

Kansas City and Chicago Investor Meetings

July 7-8, 2016



FORWARD-LOOKING STATEMENTS

• All presentations contain certain forward-looking information within the meaning of the Private Securities Litigation Reform Act of 1995. The words "may," "will," "expect," "intend," "estimate," "anticipate," "aspiration," "objective," "project," "believe," "continue," "on track" or "target" or the negative thereof and similar expressions, among others, identify forward-looking statements. All forward looking statements are based on information currently available to management. Such forward-looking statements are subject to certain risks and uncertainties that could cause events and the Company's actual results to differ materially from those expressed or implied. Please see the disclosure regarding forward-looking statements immediately preceding Part I of the Company's Annual Report on the most recently filed Form 10-K. The company assumes no obligation to update any forward-looking statements.

REGULATION G

• These presentations may include certain non-GAAP financial measures like EBITDA and other measures that exclude special items such as restructuring and other unusual charges and gains that are volatile from period to period. Management of the company uses the non-GAAP measures to evaluate ongoing operations and believes that these non-GAAP measures are useful to enable investors to perform meaningful comparisons of current and historical performance of the company. All non-GAAP data in the presentation are indicated by footnotes. Tables showing the reconciliation between GAAP and non-GAAP measures are available at the end of this presentation and on the Greif website at www.greif.com.



Greif overview and strategy



Best customer service company in industrial packaging

Mitigate risk through a diverse, global portfolio Comprehensive packaging provider, with leverage to the industrial economy

Reliable earnings and cash flow generation

Share price growth and substantial and secure dividend yield¹

Undergoing Transformation to regain market credibility and improve operations

A GLOBAL LEADER IN INDUSTRIAL PACKAGING





Rigid Industrial Packaging & Services



Paper Packaging & Services



Flexible Products & Services



Land Management

2015 Revenue: **\$2,586M**

2015 Revenue: **\$676M**

2015 Revenue: **\$323M**

2015 Revenue: **\$32M**

Founded in 1877 - Diversified Business with a Global Platform



2015	2016	2017	
Embarked on Transformation	New direction:	(\$M)	RUN RATE COMMITMENTS
ProcessCompleted	New leadershipCustomer service	Net Sales	\$3,500
portfolio reviewHeld Greif's first	excellence	Gross Profit SG&A	\$720 - \$730 \$345 - \$355
Investor DayPublished 2017 Transformation	Execution discipline	Operating Profit Before Special Items ¹	\$365 - \$385
commitments		Free Cash Flow ²	\$205 - \$225

2017 Transformation OPBSI Commitment is intact and updated only for F/X change

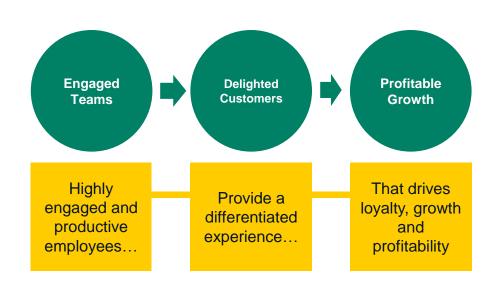


VISION:

In Industrial Packaging, be the best performing customer service company in the world

Three strategic priorities:

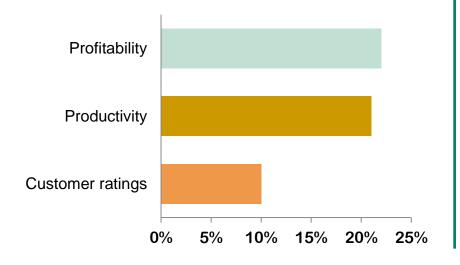
- Building teams aligned to value delivery
- Customer service excellence
- Achieving transformational performance



Our vision is founded in the service-profit chain



Gallup survey findings: Higher engagement leads to better performance¹

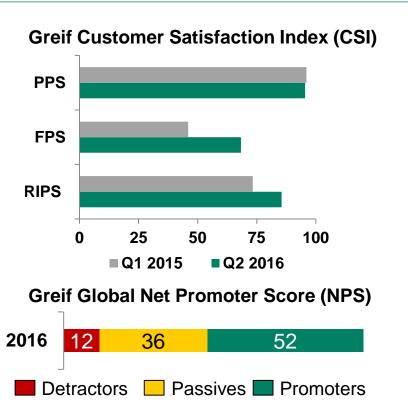


- New leadership team
- Colleague engagement
- Culture of accountability with incentives aligned to value creation



Our vision is founded in the service-profit chain





- Performance metrics
 - Customer Satisfaction Index
 - Net Promoter Score
- Studies indicate direct correlation to an increase in customer loyalty to profitable growth¹



Our vision is founded in the service-profit chain



Optimize and strengthen the portfolio

- 22 divestitures and 13 closed operations
- Targeted growth:
 - 21% volume growth global Intermediate Bulk Containers (IBC)¹
 - 28% revenue growth Paper Packaging specialty products¹
- New facilities:
 - Germany IBC/reconditioning plant
 - Saudi Arabia steel drum plant
 - CorrChoice sheet feeder



Great progress made on the Transformation commitments



Expanding margins through fundamental operating improvements

- 19.6% = Trailing four quarter gross profit margin
- Disciplined execution of commercial excellence, supply chain and operational excellence
- Pursuing quality of market share over quantity and enhancing product mix for profitability



Great progress made on the Transformation commitments



Fiscal discipline

- 2X improvement¹ in anticipated Free Cash Flow between 2015 and 2016
- \$84M reduction in SG&A between 2014 and 2015, \$30-\$35M reduction in 2016
- Cost control mechanisms implemented for sustainability



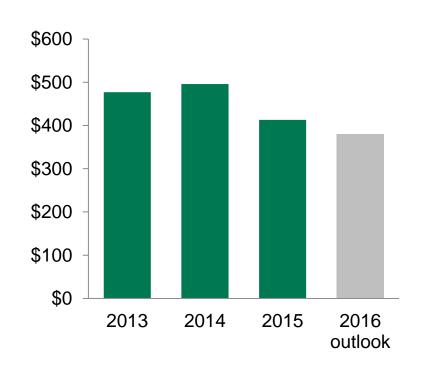
Great progress made on the Transformation commitments



Financial review



Annual SG&A expense (\$M)

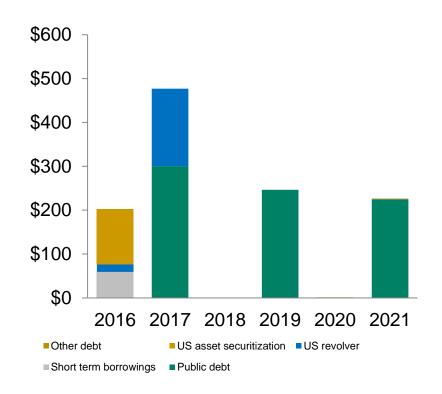


- Sustainable SG&A reductions implemented
- Additional, but smaller, opportunities exist
- Improved culture of accountability





Debt profile (\$M) at April 30, 2016



- Total debt of \$1.1B as of Q2 2016
 - Leverage ratio of 2.6 of Q2 2016
 - Target leverage ratio of 2.0 2.5X coming out of 2017
- Declining debt profile
 - \$300M in senior notes due in 2017; exploring multiple refinancing options available due to low leverage, improved results and strong balance sheet
 - Business needs funded through operating cash flows and working capital management
- Near term capital allocation priorities
 - Fund maintenance and capital projects
 - Pay dividend
 - Pay down debt



Greif 2014 and 2017 financial ratios

	2014 Actual	2017
Gross Profit	19.1%	20.0%
SG&A	11.7%	10.0%
Operating Profit before Special Items ¹	7.5%	10.0%
Operating Working Capital ²	9.7%	< 7.5%

Greif's trailing four quarter gross margin percentage = 19.6%



TRACKING TO 2017 TRANSFORMATION COMMITMENTS



Greif 2017 consolidated Transformation commitments

(\$M)	2017 run rate commitments: June 10, 2015	2017 run rate commitments: June 24, 2016
Net Sales	\$3,831	\$3,500
Gross Profit	\$760 – \$770	\$720 – \$730
SG&A	\$375 – \$385	\$345 – \$355
Operating Profit before Special Items ¹	\$375 – \$395	\$365 – \$385
Free Cash Flow ²	\$225 – \$235	\$205 – \$225

Greif 2017 consolidated Transformation Operating Profit Before Special Item commitment updated for foreign exchange changes only





(\$M)	2017 run rate commitments: June 10, 2015	2017 run rate commitments: June 24, 2016	Trends
Net Sales	\$887	\$640	Weaker containerboard
Gross Profit	\$195 – \$205	\$152 – \$162	pricing and higher fiber costs year to date
SG&A	\$50 – \$55	\$46 – \$51	
Operating Profit before Special Items ¹	\$145 – \$150	\$106 – \$111	



Network performance helping to offset a challenging environment



(\$M)	2017 run rate commitments: June 10, 2015	2017 run rate commitments: June 24, 2016	Trends
Net Sales	\$315	\$290	Instilling a sense of
Gross Profit	\$55 – \$65	\$43 – \$53	urgency to fix underperforming
SG&A	\$45 – \$50	\$38 – \$43	operations
Operating Profit before Special Items ¹	\$10 – \$15	\$5 – \$10	



Accelerating the pace of change at FPS



(\$M)	2017 run rate commitments: June 10, 2015	2017 run rate commitments: June 24, 2016	Trends
Net Sales	\$2,605	\$2,544	Accelerating gross profit
Gross Profit	\$495 – \$505	\$506 – \$516	improvement
SG&A	\$280 - \$285	\$256 – \$261	Focused on quality of
Operating Profit before Special Items ¹	\$215 – \$220	\$250 – \$255	market share over quantity of market share



RIPS is getting back to basics and showing upside



(\$M)	2017 run rate commitments: June 10, 2015	2017 run rate commitments: June 24, 2016	Trends
Net Sales	\$24	\$26	Steady performance
Gross Profit	\$5 – \$15	\$4 – \$14	
SG&A	\$0 - \$5	\$0 - \$5	
Operating Profit before Special Items ¹	\$5 – \$10	\$4 – \$9	



Greif's land position offers opportunities beyond sustainable timber harvesting



Q2 2016 earnings highlights

Q2 2016 FINANCIAL PERFORMANCE HIGHLIGHTS



	Q2 2016	Q2 2015
Net Sales After Divestitures and Currency Translation ¹	\$874	\$875
Operating Profit	\$83	\$51
Operating Profit Before Special Items ²	\$79	\$73
Net Income Attributable to Greif, Inc.	\$31	\$21
Net Income Attributable to Greif, Inc. Before Special Items ²	\$28	\$32
Class A Earnings Per Share	\$0.53	\$0.35
Class A Earnings Per Share Before Special Items ²	\$0.47	\$0.53
Free Cash Flow ³	\$69	\$2

Note: A reconciliation of the differences between all non-GAAP financial measures used in this presentation with the most directly comparable GAAP financial measures is included in the appendix of this presentation.

¹ A summary of the adjustments for the impact of divestitures and currency translation is set forth in the GAAP to Non-GAAP Reconciliation Net Sales to Net Sales Excluding the Impact of Divestitures and Currency Translation in the financial schedules that can be found in the appendix of this presentation.

² A summary of all special items that are excluded from net income attributable to Greif, Inc. before special items, the earnings per diluted Class A share before special items and operating profit before special items is set forth in the appendix of this presentation.

³ Free cash flow is defined as net cash provided by operating activities less cash paid for capital expenditures.

2016 FULL YEAR GUIDANCE IMPROVED AT Q2 2016



	Guidance @ 3/7/2016	Guidance @ 6/8/2016
Class A EPS per share (\$/sh)1	\$2.10 – \$2.40	\$2.20 – \$2.46
Capital expenditure (\$M)	\$99 – \$124	\$99 – \$124
Free Cash Flow (\$M) ²	\$125 – \$150	\$130 – \$160
Restructuring expense (\$M)	\$15 – \$25	\$20 – \$30
GAAP tax rate	39% – 41%	39% – 41%

Factors contributing to guidance:

The company's fiscal year 2016 earnings and free cash guidance have been revised higher as of June 8, 2016 as Transformation activities are expected to more than offset the impact of a sluggish global economy and weaker containerboard environment.

¹ Class A earnings per share excluding special items. Special items include restructuring charges, acquisition-related costs, timberland gains, non-cash asset impairment charges and gain on disposal of properties, plants, equipment and businesses, net. No reconciliation of the fiscal year 2016 Class A earning per share guidance, a non-GAAP financial measure which excludes gains and losses on the sales of businesses, timberland and property, plant and equipment, acquisition costs and restructuring and impairment charges, is included in this release because, due to the high variability and difficulty in making accurate forecasts and projections of some of the excluded information not being ascertainable or accessible, we are unable to quantify certain amounts that would be required to be included in the most directly comparable GAAP financial measure without unreasonable efforts.

² Free cash flow is defined as net cash provided by operating activities less cash paid for capital expenditures.



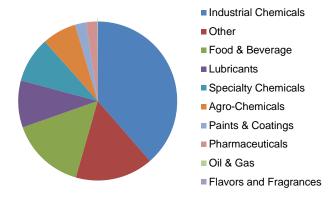
Appendix

RIPS AMERICAS: 72 FACILTIES LOCATED ACROSS TWO CONTINENTS GREIF

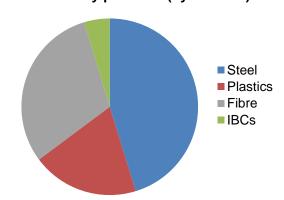




RIPS NA: Key end markets (by revenue)



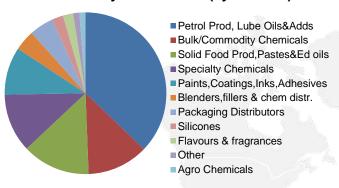
RIPS NA: Key products (by revenue)



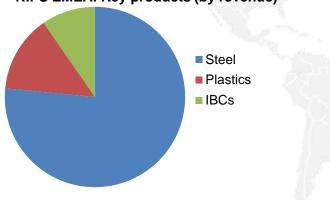
RIPS EMEA: GLOBAL REACH AND SCALE



RIPS EMEA: Key end markets (by revenue)



RIPS EMEA: Key products (by revenue)



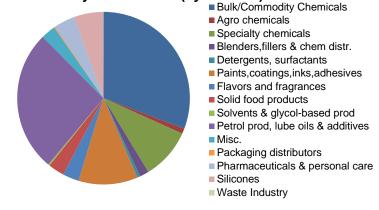


APAC: EXPANDING REACH ACROSS COUNTRIES AND PRODUCTS

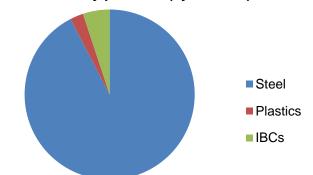




RIPS APAC: Key end markets (by revenue)

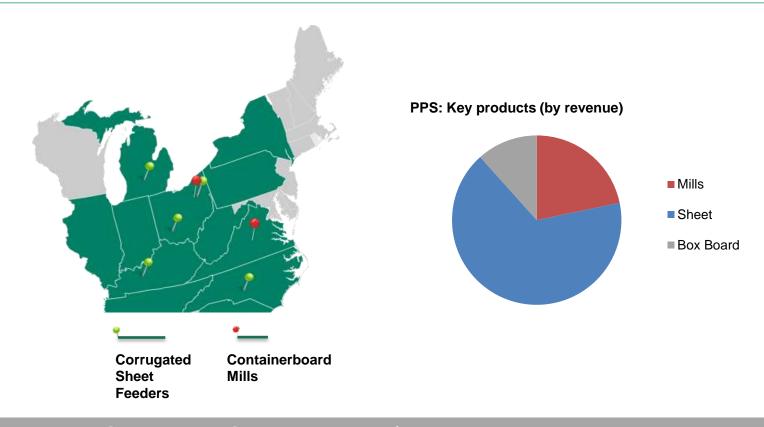


RIPS APAC: Key products (by revenue)



PAPER PACKAGING: NEWER NETWORK, SOLID RETURNS





Since 2009, PPS has invested over \$200M in our 7 operations

2017 COMMITMENT ASSUMPTIONS



- Assumed market growth rate of 0-1%
- Raw material costs assumed flat against current indices in the markets in which we participate
- Major raw material price increases are passed to customers through price adjustment mechanisms in contracts or otherwise with customary delay
- The FX impact was calculated using actual year to date FX rates in 2016 through April and the assumption that the rates remain constant at the April rates through the remainder of the year
- Salary/wage increase assumed at historical rates
- For purposes of calculation of run rate free cash flow exiting 2017, we have assumed an effective cash tax rate range of 37-40%
- Cap-Ex at \$90 120M
- \$75-85M restructuring costs estimated for 2015-17 period
- · All divestitures completed by the end of FY2016; no material acquisitions

EXECUTIVE COMPENSATION TIED TO SHAREHOLDER RETURNS

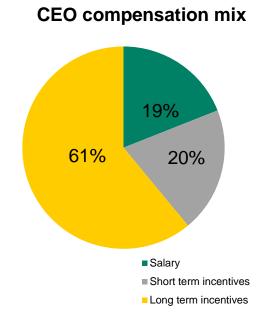


Incentive plans

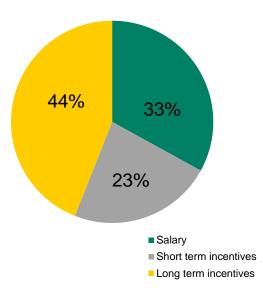
- Short term incentive is based on Return on Net Assets
- Long term incentive considers three year performance periods and is based on EBITDA

Insider purchasing

 Insiders have purchased more than 110,000 shares on the open market since announcing Transformation in January 2015



Named executive officer mix



Incentives are aligned to the shareholder experience and based on profitability

GAAP TO NON-GAAP RECONCILIATION:





(Dollars in Millions)

	Three mon Apri				
	2016	2015	•	rease) in Sales (\$)	(Decrease) in Net Sales (%)
Net Sales	\$ 839.6	\$ 915.9	\$	(76.3)	(8.3%)
Impact of Divestitures	21.6	40.7			
Net Sales excluding the impact of divestitures	\$ 818.0	\$ 875.2			
Currency Translation	(55.7)	N/A			
Net Sales excluding the impact of divestitures					
and currency translation	\$ 873.7	\$ 875.2	\$	(1.5)	(0.2%)

	Six month Apri				
	2016	2015	•	rease) in Sales (\$)	(Decrease) in Net Sales (%)
Net Sales	\$ 1,611.0	\$ 1,818.2	\$	(207.2)	(11.4%)
Impact of Divestitures	42.1	90.2			
Net Sales excluding the impact of divestitures	\$ 1,568.9	\$ 1,728.0			
Currency Translation	(134.1)	N/A			
Net Sales excluding the impact of divestitures					
and currency translation	\$ 1,703.0	\$ 1,728.0	\$	(25.0)	(1.4%)

GAAP TO NON-GAAP RECONCILIATION:





s	59.2 24.2 (2.9) 2.3 82.8 2.9	\$	25.8 27.1 (5.3) 3.5 51.1 6.4 0.5		56.6 45.4 (6.0) 4.4 100.4	\$	46.0 55.2 (14.1) 29.4 116.5
\$	24.2 (2.9) 2.3 82.8 2.9	S	27.1 (5.3) 3.5 51.1	_	45.4 (6.0) 4.4 100.4	\$	55.2 (14.1) 29.4 116.5
5	24.2 (2.9) 2.3 82.8 2.9	\$	27.1 (5.3) 3.5 51.1	_	45.4 (6.0) 4.4 100.4	5	55.2 (14.1) 29.4 116.5
=	(2.9) 2.3 82.8 2.9	_	(5.3) 3.5 51.1 6.4		(6.0) 4.4 100.4	=	(14.1) 29.4 116.5
=	2.3 82.8 2.9	=	3.5 51.1 6.4		4.4	=	29.4 116.5
=	2.9	=	51.1		100.4	=	116.5
	2.9		6.4	1		=	
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_	2.5				4.3		
_			0.5				8.8
=							0.5
=			0.4		3.4		1.2
	5.4	-	7.3		7.7	-	10.5
	-						
	0.1		-		0.1		0.2
		-				_	0.2
			-		-		(24.3)
	-			_		-	(24.3)
	1.7		4.8		38.5		4.9
			0.5		1.5		0.5
					0.8		(0.7)
	1.7	_			40.8	-	4.7
et:		_			10.0		
	(9.6)		10.7		(9.7)		9.5
	4-1-5		(0.1)		4		(0.1)
							(0.8)
	4		(0.9)		4		(1.3)
	(4.4)		(0.0)		(0.0)		(110)
	(10.7)		9.7	- 0	11.6)		7.3
	(10.17)	-					7.0
	54.3		47.7		89.8		69.4
							56.1
							(14.4)
			6				3.8
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YTD GAAP TO NON-GAAP RECONCILIATION:

SELECTED FINANCIAL INFORMATION EXCLUDING THE IMPACT OF DIVESTITURES

(Dollars in Millions)



	Three months ended			Twelve months ende October 31				
	October 31			2015				
	2015		2	014	2	015	2	014
Operating profit (loss):								
Rigid Industrial Packaging & Services	\$	10.9	\$	46.7	\$	86.4	\$	170.1
Paper Packaging		32.6		41.4		109.3		125.8
Flexible Products & Services		(12.8)		(56.2)		(36.6)		(78.6
Land Management		1.4		5.6		33.7		32.0
Total operating profit (loss)		32.1		37.5		192.8		249.3
Restructuring charges:								
Rigid Industrial Packaging & Services		9.2		3.8		29.6		9.6
Paper Packaging		1.2		-		2.2		
Flexible Products & Services		2.8		1.8		8.1		6.5
Land Management		0.1		-		0.1		
Total restructuring charges	-	13.3		5.6		40.0		16.1
Acquisition-related costs:		_						
Rigid Industrial Packaging & Services		-		0.4		0.3		1.6
Total acquisition-related costs				0.4		0.3		1.6
Timberland gains:								
Land Management		-		-		(24.3)		(17.1
Total timberland gains		-		-		(24.3)		(17.1
Non-cash asset impairment charges:		-						,
Rigid Industrial Packaging & Services		22.1		3.9		43.4		11.6
Paper Packaging		-		-		0.8		
Flexible Products & Services		1.5		66.3		1.7		74.2
Total non-cash asset impairment charges	-	23.6		70.2		45.9		85.8
(Gain) loss on disposal of properties, plants, equipment and bu	siness	ses. net:						
Rigid Industrial Packaging & Services		0.3		1.1		2.7		10.3
Paper Packaging		(0.5)		(4.2)		(0.5)		(5.1
Flexible Products & Services		3.2		(18.3)		2.7		(19.6
Land Management		-		(2.6)		(2.7)		(5.4
Total (gain) loss on disposal of properties, plants, equipment and			-	(- /				(-
businesses, net		3.0		(24.0)		2.2		(19.8
Impact of Venezuela devaluation on cost of products sold:				(-,				(
Rigid Industrial Packaging & Services		_		_		9.3		
Total Impact of Venezuela devaluation on cost of products sold		_		-		9.3		
Operating profit (loss) before special items:								
Rigid Industrial Packaging & Services		42.5		55.9		171.7		203.2
Paper Packaging		33.3		37.2		111.8		120.7
Flexible Products & Services		(5.3)		(6.4)		(24.1)		(17.5
Land Management		1.5		3.0		6.8		9.5
Total operating profit (loss) before special items	\$	72.0	\$	89.7	\$	266.2	\$	315.9

GAAP TO NON-GAAP RECONCILIATION:

CLASS A EARNINGS PER SHARE BEFORE SPECIAL ITEMS



(Dollars in Millions)

Three months ended April 30, 2016	<u>C</u>	lass A
Net Income Attributable to Greif, Inc.	\$ 31.4 \$	0.53
Less: (Gain) loss on disposal of properties,		
plants, equipment and businesses, net	(8.1)	(0.14)
Plus: Restructuring charges	3.4	0.06
Plus: Non-cash asset impairment charges	 1.1	0.02
Net Income Attributable to Greif, Inc. Excluding Special Items	\$ 27.8 \$	0.47

Three months ended April 30, 2015		Cla	ass A
Net Income Attributable to Greif, Inc.	\$ 20.8	\$	0.35
Less: (Gain) loss on disposal of properties,			
plants, equipment and businesses, net	2.9		0.05
Plus: Restructuring charges	4.9		0.08
Plus: Non-cash asset impairment charges	2.9		0.05
Net Income Attributable to Greif, Inc. Excluding Special Items	\$ 31.5	\$	0.53

Six months ended April 30, 2016	CI	ass A
Net Income Attributable to Greif, Inc.	\$ 20.3 \$	0.35
Less: (Gain) loss on disposal of properties,		
plants, equipment and businesses, net	(8.6)	(0.15)
Plus: Restructuring charges	5.0	0.09
Plus: Non-cash asset impairment charges	34.8	0.59
Plus: Acquisition related costs	0.1	-
Net Income Attributable to Greif, Inc. Excluding Special Items	\$ 51.6 \$	0.88

Six months ended April 30, 2015		Class A	
Net Income Attributable to Greif, Inc.	\$ 50.9	\$ 0.87	
Less: (Gain) loss on disposal of properties,			
plants, equipment and businesses, net	1.5	0.02	
Less: Timberland Gains	(14.9)	(0.25)
Plus: Restructuring charges	7.6	0.13	
Plus: Non-cash asset impairment charges	3.0	0.05	
Plus: Acquisition related costs	0.1	-	
Net Income Attributable to Greif, Inc. Excluding Special Items	\$ 48.2	\$ 0.82	_

All special items are net of tax and noncontrolling interests

OWC AS A PERCENTAGE OF FISCAL 2014 NET SALES

EV 004 4



(Dollars in Millions)

	<u>FY</u>	<u> 2014</u>
Trade accounts receivable	\$	501
Inventories	\$	381
Accounts Payable	\$	(471)
	\$	411
Net Sales	\$4	,239.1
OWC as % of Net Sales		9.7%

TRAILING FOUR QUARTER:





(Dollars in Millions)

	Q2 2016		Q2 2016 Q1 2016		Q4 201	5	Q3 201	15	TTM	
	\$	%	\$	%	\$	%	\$	%	\$	%
Net Sales	839.6		771.4		868.5		930.0		3,409.5	
Gross Profit	173.7	20.7%	151.3	19.6%	168.0	19.3%	166.8	17.9%	659.8	19.4%
Venezuela inventory revaluation (special item)	-		-		-		9.3		9.3	
Gross Profit after Venezuela inventory revlauation	173.7	20.7%	151.3	19.6%	168.0	19.3%	176.1	18.9%	669.1	19.6%
SG&A	94.5	11.3%	93.2	12.1%	96.0	11.1%	96.9	10.4%	380.6	11.2%
OPBSI	79.3	9.4%	58.1	7.5%	72.0	8.3%	79.3	8.5%	288.7	8.5%

GAAP TO NON-GAAP RECONCILIATION:

FREE CASH FLOW



(Dollars in Millions)

	Three mont April		Six months ended April 30		
	2016	2015	2016	2015	
Net cash provided by (used in) operating activities Less: Cash paid for capital expenditures	\$ 83.9 (15.0)	\$ 32.8 (30.6)	\$ 57.7 (44.8)	\$ (26.5) (69.8)	
Free Cash Flow ¹	\$ 68.9	\$ 2.2	\$ 12.9	\$ (96.3)	

FREE CASH FLOW FROM VENEZUELA OPERATIONS 2

	Three mont April		Six months ended April 30			
	2016	2015	2016	2015		
Net cash provided by operating activities for Venezuela Less: Cash paid for capital expenditures for Venezuela	\$ -	\$ 3.3 (3.3)	\$ -	\$ 5.6 (14.4)		
Free Cash Flow for Venezuela	<u> \$ </u>	\$ -	\$ -	\$ (8.8)		

FREE CASH FLOW EXCLUDING THE IMPACT OF VENEZUELA OPERATIONS 3

	Three months ended April 30				Six months ended April 30			led		
	2016		2016 2015		2016 2015 2016		2016		2015	
Net cash priovided by (used in) operating activities excluding the impact of Venezuela operations Less: Cash paid for capital expenditures excluding the impact of Venezuela operations	\$	83.9 (15.0)	\$	29.5 (27.3)	\$	57.7 (44.8)	\$	(32.1) (55.4)		
Free Cash Flow excluding the impact of Venezuela operations	\$	68.9	\$	2.2	\$	12.9	\$	(87.5)		

¹ Free cash flow is defined as net cash provided by operating activities less cash paid for capital expenditures.

² Free cash flow from Venezuela operations is defined as net cash provided by Venezuela operating activities less cash paid for Venezuela expenditures.

³ Free cash flow excluding the impact of Venezuela operations is defined as net cash provided by operating activities, excluding Venezuela's net cash provided by operating activities, less capital expenditures, excluding Venezuela's capital expenditures. The information is relevant and presented due to the impact of the devaluation of the Venezuelan currency at the end of the third quarter 2015 from 6.3 bolivars per USD. The translated value of both the cash provided by operating activities of Venezuela and the cash paid for capital expenditures does not reflect the true economic impact to the company because actual conversion of bolivars to U.S. dollars at the official exchange rate used for the first three quarters of 2015 would not have been possible.

OPERATING WORKING CAPITAL



(Dollars in Millions)

	RIPS A	mericas	PI	PS	FF	PS
	April 30, 2016	April 30, 2015	April 30, 2016	April 30, 2015	April 30, 2016	April 30, 2015
Accounts Receivable	138.4	170.2	71.6	75.3	48.9	52.5
plus: Inventory	72.8	112.1	49.8	53.1	53.2	72.5
minus: Accounts Payable	78.0	99.5	45.3	42.1	29.5	30.0
Operating Working Capital	133.2	182.8	76.1	86.3	72.6	95.0



- Customer Satisfaction Index: Customer Satisfaction Index is an internal measure of a plants or businesses performance against selected parameters that customers experience, giving us an indication of our level of meeting our customers basic needs. Components include: customer complaints received; customer complaints open greater than 30 days; credits raised; number of late deliveries; and the number of deliveries. Categories are weighted by importance. Customer complaints and customers weighting for complaint responses may be considered more important than a credit request. Late delivery to a customer may also be more inconvenient than a credit. Therefore each category is measured, multiplied by a factor, before adding all the scores together.
- **Net Promoter Score**: a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growth. NPS can be as low as −100 (everybody is a detractor) or as high as +100 (everybody is a promoter). An NPS that is positive (i.e., higher than zero) is felt to be good, and an NPS of +50 is excellent.

NOTE ON FORWARD LOOKING STATEMENTS



 With respect to all forward looking non-GAAP measures including Operating Profit Before Special Items and Free Cash Flow, no reconciliation is included in this presentation because, due to the high variability and difficulty in making accurate forecasts and projections of some of the excluded information, together with some of the excluded information not being ascertainable or accessible, we are unable to quantify certain amounts that would be required to be included in the most directly comparable GAAP financial measure without unreasonable efforts.

RIPS IS A DEMONSTRATED MARKET LEADER



