

# 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 |$\quad$| Mitigate risk |
| :---: |
| through a |
| diverse, global |
| portfolio |$\quad$| Comprehensive |
| :---: |
| packaging |
| provider, with |
| leverage to the |
| industrial |
| economy |$\quad$| Reliable |
| :---: |
| earnings and |
| cash flow |
| generation |$\quad$| Share price |
| :---: |
| growth and |
| substantial and |
| secure dividend |
| yield 1 |

Undergoing Transformation to regain market credibility and improve operations


Rigid Industrial Packaging \& Services
\$2,586M


Paper Packaging \& Services

2015 Revenue:
\$676M


Flexible Products \& Services

2015 Revenue:
\$323M


Land
Management

| 2015 | 2016 | 2017 |  |
| :---: | :---: | :---: | :---: |
| - Embarked on Transformation process <br> - Completed portfolio review <br> - Held Greif's first Investor Day <br> - Published 2017 Transformation commitments | New direction: <br> - New leadership <br> - Customer service excellence <br> - Execution discipline | (\$M) | RUN RATE COMMITMENTS |
|  |  | Net Sales | \$3,500 |
|  |  | Gross Profit | \$720-\$730 |
|  |  | SG\&A | \$345-\$355 |
|  |  | Operating Profit Before Special Items ${ }^{1}$ | \$365-\$385 |
|  |  | Free Cash Flow ${ }^{2}$ | \$205-\$225 |
| 2017 Transform | OPBSI Commitment | ct and updated o | for F/X change |

## VISION:

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

## Three strategic priorities:

(1) Building teams aligned to value delivery

2 Customer service excellence
(3) Achieving transformational performance


## Our vision is founded in the service-profit chain

## Gallup survey findings: Higher engagement leads to better performance ${ }^{1}$



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

Greif Customer Satisfaction Index (CSI)


Greif Global Net Promoter Score (NPS)

- Performance metrics
- Customer Satisfaction Index
- Net Promoter Score
- Studies indicate direct correlation to an increase in customer loyalty to profitable growth ${ }^{1}$

```
2016
            1236
                        5 2
Detractors \(\square\) Passives Promoters
```


## 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 products ${ }^{1}$
- 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

- 2 X improvement ${ }^{1}$ 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 $2.0-2.5 \mathrm{X}$ 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 <br> before Special Items |  |  |
| Operating Working Capital $^{1}$ | $7.5 \%$ | $10.0 \%$ |

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


Greif 2017 consolidated Transformation commitments
$\left.\begin{array}{|l|c|c|}\hline \text { (\$M) } & \begin{array}{c}2017 \text { run rate commitments: } \\ \text { June 10, 2015 }\end{array} & \begin{array}{c}2017 \text { run rate commitments: } \\ \text { June 24, 2016 }\end{array} \\ \hline \text { Net Sales } & \$ 3,831\end{array}\right] \$ 3,500$

PAPER PACKAGING \& SERVICES:

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

FLEXIBLE PRODUCTS \& SERVICES:

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

RIGID INDUSTRIAL PACKAGING \& SERVICES:

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

LAND MANAGEMENT:

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



## Q2 2016 earnings 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 liems ${ }^{2}$ | \$0.47 | \$0.53 |
| Free Cash Flow ${ }^{3}$ | \$69 | \$2 |

 schedules that can be found in the appendix of this presentation.
 this presentation.
${ }^{3}$ Free cash flow is defined as net cash provided by operating activities less cash paid for capital expenditures.
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.

|  | Guidance @ 3/7/2016 | Guidance @ 6/8/2016 |
| :--- | :---: | :---: |
| Class A EPS per share $(\$ / \mathrm{sh})^{1}$ | $\$ 2.10-\$ 2.40$ | $\$ 2.20-\$ 2.46$ |
| 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.

[^0]

## Appendix

## RIPS AMERICAS: 72 FACILTIES LOCATED ACROSS TWO CONTINENTS GREIF

RIPS NA: Key end markets (by revenue)


■ Industrial Chemicals

- Other
- Food \& Beverage
- Lubricants

■Specialty Chemicals

- Agro-Chemicals
- Paints \& Coatings
- Pharmaceuticals
- Oil \& Gas
- Flavors and Fragrances

RIPS NA: Key products (by revenue)

## RIPS EMEA: GLOBAL REACH AND SCALE

## RIPS EMEA: Key end markets (by revenue)

$\square$ Petrol Prod, Lube Oils\&Adds - Bulk/Commodity Chemicals - Solid Food Prod,Pastes\&Ed oils
-Specialty Chemicals
■ Paints,Coatings,Inks,Adhesives

- Blenders,fillers \& chem distr.
- Packaging Distributors
- Silicones

Flavours \& fragrances

- Other
$\square$ Agro Chemicals
RIPS EMEA: Key products (by revenue)
- Steel
$\square$ Plastics
- IBCs



## RIPS APAC: Key end markets (by revenue)

- Bulk/Commodity Chemicals

$\square$ Agro chemicals
Specialty chemicals
- Blenders, fillers \& chem distr.

Detergents, surfactants
■ Paints,coatings,inks,adhesives

- Flavors and fragrances
- Solid food products
- Solvents \& glycol-based prod
- Petrol prod, lube oils \& additives

Misc.
-Packaging distributors

- Pharmaceuticals \& personal care
- Silicones
- Waste Industry

RIPS APAC: Key products (by revenue)



PPS: Key products (by revenue)


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

- 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


## CEO compensation mix

## 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


## GAAP TO NON-GAAP RECONCILIATION:

RECONCONCILIATION OF NET SALES EXCLUDING THE IMPACT OF DIVESTITURES AND CURRENCY TRANSLATION
(Dollars in Millions)

| Net Sales | Three months ended April 30$\qquad$ |  |  |  | (Decrease) in Net Sales (\$) |  | (Decrease) in Net Sales (\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2016 |  | 2015 |  |  |  |  |
|  | \$ | 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 |  |  |  |
| and currency translation | \$ | 873.7 | \$ | 875.2 | \$ | (1.5) | (0.2\%) |
|  | Six months ended April 30 |  |  |  | (Decrease) in Net Sales (\$) |  | (Decrease) in Net Sales (\%) |
|  | 2016 |  | 2015 |  |  |  |  |  |
| 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 | (25.0) |  |  |
| Currency Translation |  | (134.1) |  | N/A |  |  |  |
| and currency translation | \$ | 1,703.0 | \$ | 1,728.0 |  |  | (1.4\%) |

## GAAP TO NON-GAAP RECONCILIATION:

SEGMENT AND CONSOLIDATED OPERATING PROFIT (LOSS) BEFORE SPECIAL ITEMS
(Dollars in Millions)

Operating profit (loss):
Rigid industrial Packaging \& Services
Paper Packaging \& Services
Flexible Products \& Services
Land Management
Total operating profit (loss)

## Restructuring charges:

Rogid Industrial Packaging \& Senices
Paper Packaging \& Services
Flexible Products \& Senices
Total restructuring charges
Acquisition-related costs:
Ruigid industrial Packaging \& Services Total acquisition-related costs

## Timberland gains:

Land Management Total timberland gains
Non-cash asset impairment charges:
Ruipid Industrial Packaging s Services
Paper Packaging \& Services
Flexible Products \& Senices
Total non-cash asset impairment charges
(Gain) loss on disposal of properties, plants, equipment and businesses, net
Fuigid Industrial Packaging \& Services
Paper Packaging
Flexible Products 8 Services
Land Management
Total (gain) loss on disposal of properties, plants, equipment and businesses, net
Operating profit (loss) before special items:
Ripid Industrial Packaging \& Services
Paper Packaging \& Services
Flexible Products \& Services
Land Management
Total operating profit (loss) before special items

| $\substack{\text { Three months ended } \\ \text { April 30 }}$ |
| :---: |
| 2016 |


| $\$$ | 59.2 | $\$$ | 25.8 | $\$$ | 56.6 | $\$$ |
| ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| 24.2 |  | 27.1 |  | 45.4 |  | 55.0 |
|  | $(2.9)$ |  | $(5.3)$ |  | $(6.0)$ |  |
|  | 2.3 |  | 3.5 |  | 4.4 |  |
|  |  | $29.1)$ |  |  |  |  |


| 2.3 |
| ---: |
| 82.8 |
| -51.1 |
| -100.4 |


|  |  |  |  | 116.5 |
| ---: | ---: | ---: | ---: | ---: |
|  | 6.9 | 4.3 | 8.8 |  |
|  | 0.5 | - | 0.5 |  |
| 2.5 | 0.4 | 3.4 | 1.2 |  |


$5.4-\frac{0.4}{7.3}-\frac{3.4}{7.7}$| 1.2 |
| :--- |

$\frac{0.1}{0.1}-\frac{0.1}{0.1}-\frac{0.2}{0.2}$


| - | . | - | (24.3) |
| :---: | :---: | :---: | :---: |
| 1.7 | 4.8 | 38.5 | 4.9 |
| - | 0.5 | 1.5 | 0.5 |
| - | (0.8) | 0.8 | (0.7) |



| $(0.1)$ | $(0.1)$ | $(0.1)$ | $(0.1)$ |
| :---: | :---: | :---: | :---: |
| $(0.7)$ | - | $(0.9)$ | $(0.8)$ |
| $(0.3)$ | $(0.9)$ | $(0.9)$ | $(1.3)$ |


|  | (10.7) |  | 9.7 |  | (11.6) |  | 7.3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 54.3 |  | 47.7 |  | 89.8 |  | 69.4 |
|  | 24.1 |  | 28.0 |  | 46.8 |  | 56.1 |
|  | (1.1) |  | (5.7) |  | (2.7) |  | (14.4) |
|  | 2.0 |  | 2.6 |  | 3.5 |  | 3.8 |
| \$ | 79.3 | \$ | 72.6 | \$ | 137.4 | $\$$ | 114.9 |

## YTD GAAP TO NON-GAAP RECONCILIATION:

Operating profit (loss):
Rigid Industrial Packaging \& Services
Paper Packaging
Flexible Products \& Services
Land Management
Total operating profit (loss)
Restructuring charges:
Rigid Industrial Packaging \& Services
Paper Packaging
Flexible Products \& Services
Land Management
Total restructuring charges
Acquisition-related costs:
Rigid Industrial Packaging \& Services
Total acquisition-related costs
Timberland gains:
Land Management
Total timberland gains
Non-cash asset impairment charges:
Rigid Industrial Packaging \& Services
Paper Packaging
Flexible Products \& Services
Total non-cash asset impairment charges
(Gain) loss on disposal of properties
Rigid Industrial Packaging \& Services
Paper Packaging
Flexible Products \& Services
Land Management
Total (gain) loss on disposal of properties, plants, equipment and businesses, net
Impact of Venezuela devaluation on cost of products sold:
Rigid Industrial Packaging \& Services
Total Impact of Venezuela devaluation on cost of products sold
Operating profit (loss) before special items:
Rigid Industrial Packaging \& Services
Paper Packaging
Flexible Products \& Services
Land Management
Total operating profit (loss) before special items

Three months ended October 31
$\qquad$

Twelve months ended October 31
$\qquad$ 2015


## GAAP TO NON-GAAP RECONCILIATION:

CLASS A EARNINGS PER SHARE BEFORE SPECIAL ITEMS
(Dollars in Millions)

| Three months ended April 30, 2016 | Class A |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Net In come 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 <br> Net In come Attributable to Greif, Inc.

ess: (Gain) loss on disposal of properties,
plants, equipment and businesses, net
Ius: Restructuring ch arges
Plus: Non-cas h asset impairment charges
Net Income Attributable to Greif, Inc. Excluding Special Items

|  |  | Class A |  |
| :---: | :---: | :---: | :---: |
| \$ | 20.8 | \$ | 0.35 |
|  | 2.9 |  | 0.05 |
|  | 4.9 |  | 0.08 |
|  | 2.9 |  | 0.05 |
| \$ | 31.5 | \$ | 0.53 |
|  |  | Class A |  |
| \$ | 20.3 | \$ | 0.35 |
|  | (8.6) |  | (0.15) |
|  | 5.0 |  | 0.09 |
|  | 34.8 |  | 0.59 |
|  | 0.1 |  | - |
| \$ | 51.6 | \$ | 0.88 |

Six months ended April 30, 2015
Net Income Attributable to Greif, Inc.
Less: (Gain) loss on disposal of properties,
plants, equipment and businesses, net
ess: Timberland Gains
lus: Restructuring charges
Plus: Acquisition related costs
Net Income Attributable to Greif, Inc. Excluding Special Items

|  |  | Class A |  |
| :---: | ---: | :---: | :---: |
| $\$ \$$ | 50.9 | $\$$ | 0.87 |
|  | 1.5 |  |  |
|  | $(14.9)$ |  | 0.02 |
|  | 7.6 |  | 0.13 |
|  | 3.0 | 0.05 |  |
|  | 0.1 | - |  |
|  | 48.2 | $\$$ | 0.82 |

All special items are net of tax and non controlling interests

| FY 2014 |  |
| :---: | :---: |
| $\$$ | 501 |
| $\$$ | 381 |
| \$ | $(471)$ |
| $\$$ | 411 |

Net Sales \$ 4,239.1
OWC as \% of Net Sales 9.7\%

## TRAILING FOUR QUARTER:

GROSS PROFIT MARGIN, SG\&A RATIO AND OPERATING PROFIT BEFORE SPECIAL ITEM MARGIN

## (Dollars in Millions)



## GAAP TO NON-GAAP RECONCILIATION:

(Dollars in Millions)

Net cash provided by (used in) operating activities
Less: Cash paid for capital expenditures
Free Cash Fow ${ }^{1}$

| Three m |
| :---: |
| 2016 |


| $\$$ | 83.9 |
| ---: | ---: |
| $(15.0)$ |  |


|  | $(15.0)$ |
| ---: | ---: |
| $\$ \quad 68.9$ |  |

April 30
$\qquad$

\$ $\quad 2.2$

Six months ended

| Six months ended <br> April 30 |  |  |  |
| :---: | ---: | :---: | ---: |
| 2016 |  | 2015 |  |
|  |  |  |  |
| $\$$ | 57.7 <br> $(44.8)$ |  | $\$$ |

## FREE CASH FLOW FROM VENEZUELA OPERATIONS ${ }^{2}$

Net cash provided by operating activities for Venezuela
Less: Cash paid for capital expenditures for Venezuela
Free Cash Flow for Venezuela

| Three months ended April 30 |  |  |  |
| :---: | :---: | :---: | :---: |
| 2016 |  | 2015 |  |
| \$ | - | \$ | 3.3 |
|  | - |  | (3.3) |
| \$ | - | \$ | - |


| Six months ended <br> April 30 |  |  |  |
| :--- | :--- | :--- | ---: |
| $\mathbf{2 0 1 6}$ |  | 2015 |  |
|  |  |  |  |
| $\$$ | - |  | 5.6 |
|  | - |  | $(14.4)$ |
| $\$$ | - | $\$$ | $(8.8)$ |

## FREE CASH FLOW EXCLUDING THE IMPACT OF VENEZUELA OPERATIONS ${ }^{3}$

| Three months ended April 30 |  |  |  | Six months ended April 30 |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2016 |  | 2015 |  | 2016 |  | 2015 |  |
| \$ | 83.9 | \$ | 29.5 | \$ | 57.7 | \$ | (32.1) |
|  | (15.0) |  | (27.3) |  | (44.8) |  | (55.4) |
| \$ | 68.9 | \$ | 2.2 | \$ | 12.9 | \$ | (87.5) |

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
Free Cash Flow excluding the impact of Venezuela operations




[^1] 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.

|  | RIPS Americas |  | PPS |  | FPS |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 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.
- 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.

Steel Fibre Plastic | Rigid Pkg. |
| :---: |
| Recon. |$\quad$ Filling \& Blending IBC


[^0]:    
    
     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.

[^1]:    1 Free cash flow is defined as net cash provided by operating activities less cash paid for capital expenditures.
    ${ }^{2}$ Free cash flow rom rom Venezuela operations is defined as net cash provided by Venezuela operating activities less cash paid for Venezuela capital expenditures.
    
    

