

CORPORATE SOCIAL RESPONSIBILITY



A MESSAGE FROM IMPERIAL DADE'S CHIEF EXECUTIVE OFFICER

"Imperial Dade remains committed to positive corporate citizenship by investing in our associates, our customers and our communities."

Imperial Dade has been in business since 1935. Our founders practiced corporate social responsibility from the beginning, but they just called it "good business." Our mission has always been to help our customers succeed, while providing a rewarding place for our associates to work. We accomplish this by operating in an ethical, safe and conscientious manner.

Today, our company is much larger and the marketplace is significantly more complex. Societal issues have also changed. Imperial Dade remains committed to positive corporate citizenship by investing in our associates, our customers and our communities. To that end, we take a more formal approach to corporate social responsibility. We created this document to share a summary of our values and initiatives with our stakeholders including associates, customers, suppliers, industry partners and the communities in which we operate.

There are four building blocks in Imperial Dade's CSR program – ***Workplace, Marketplace, Community and Environment***. As we focus on continuous improvement in each area, we can more positively impact all those with whom we interact today, tomorrow and in the future.

Robert Tillis
CEO
Imperial Dade



COMPANY VALUES

COMPANY OVERVIEW

Imperial Dade's CSR Program applies to all company locations throughout the United States and Puerto Rico.

Year Founded: 1935

Ownership: Independently Owned and Operated

Number of Associates: 3000+

Number of Customers: 60,000+

Number of Supplier Partners: 1000+

1

Ethics

We conduct business in an ethical, legally compliant and responsible manner with all stakeholders.

2

Communication

We communicate with our associates in a clear, consistent manner ensuring that company goals, results and policies are understood and that our associates have the information they need to succeed.

3

Respect

We respect the rights and opinions of all stakeholders and treat each person as a valued partner.

4

Trust

We build trust among all stakeholders and hold our associates accountable to do the right thing.

5

Openness

Our company culture encourages associates to share their ideas and suggestions. Our open-minded management team is given the flexibility to make changes and try new ways of doing things.

BUILDING BLOCKS



WORKPLACE

- CULTURE
- COMMUNICATION
- TRAINING & DEVELOPMENT
- EQUAL OPPORTUNITY & DIVERSITY
- HEALTH & SAFETY



MARKETPLACE

- ETHICAL PRACTICES
- CUSTOMER SATISFACTION
- PRODUCT QUALITY & SAFETY
- SUPPLIER CRITERIA



COMMUNITY

- CHARITABLE GIVING
- VOLUNTEERISM
- ECONOMIC IMPACT



ENVIRONMENT

- RECYCLING
- WATER & ENERGY CONTROL
- TRANSPORTATION MANAGEMENT
- GREENSAFE™ PROGRAM



WORKPLACE

At Imperial Dade, our associates continue to be our greatest asset. We are independently owned and operated, which has shaped our company culture for over 8 decades. Our average employee tenure is 20 years, and many associates work their entire career with our company.

Our workforce is inclusive, and we pride ourselves in creating opportunities for each associate to have a rewarding career. We recognize the benefits of having a diverse team in which people with different backgrounds and perspectives can collaborate and achieve remarkable results. All associates play a critical role in Imperial Dade's success and growth. We make a point to recognize everyone for their contributions. We work with veterans placement agencies in our recruitment efforts, matching the transferable skills of veterans with open positions.

Safety is a key component of Imperial Dade's culture. We invest in ongoing safety training, equipment and safety technologies to ensure our associates have a safe and healthy workplace. We reinforce safe work practices through digital signage and our safety awards program. Imperial Dade's commercial motor vehicles are equipped with back-up cameras and Mobileye™ crash avoidance systems that are integrated with our Smart Drive™ video recording system.



MARKETPLACE

Imperial Dade operates with the highest level of integrity. Our long-standing reputation for acting ethically is an important part of our brand. As a distributor, we are an integral part of a larger supply chain and our role is essential in getting critical supplies from manufacturers to our customers. Our trading partners rely on our organization to perform and that is a responsibility we take seriously.

Our customers can trust us to deliver what we promise — quality products that meet their needs at competitive prices and ongoing support to help them achieve their business goals. We provide training, product and procedural consulting and other customized services as our way of investing in our customers' success.

We meticulously vet our supplier partners to ensure that they also operate in a responsible manner. Product quality, safety, labor practices and ethics are all important aspects of our supplier selection criteria. We also support small and diverse businesses and help bring their products to market. In turn, our suppliers can count on Imperial Dade to represent their brand in a positive manner, to negotiate fairly and to facilitate all financial transactions in a timely manner.

Imperial Dade's management actively participates in a variety of industry associations, contributing to the advancement of the market segments we serve. We also support various educational programs within our industry to aid the next generation of our workforce.



COMMUNITY

Imperial Dade's family-oriented culture extends to the communities in which we operate and where our associates and their families live. Our charitable giving includes localized monetary and in-kind donations to a variety of non-profit organizations with an emphasis on education, health and child-services.

Imperial Dade responds to natural disasters in our communities and beyond by donating supplies and bottled water to those impacted as well as supporting local food banks and shelters. Our robust emergency response plans allow us to resume operations quickly and safely, ensuring we can continue to serve our customers that provide critical services to the public.

Our associates are also encouraged to and recognized for volunteering with organizations that are of personal interest to them. We are proud to have so many team members that are active in their communities.

Imperial Dade strives to make a positive economic impact by creating jobs and supporting local businesses in the communities where we operate. Management at each of our facilities has localized decision-making ability resulting in partnerships with neighboring businesses. We take care to properly maintain our facilities and fleet vehicles in a safe manner.



ENVIRONMENT

Imperial Dade is committed to reducing our impact on the natural environment and promoting sustainable business practices in the industries we serve. We have LEED Accredited Professionals and CIMS-Green Certified experts on staff to ensure continuous improvement in the area of environmental stewardship.

Our headquarters facility is LEED Certified. Additional distribution facilities employ a green cleaning policy and we focus on reducing energy and water usage. LED lighting and water-saving fixtures have been installed in our locations. We recycle corrugated boxes, office paper, plastics, pallets, furniture and computer equipment. Our modern fleet is routed with sophisticated software to minimize the miles traveled in delivering products to our customers, reducing fuel consumption and emissions. We provide detailed carbon disclosure reports to our customers to assist them in minimizing their carbon footprint.

In 2005, we developed our consultative Greensafe™ Program to assist our customers with their sustainability initiatives. We offer an extensive selection of environmentally preferable housekeeping and foodservice supplies, many of which carry third-party certifications from recognized NGOs including EcoLogo, Green Seal and Safer Choice. Product life cycle assessments are available, allowing customers to more thoroughly evaluate options. We continuously seek out the latest product technology to enhance our offering of sustainable products.