<tr>
<td><strong>Data Security</strong></td>
<td>Description of approach to identifying and addressing data security risks</td>
<td>CG-MR-230a.1</td>
<td>See page 10</td>
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<td></td>
<td>(1) Number of data breaches, (2) percentage involving personally identifiable information, (3) number of customers affected</td>
<td>CG-MR-230a.2</td>
<td>No identified data breaches</td>
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<td><strong>Labor Practices</strong></td>
<td>Average hourly wage and percentage of in-store employees earning minimum wage, by region</td>
<td>CG-MR-310a.1</td>
<td>See page 13 for general compensation practices</td>
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<td></td>
<td>Voluntary and involuntary turnover rate for in-store employees</td>
<td>CG-MR-310a.1</td>
<td>Voluntary turnover rate across all locations and functions for 2021 was 13.6%</td>
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<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with labor law violations</td>
<td>CG-MR-310a.3</td>
<td>Veritiv does not disclose this data.</td>
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<tr>
<td><strong>Workforce Diversity &amp; Inclusion</strong></td>
<td>Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees</td>
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<td>See page 17</td>
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<tr>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with employment discrimination</td>
<td>CG-MR-330a.2</td>
<td>Veritiv does not disclose this data.</td>
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<tr>
<td><strong>Product Sourcing, Packaging &amp; Marketing</strong></td>
<td>Revenue from products third-party certified to environmental and/or social sustainability standards</td>
<td>CG-MR-410a.1</td>
<td>See page 23 for estimated percentage of sales from products with one or more sustainability attributes</td>
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<tr>
<td></td>
<td>Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products</td>
<td>CG-MR410a.2</td>
<td>See page 22 regarding Veritiv Environmental Management System for Veritiv facilities See page 25 regarding product safety management</td>
</tr>
<tr>
<td></td>
<td>Discussion of strategies to reduce the environmental impact of packaging</td>
<td>CG-MR-410a.3</td>
<td>See pages 23-26</td>
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