



















## Sustainability Goals Scorecard

### 2017-2018 Sustainability Goals

[westrock.com/sustainability](http://westrock.com/sustainability)

 <p><b>SAFETY</b>  <b>Goal:</b> Reduce our OSHA recordable incident rate by 25 percent  <b>Progress:</b> 1.4 percent reduction from 2015 baseline. Additionally, we reduced serious injuries, which we call life changing events, by 19 percent from FY17 to FY18.</p>	 <p><b>CERTIFIED FIBER</b>  <b>Goal:</b> Increase purchases of certified virgin fiber by 25 percent  <b>Progress:</b> 3.6 percent increase in certified fiber purchases since 2015</p>	 <p><b>FINANCIAL HEALTH</b>  <b>Goal:</b> Maintain an investment grade credit rating  <b>Progress:</b> Maintained investment grade credit rating since the formation of WestRock in 2015</p>
 <p><b>DIVERSITY &amp; INCLUSION</b>  <b>Goal:</b> Increase participation in our Employee Resource Groups (ERG)  <b>Progress:</b> No change from baseline</p>	 <p><b>CHAIN-OF-CUSTODY</b>  <b>Goal:</b> Certify all our wholly owned fiber-based manufacturing facilities across the globe by 2018  <b>Progress:</b> 85.8 percent of global facilities are chain of custody certified</p>	 <p><b>SUPPLIER CONDUCT</b>  <b>Goal:</b> Ensure suppliers comply with the WestRock Supplier Principles of Conduct  <b>Progress:</b> Developed an online affirmation process for our third 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 provided 270 grants totaling more than \$560,000 in FY17 and 390 grants totaling more than \$1.1 million in FY18</p>	 <p><b>GREENHOUSE GASES</b>  <b>Goal:</b> Reduce our CO<sub>2</sub>e emissions by 20 percent per ton of production  <b>Progress:</b> 5.8 percent intensity reduction; nine percent absolute reduction since 2015</p>	 <p><b>CUSTOMERS</b>  <b>Goal:</b> Provide outstanding customer service and measure performance through customer surveys  <b>Progress:</b> Continued increase in Gallup customer engagement score and percentage of fully engaged customers in FY17 and FY18</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 percent employee response rate in FY17. Conducted Pulse survey in FY18 with an 86 percent response rate</p>	 <p><b>ENERGY EFFICIENCY</b>  <b>Goal:</b> Increase energy efficiency of purchased fuels by 10 percent per ton of production  <b>Progress:</b> Four percent decrease in energy efficiency since 2015 due to changes such as replacing coal with natural gas.</p>	 <p><b>INNOVATION</b>  <b>Goal:</b> Apply sustainable design principles to our product development work  <b>Progress:</b> Launched 18 new products with defined sustainability benefits in FY17 and 26 in FY18</p>
 <p><b>ETHICS</b>  <b>Goal:</b> Conduct annual ethics and compliance training  <b>Progress:</b> 10,700 employees completed annual online Code of Conduct training and compliance certification in FY17. 12,600 employees, 98 percent of those required, completed online training and certification in FY18.</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> Waste minimization efforts are ongoing</p>	 <p><b>CERTIFIED OFFICE PRODUCTS</b>  <b>Goal:</b> Increase our purchases of certified office products  <b>Progress:</b> We changed corporate office suppliers and are reevaluating the goal</p>
 <p><b>SUPPLIER DIVERSITY</b>  <b>Goal:</b> Increase spend with minority-owned businesses and suppliers  <b>Progress:</b> Established relationships with 2,500 diverse suppliers resulting in a total spend of \$840 million</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 Virginia and Florida that use groundwater in 2018</p>	 <p><b>CERTIFIED LAND</b>  <b>Goal:</b> Increase the amount of land certified to internationally recognized forest management standards  <b>Progress:</b> More than 350,000 acres certified since 2015</p>