



Veritiv Emergency Preparedness

Veritiv's Data Center, Database and Security Services

This Veritiv team is responsible for ensuring that all systems hardware, and databases used to support our customers are well managed, secure, and have proper disaster recovery plans built. All of the key systems that are used to support our customer processes and capabilities are housed in our data center in the greater Atlanta, Georgia area. Monitoring is performed 24x7 by Veritiv employees as well as our data center provider, AT&T. Our database team supports the ongoing storage, backup, and recovery of all of our critical data on a 24x7 basis. Veritiv also takes security very seriously and has established a dedicated group of individuals to ensure our systems and data are well protected.

Each Veritiv Customer Service Center (CSC) has a local documented business disruption plan. CSC management has also worked with Information Technology (IT) to implement tools and plans to reroute business transactions from any CSC to its designated backup CSC, in the event of a local disruption. This capability has been successfully employed during actual disruptive events; hurricane, blizzard, etc.

Each Veritiv Supply Chain warehouse has a locally documented business disruption plan and process to shift their customer order fulfillment to its designated backup warehouse in the event of a local event. As with the CSC's, this capability has been successfully employed during actual disruptions. Each of the local CSC, warehouse and FSC plans includes local and Veritiv Corporate call lists that correspond to their business organization and requirements. The local plans also include timelines for disaster notification, declaration and business resumption activities. Disaster recovery plans are also in place for individual server failures.

While in times of disaster, immediate relief is of utmost importance. We at Veritiv feel that we can make the most important contribution supporting the full potential of our distribution network to aid in the relief efforts and assist families, communities and businesses as they rebuild. We also believe safety and preparedness are essential to our Employees and communities. Veritiv supports the American Red Cross and other non-profit entities with corporate and employee donations. See below for two press releases related to our efforts.

<https://ir.veritivcorp.com/newsroom/press-releases/Press-Release-Details/2019/Veritiv-donates-humanitarian-services-vehicle-to-American-Red-Cross-to-aid-in-emergency-assistance-and-disaster-relief/default.aspx>

<https://ir.veritivcorp.com/newsroom/press-releases/Press-Release-Details/2018/Veritiv-to-Donate-31000-Rolls-of-Toilet-Paper-to-Love-Rolls-Inc-for-National-Toilet-Paper-Day/default.aspx>

On product support, in general, with approximately 150 distribution centers across the United States, Veritiv is well positioned to support state agencies, local government and all political subdivisions in an emergency situation. As we operate our own fleet of trucks with our own employed drivers, we can provide emergency related supplies. Some of the common emergency supplies we can provide fall under our Facility Supplies segment offering. These



include but not limited to hand soaps and sanitizers, can liners, waste receptacles, brooms/mops/buckets, disposable gloves, caution tape, batteries, cleaning chemicals (disinfectants/sanitizers/degreasers), electrostatic sprayers, personal protection equipment (PPE) including general purpose and medical grade face masks, isolation gowns, eyewear, ear wear, headwear, footwear, and safety vests. Whether there are earthquakes, tornados, floods, hurricanes, blizzards, chemical spills or human diseases, Veritiv can be a valuable and committed supplier.

To view our full core catalog of facility supply products, click on our E-catalog link on the attached:

<https://www.veritivcorp.com/government#>

In each of our statewide contracts, we have points of contacts with customer service representatives as well as sales support that individual state users can reach out to in order to procure emergency related supplies.



For more details on this plan, please reach out to Joe Gurzenda at 717-215-4249.