

# Our Goals Scorecard

## 2017 Progress

Target date 2025 unless otherwise noted: baseline 2015

 <p><b>SAFETY</b>  <b>Goal:</b> Reduce our OSHA recordable incident rate by 25%  <b>Progress:</b> 2% reduction from 2015 baseline</p>	 <p><b>CERTIFIED FIBER</b>  <b>Goal:</b> Increase purchases of certified virgin fiber by 25%  <b>Progress:</b> No change from baseline</p>	 <p><b>FINANCIAL HEALTH</b>  <b>Goal:</b> Maintain an investment grade credit rating  <b>Progress:</b> Maintained investment grade credit rating</p>
 <p><b>DIVERSITY &amp; INCLUSION</b>  <b>Goal:</b> Increase participation in our Employee Resource Groups (ERG)  <b>Progress:</b> ERG's formed in Atlanta, GA; continued programming activities in other locations</p>	 <p><b>CHAIN-OF-CUSTODY</b>  <b>Goal:</b> Certify all our wholly owned manufacturing facilities across the globe by 2018  <b>Progress:</b> 85.5% of wholly owned facilities certified</p>	 <p><b>SUPPLIER CONDUCT</b>  <b>Goal:</b> Ensure suppliers comply with the WestRock Supplier Principles of Conduct  <b>Progress:</b> Developed online affirmation for 3rd-party suppliers</p>
 <p><b>COMMUNITIES</b>  <b>Goal:</b> Give back to the communities where we live and work  <b>Progress:</b> Employee Relief Fund received 270 applications and provided grants totaling more than \$560,000 in FY17</p>	 <p><b>GREENHOUSE GASES</b>  <b>Goal:</b> Reduce our CO2e emissions by 20% per ton of production  <b>Progress:</b> 5% intensity reduction, 10% absolute reduction</p>	 <p><b>CUSTOMERS</b>  <b>Goal:</b> Provide outstanding customer service and measure performance through customer surveys  <b>Progress:</b> Met target; increased "fully engaged" customers</p>
 <p><b>EMPLOYEE ENGAGEMENT</b>  <b>Goal:</b> Increase and measure employee engagement through periodic surveys  <b>Progress:</b> Surveyed 33,000 employees with an 88% employee response rate; 67% favorable</p>	 <p><b>ENERGY EFFICIENCY</b>  <b>Goal:</b> Increase energy efficiency of purchased fuels by 10% per ton of production  <b>Progress:</b> 1% improvement, 6% reduction in fossil fuel use</p>	 <p><b>INNOVATION</b>  <b>Goal:</b> Apply sustainable design principles to our product development work  <b>Progress:</b> 46% of new products launched in 2017 included a defined sustainability benefit</p>
 <p><b>ETHICS</b>  <b>Goal:</b> Conduct annual ethics and compliance training  <b>Progress:</b> 10,700 employees completed Code of Conduct training and our annual Compliance certification</p>	 <p><b>WASTE RECYCLING</b>  <b>Goal:</b> Establish waste reduction teams at our largest facilities by the end of 2018  <b>Progress:</b> No change in waste minimization teams</p>	 <p><b>CERTIFIED OFFICE PRODUCTS</b>  <b>Goal:</b> Increase our purchases of certified office products  <b>Progress:</b> Change in corporate supplier required restatement of goal. Progress update in FY18</p>
 <p><b>SUPPLIER DIVERSITY</b>  <b>Goal:</b> Increase spend with minority-owned businesses and suppliers  <b>Progress:</b> Exceeded FY17 supplier diversity goal (5%) with total spend being 5.4% of our total supplier spend</p>	 <p><b>WATER USE</b>  <b>Goal:</b> Map the water use in our most water-intensive manufacturing operations by 2018  <b>Progress:</b> Completed water reduction plans for mills in VA and FL that use groundwater</p>	 <p><b>CERTIFIED LAND</b>  <b>Goal:</b> Increase the amount of land certified to internationally recognized forest management standards  <b>Progress:</b> Over 200,000 acres certified since 2015</p>