



# 2024 CORPORATE SOCIAL RESPONSIBILITY REPORT

DECEMBER 2024

# TABLE OF CONTENTS

## INTRODUCTION

- 3 A Letter From Our CEO
- 3 Award Winning Excellence
- 4 Who We Are
- 4 Company Overview
- 5 Conservative Approach to Resource Management
- 5 Corporate Responsibility

## ENVIRONMENTAL SUSTAINABILITY

- 6 G.R.E.E.N. is in Our DNA
- 7 Geographical Impact on Our Communities
- 8 Recycling & Waste Reduction
- 9 Energy Use & Mindfulness
- 10 Environmentally-Friendly Solutions
- 11 Natural Resources Optimization
- 12 A Knowledge Center Offering Conservative Solutions for Resource Management

## SOCIAL RESPONSIBILITY

- 13 A Strong Tradition of Social Stewardship
- 14 Our Mission, Vision & Core Values
- 15 Partnerships With Purpose
- 16 Corporate Mission Pillars
- 17 Corporate Day of Service
- 19 Spotlight on Service: Global Industrial's Partnership with the American Red Cross
- 20 Spotlight on Stewardship: Global Industrial's Partnership with K9s For Warriors
- 21 Spotlight on Solutions: Global Industrial's Partnership with Book Fairies
- 22 Human Sustainability Initiatives
- 23 Associate Engagement
- 23 Senior Management Team
- 24 Mentorship Program
- 25 Rewards and Recognition
- 26 Wellness Programs For The Body, Mind & Wallet
- 27 Professional Development For Our Associates
- 29 Internship Program

## GOVERNANCE & RISK MITIGATION

- 30 A Solid Governance Structure
- 31 Safety Culture
- 32 A Knowledge Center for Safety
- 33 Enterprise Governance Highlights
- 34 Board Governance Highlights
- 35 Compliance & Ethics
- 36 Cybersecurity & Business Continuity
- 37 Forward-Looking Statements



## FROM OUR CEO

I'm pleased to share our new Corporate Social Responsibility ("CSR") report for 2024. Our CSR mission reflects our expansion in stewardship to embrace collaboration with business and charitable partners, which we did with purpose in 2024.

Since our Company's founding, Global Industrial has always been committed to empowering customers to succeed in their businesses. This year, one of our corporate social responsibility programs, Partnerships With Purpose, has focused on our corporate mission pillars: advocacy and support for literacy, veterans, mental health, neurodiversity, and community engagement.

At Global Industrial, we are as committed to sustainability in our operations as we are in our commercial product offerings. In August of this year, the Company introduced the GlobalPure™ PFAS water filter for its line of water bottle fillers and drinking fountains. This filter is designed to remove total PFAS and the full range of forever chemicals and microplastics from drinking water, providing easier access to cleaner water. Also in 2024, we introduced the Global Industrial™ Portable Power Station 5000W LiFePO4 Battery as a renewable energy source.

Finally, we are proud of the recognition we have received for our corporate culture in each of the last four years. In 2024, Global Industrial was awarded the prestigious Great Place to Work® Certification. This recognition is a testament to the Company's ongoing commitment to fostering a positive work environment and culture of trust. We look forward to continuing to build on our stewardship mission along with our associates, stakeholders, and our partners.

Sincerely,



Richard B. Leeds



## AWARD-WINNING EXCELLENCE. WE CAN SUPPLY THAT.®

Global Industrial has earned several awards from Comparably, a leading corporate awards platform for employers. In 2024, Global Industrial was awarded the prestigious Great Place to Work® Certification. This recognition is a testament to the Company's ongoing commitment to fostering a positive work environment and culture of trust, where associates feel valued and invested in the organization's success. The survey noted that 74% of Global Industrial employees say it's a great place to work, compared to 57% of employees at a typical U.S.-based company.





## WHO WE ARE

At Global Industrial, with our mission of “We Can Supply That®”, and seventy-five years of expertise, our Company is well-regarded in the industry as having a roll-up-our-sleeves approach, offering customers hundreds of thousands of products — spanning from material handling equipment to packaging and supplies— including our own Global Industrial Exclusive Brands™.

## COMPANY OVERVIEW

### Our Business

Global Industrial Company (NYSE: GIC), through its operating subsidiaries, is a value-added industrial distributor of hundreds of thousands of industrial and maintenance, repair, and operations (“MRO”) products in North America, going to market through a system of branded e-commerce websites and relationship marketers.

We started in 1949 as a small material handling company, and we have grown to be an industry leader with hundreds of thousands of products in 21 industrial and commercial categories. We market our products primarily to private and public sector customers, which include for-profit businesses, state, local, and private educational institutions, and government entities, including federal, state, and local municipalities. For more information on Global Industrial, visit [www.globalindustrial.com](http://www.globalindustrial.com).

### Our Business Model

Our mission of Accelerating the Customer Experience (“ACE”) guides our actions across the business, specifically in our customer end-to-end purchase, service, and delivery experience. Our ACE strategy at its core focuses on the building of customer loyalty and trust by addressing unique customer needs through a responsive and tailored sales, product, and service experience. We build customer loyalty and trust through personalized and high-touch customer interactions that often feature strong one-to-one relationships.

The Company’s omni-channel model drives customer acquisition and, with rigorous vetting, we are able to identify opportunities for product category expansion, particularly with Global Industrial Exclusive Brands™ products. We aim to maximize customer satisfaction and loyalty by combining close customer relationships with unparalleled product expertise, efficient and reliable fulfillment and delivery, and exceptional customer service.







## CONSERVATIVE APPROACH TO RESOURCE MANAGEMENT

At Global Industrial, we take an enterprise view of corporate stewardship which infiltrates our operational footprint, our philosophy of human capital management, and informs our ethos of enfranchisement throughout our organization.



## CORPORATE RESPONSIBILITY AT GLOBAL INDUSTRIAL

As our name suggests, we at Global Industrial, think of our corporate responsibility in global terms. As citizens of a global community, we embrace responsible stewardship as an essential part of our mission to build a successful business, and to affirm and align with the expectations of our stakeholders, which include our associates, customers, suppliers, and stockholders. As stakeholder expectations change and evolve, including those around stewardship matters, we are committed to changing and evolving with them. We have a strong foundation upon which to do so, which includes investing in infrastructure and innovation, trusting and empowering our associates, supporting local communities in which our associates work and live, embracing a conservative approach to our own resource use, and providing products and services to our customers designed specifically to reduce resource consumption throughout their supply chains.

## ENVIRONMENTAL SUSTAINABILITY



At Global Industrial, environmental responsibility is an important aspect of our business mission.

In addition to doing our fair share for the global environment, it is our hope that our demonstrated commitment to sustainability initiatives will serve as a positive model of corporate civic responsibility in the communities we serve.

Associates at all levels are required to follow Company procedures designed to comply with local, state, and federal environmental laws and regulations. We strive to minimize the environmental impact of our operations in the communities in which we operate, and to be mindful of conservation of natural resources. In addition, we continually work toward reducing our environmental footprint through various sustainability initiatives.

## AT GLOBAL INDUSTRIAL, G.R.E.E.N. IS IN OUR DNA







## GEOGRAPHICAL IMPACT ON OUR COMMUNITIES



### Water Bottle Filling Stations

One of Global Industrial's product lines includes both indoor and outdoor water bottle filling stations with multiple options for dispensing refrigerated, filtered water. Three of the models in this product line include built-in sensors that measure the number of equivalent, single-use plastic bottles saved for every 20-ounces of water dispensed into a reusable bottle. Using water bottle filling stations such as those offered by Global Industrial enhances sustainability by minimizing dependency on disposable single-use plastic bottles. Consistent with our commitment to inclusiveness, we also offer an ADA compliant, wheelchair-compatible version of this product, as well as a variation with Braille inscription.



### GlobalPure™ PFAS Water Filter

In 2024, the Company introduced its newest product, the GlobalPure™ PFAS water filter on its full line of water bottle fillers and drinking fountains. Utilizing a best-in-class, high-capacity filter, the GlobalPure™ water filter removes total PFAS and the full range of forever chemicals and microplastics from drinking water, providing easier access to cleaner water.



### Reduction of Fuel Emissions

In 2019, Global Industrial completed the installation of electric vehicle charging stations at our corporate headquarters. Our distribution center in Toronto, Canada, also offers charging stations for electric vehicles. By installing the electric vehicle charging stations, we are encouraging the use of renewable energy while decreasing dependence on fossil fuels.





## RECYCLING & WASTE REDUCTION



### Cardboard Recycling

All of our distribution centers have a cardboard recycling process in place. Recycling cardboard significantly reduces the volume of waste Global Industrial sends to landfills.



### Metal Recycling

All of our distribution centers also have a metal recycling process in place. Recycling metals is an economically and environmentally viable way to obtain and use metals as it preserves natural resources by reducing the need to extract new raw materials for fresh metal production.



### Reduction in Single-Use Plastic Bags Initiative

In 2024, Global Industrial began its initiative aimed at reducing consumption of single-use plastic bags by instead utilizing certified recycled paper bags that are biodegradable for packaging our hardware included with certain Global Industrial Exclusive Brands™ products. This initiative, once fully implemented, could result in the elimination of up to 150,000 single-use plastic bags annually based on the current scale of our business. Global Industrial Exclusive Brands™ include products from the Global Industrial®, Nexel®, and Interior® lines. As of June 30, 2024, over 8,400 single-use plastic bags have been saved by this reduction initiative.



### Foam Reduction Initiative Targeted for 2025: Update

Global Industrial has made great strides in its foam reduction initiative. As of this year, the packaging of over 1,500 Global Industrial Exclusive Brands™ products have been successfully re-engineered to exclude foam. The impact of our foam reduction initiative represents a decrease in the amount of foam waste deposited in landfills by over 145,000 pounds, or the equivalent of 104,693 cubic feet.





## ENERGY USE & MINDFULNESS



### Package Size Optimization

In our distribution centers, we use a cubing software that optimizes and reduces the size of cardboard boxes when packaging our products. The platform endeavors to match product size to box size as closely as possible in an effort to improve space efficiency while reducing consumption of packaging materials. This not only translates into lower freight costs, but also lower and more efficient utilization of transportation-related energy consumption.



### Efficient Shipping Practices

In addition to using software designed to optimize box selection when packaging our products, Global Industrial also strives to ensure, where possible, that in-stock Global Industrial Exclusive Brands™ products are shipped to our customers, from the distribution center closest to the delivery address. Shipping from the nearest distribution center increases efficiency while decreasing shipping time and fuel emissions.



### Use of Programmable Thermostats

Most of our facilities, including our newest distribution center in Toronto, Canada, use programmable thermostats with temperature setbacks to control energy consumption. These thermostats are designed to be eco-friendly in that they help to decrease the greenhouse gas emissions associated with energy consumption at our facilities.



## ENVIRONMENTALLY-FRIENDLY SOLUTIONS



### Portable Power Stations

In 2024, we introduced the Global Industrial™ Portable Power Station 5000W LiFePO4 Battery. This compact, durable, and clean portable power station is designed to provide back-up power both indoors and out. Thanks to their environmentally friendly and virtually silent operation, lithium iron phosphate portable power stations are reshaping the way we think about power generation and energy consumption.



### Sustainable Products from Recycled Materials

One of Global Industrial's product lines includes an outdoor bench and matching picnic tables and trash containers in multiple colors, all of which use post-consumer waste. These products are long-lasting and made primarily from recycled plastic, saving trees and reducing waste in landfills at the same time.



### Sustainable Packaging Options

Global Industrial offers sustainable packaging options, such as its line of Global Industrial® corrugated boxes, which come in varying sizes and strengths. Further, Global Industrial is continuing its innovative efforts with plans to introduce additional sustainable options for our customers' packaging needs all while keeping the environment at the forefront.



### Environmental Certifications

Global Industrial offers thousands of products with third-party environmental certifications, including: UL GREENGUARD®, UL ECOLOGO®, Green Seal®, EPA WaterSense®, Energy Star®, Safer Choice, and USDA BioPreferred®. By selling these products to our customers, Global Industrial not only helps our customers meet their sustainability goals, but also helps protect the environment as well.





## NATURAL RESOURCE OPTIMIZATION



### Conversion to LED Lighting

Continuing a strategy that began several years ago, currently 80% of our U.S. distribution centers, up from 66% last year, our distribution center in Toronto, Canada, and our corporate headquarters all have LED lighting. LED lighting significantly reduces the energy required to light our facilities, while also decreasing attendant costs. Furthermore, when we convert a facility from fluorescent lighting to LED lighting, we recycle the fluorescent bulbs. Additionally, most of our lights are equipped with either motion sensors or timers to further control energy consumption in our facilities.



### Migration to More Energy Efficient HVAC Sources

In designing our distribution centers and when upgrading our facilities, we look to use energy-efficient HVAC sources, including split-unit HVAC systems, and high-temperature and direct gas-fired air heaters. By preferentially using energy-saving HVAC systems, we have lowered the amount of greenhouse gases and carbon emitted from our facilities.



### Energy Efficient Products

Our acquisition of Indoff, LLC reinforces our commitment to sustainability stewardship. Indoff offers a robust assortment of energy efficient appliances, and all of Indoff's Absocold® branded refrigerators are ENERGY STAR® certified. In addition, four models of the Absocold® branded refrigerators have been designated as some of the Most Efficient ENERGY STAR® certified products in 2023 and 2024.



## A KNOWLEDGE CENTER OFFERING CONSERVATIVE SOLUTIONS FOR RESOURCE MANAGEMENT



**FEBRUARY 1, 2024**

### SWITCHING TO ECO-FRIENDLY SNOWBLOWERS: SAVING MONEY AND THE PLANET

If you haven't noticed, there is a growing trend to move away from using just about anything that is gas-powered. With every new update—from New York legislation that...

[\(click to read more\)](#)



**FEBRUARY 22, 2024**

### BOTTLE FILL STATIONS: GO WITH THE GLOW AND MAKE AN IMPACT

Hydration and sustainability. Two words that are a huge part of the zeitgeist right now. Say goodbye to bottled water waste, stay hydrated with refillable drink water...

[\(click to read more\)](#)



**APRIL 15, 2024**

### MAKE A DIFFERENCE YEAR-ROUND WITH ECO-FRIENDLY OPTIONS FOR INDUSTRIAL SPACES

Earth Month is here, and as we reflect upon our responsibility to the health of our planet, it's important to remember that finding sustainable solutions for industrial settings should be a priority...

[\(click to read more\)](#)



**JUNE 11, 2024**

### INDUSTRIAL INNOVATIONS: LITHIUM IRON PHOSPHATE PORTABLE POWER STATION PROVIDES BACK-UP POWER INDOORS AND OUT

Boost your energy with our top-rated portable power station. Compact, eco-friendly, and durable, it's the perfect...

[\(click to read more\)](#)



**AUGUST 22, 2024**

### TRANSFORM YOUR OUTDOORS: CREATE SAFE, INVITING OUTDOORS RECREATION AND RELAXATION AREAS

Reimagine your outdoor spaces with Global Industrial's quality furniture and playgrounds, where safety meets serenity. There's no doubt about it...

[\(click to read more\)](#)



**SEPTEMBER 4, 2024**

### GLOBAL INDUSTRIAL INTRODUCES GLOBALPURE™ PFAS WATER FILTER TO ADDRESS FOREVER CHEMICALS

The new GlobalPure™ PFAS water filter is designed to improve drinking water quality. Featuring an advanced filtration system it removes total PFAS and a full range of...

[\(click to read more\)](#)



## SOCIAL STEWARDSHIP



## A STRONG TRADITION OF SOCIAL STEWARDSHIP

We started in 1949 as a small family-run material handling company in New York, and 75 years later, we are still aligned with our customers through innovative products, services, and powerful multi-channel operational solutions. Today, more than ever, we are determined to provide “people programs” that unlock and unleash the full potential of every associate.

Our primary social goals as a Company are two-fold: strengthening the Global Industrial culture by developing our associates through our Human Sustainability Initiatives (“HSI”) and servicing the communities in which we are situated through our Partnerships With Purpose program.

Our HSI objectives are accomplished through listening and creating effective people solutions that foster a workplace where associates can learn, participate, belong, and contribute to their fullest potential.

Global Industrial’s mission of social responsibility extends outward as well to include the communities we serve. This year, we introduced Partnerships With Purpose, a program that identifies collaboration opportunities with non-profit organizations that align with the Company’s CSR mission pillars each year.







## OUR MISSION, VISION & CORE VALUES

### Mission

Our mission is to keep businesses going and growing with the right products, services, solutions, and industrial-strength know-how to keep businesses safe and productive.

### Vision

Our vision is to deliver an unrivaled business experience for our business partners by knowing our customers better than anyone else, anticipating and meeting their needs, and cultivating customer loyalty.

### Core Values

**Can-Do Attitude.** We roll-up our sleeves and get things done. We are not spectators; we are doers and movers.

**Unafraid.** We are unafraid to chart a new course, challenge the status quo, or try something new. We innovate, seeking to find a better way every day.

**Extra Chip in the Cookie.** We deliver unexpected quality and value, adding a “wow” factor to all we do.

**Customer End-to End Happiness.** Every associate, whether directly or indirectly, impacts the customer and is a brand ambassador.

**Turn on a Dime.** We are nimble, responsive, and quickly pivot to meet emerging needs and solve “what’s next.”

**One Team.** We collaborate and break down silos and we pitch in where, and as, needed. We do not stand by and let others fail; we work together as one team.

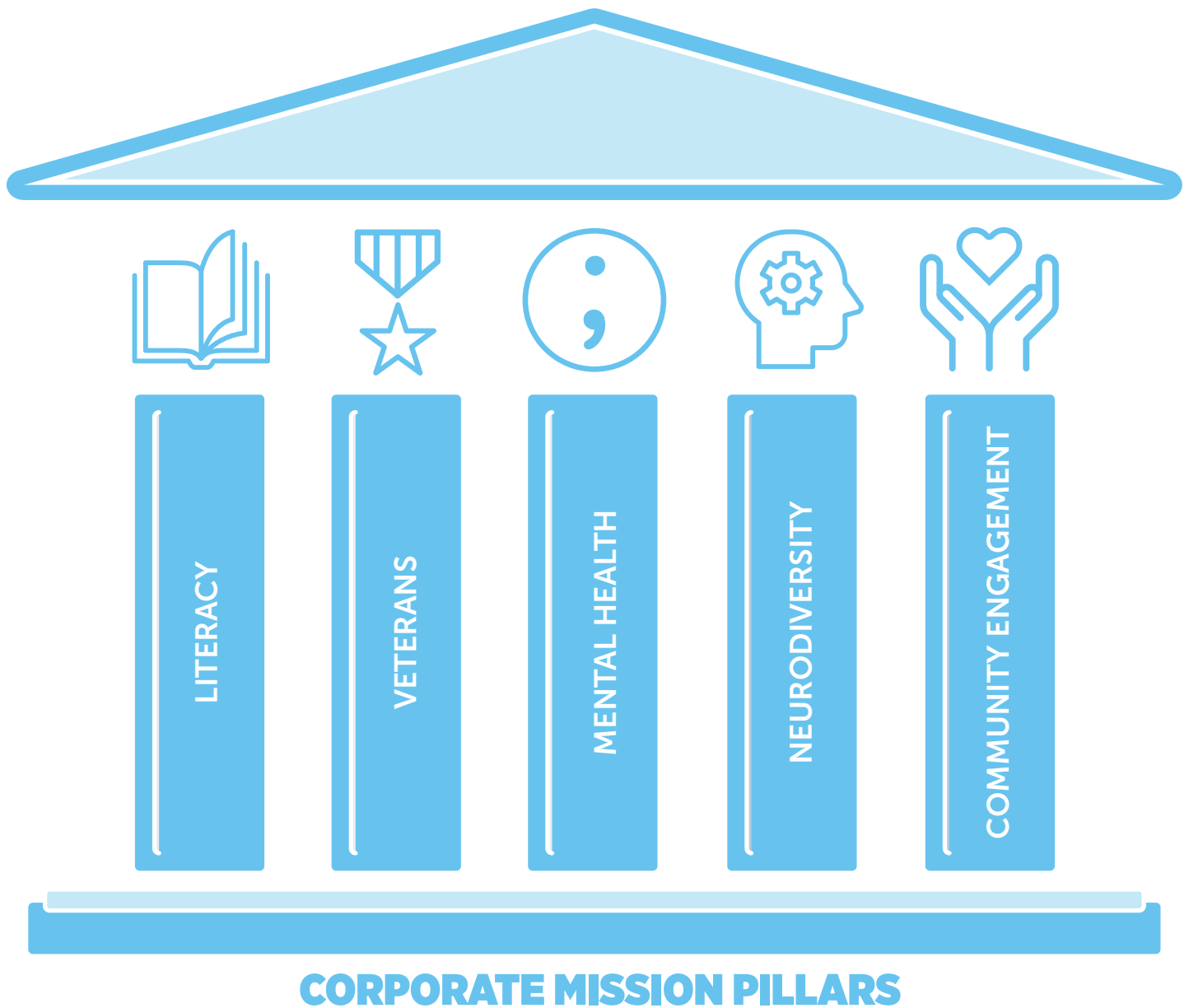
**Do What’s Right.** We strive for integrity, honesty, and transparency in all that we do.

**Our Associates Matter.** Every voice counts. Our people are our greatest advantage. No matter how big a project gets or whatever one’s contribution is, each associate matters.

**Free to Succeed.** We believe in eliminating roadblocks on the way to personal achievement. Associates are free to “go” as far as they are willing to “grow,” and, in so doing, enhance the greater good.

## PARTNERSHIPS WITH PURPOSE

Partnerships With Purpose is the program through which Global Industrial identifies collaboration opportunities with non-profit organizations that align with the Company's CSR mission pillars each year. This year's corporate mission pillars are depicted and described in detail below.



## CORPORATE MISSION PILLARS



### Literacy

Advocating for literacy is about promoting reading skills as much as it is about unlocking opportunities, fostering understanding, and fueling progress. This year, Global Industrial's 2024 intern class, as well as associates based at our corporate headquarters, volunteered their time at a local organization whose mission it is to promote literacy by donating books to underserved schools and communities, in our region and abroad. We also donated items from our assortment to improve the safety and efficiency of their warehouse. [See the spotlight on literacy on page 21.](#)



### Veterans

Advocacy for the needs of veterans helps to ensure that Americans who serve in the U.S. military receive the support services they need once they return to civilian life. Determined to end veteran suicide, our charitable partner provides highly-trained service dogs to military veterans suffering from PTSD, traumatic brain injury and other trauma related to their military service. With the majority of companion dogs being rescue animals, this innovative program allows the veterans to build an unwavering bond that facilitates their collective healing and recovery. [See our spotlight on veterans and mental health on page 20.](#)



### Mental Health

Advocating for mental health involves raising awareness about mental health issues, breaking down stigmas, and promoting access to support and resources. Our corporate headquarters partnered with an organization whose mission it is to assist American veterans dealing with, among other things, mental health issues incident to their tours of duty as they reintegrate into civilian life. Additionally, this year Global Industrial launched its innovative Open Space™ offering, whereby we reimagine both indoor and outdoor spaces for our customers and configure them with a range of products from our assortment to meet evolving needs. Environments that foster a sense of community can reinforce a sense of connectedness and improve mental health while enhancing notions of social responsibility and productivity.



### Neurodiversity

At Global Industrial, we understand that by increasing awareness and understanding of neurodiversity, barriers can be reduced and more inclusive communities can be created. For the second year in a row, our corporate headquarters partnered with a local not-for-profit organization whose mission is to provide safe and inclusive employment to individuals on the autism spectrum by producing corporate-branded apparel. In addition to commissioning branded apparel from them throughout the year, Global Industrial also sponsors a clothing donation bin for which a portion of proceeds supports this charity.



### Community Engagement

Our community engagement efforts aim to alleviate communal crisis -- whether that be through addressing food insecurity, housing insecurity, or even crisis-induced disasters. This year, several of our offices and distribution centers contributed to this effort by volunteering at soup kitchens, community food pantries and gardens, and other need-based assistance organizations. In 2024, the Company also made financial donations to support select national and local humanitarian organizations.





## CORPORATE DAY OF SERVICE WE CAN SUPPLY THAT.®



Last year, Global Industrial ushered in a new era in its commitment to social stewardship by inaugurating a Global Corporate Day of Service at our headquarters and cascading this initiative out to many of our other locations. In 2024, we built on this momentum by deepening our charitable partnerships and aligning them with our CSR mission pillars through our Partnerships With Purpose program.



### Buford, Georgia

Our Buford, Georgia facility, for the second year in row, partnered with a local co-op that provides need-based assistance to the community. Associates volunteered their time sorting and stocking donations for the organization's thrift shop and community food pantry.



### DeSoto, Texas

Our DeSoto, Texas distribution center partnered with a local organization that provides need-based assistance to the community. Associates volunteered their time stocking and distributing food for the organization's food bank.



### Las Vegas, Nevada

Our Las Vegas, Nevada facility partnered with a community soup kitchen and food pantry. Associates volunteered their time preparing meals for distribution to underprivileged youth in the surrounding area. Associates prepared enough meals to feed about 1,800 children.



### Milwaukee, Wisconsin

Our Milwaukee, Wisconsin office partnered with a local organic urban farm. Associates volunteered their time harvesting the farm's fresh produce.



### Mumbai, India

Our Mumbai, India office partnered with an organization that provides need-based care to the community's elderly population. Associates volunteered their time serving lunch and spending the afternoon with the organization's residents.



### Pleasant Prairie, Wisconsin

Our Pleasant Prairie, Wisconsin distribution center partnered with an organization providing disaster-relief and need-based care. Associates volunteered their time assembling emergency kits.



### Port Washington, New York

Our headquarters in Port Washington, New York partnered with two organizations for its Corporate Day of Service this year, each aligning with a different corporate mission pillar.

In July, Global Industrial's class of 2024 interns participated in their own Corporate Day of service by volunteering with an organization that promotes literacy by sourcing and redistributing books to under-resourced communities in Long Island, New York City, and abroad. In November, our associates based at our headquarters also volunteered their time sorting books for donation for our partner organization. We also donated items from our assortment to improve the safety and efficiency of their warehouse.



Additionally, Global Industrial's headquarters partnered with an organization that supports neurodiversity by providing safe and inclusive employment to individuals on the autism spectrum. This year, our headquarters hosted an on-site clothing drive for which a portion of proceeds raised support for our charitable partner.



### Robbinsville, New Jersey

Our Robbinsville, New Jersey facility, for the second year in a row, partnered with a local community soup kitchen. Associates not only had the opportunity to volunteer for a day, but a team of our experts worked with the leaders of the organization to understand its operational needs and explore opportunities to maximize its space efficiency. The Company also made several in-kind donations, varying from food service gloves to restricted space pallet jacks.



### Toronto, Canada

Our Toronto, Canada facility partnered with a local organization whose mission it is to empower the community by providing innovative solutions to poverty and offering dignified access to food. Associates volunteered their time assisting in the community kitchen, shelving products in the food pantry, assembling food kits, and helping out in the organization's warehouse.





## SPOTLIGHT ON SERVICE: GLOBAL INDUSTRIAL'S PARTNERSHIP WITH THE AMERICAN RED CROSS



**American  
Red Cross**

Global Industrial has a long history of commitment to charitable causes. The Company's recent initiatives include the donation of personal protective equipment and supplies to hospitals. Earlier this year, the Company launched Partnerships With Purpose, a corporate social responsibility platform that identifies collaboration opportunities with non-profit organizations that align with the Company's stewardship mission objectives. Through Partnerships With Purpose, Global Industrial has supported organizations including the American Red Cross, the Helen Keller National Center for Deaf Blind Youth and Adults, K9s For Warriors and others through its corporate days of service, and holiday, food and supply drives, as well as other local community-based engagement.

Global Industrial is honored to have received the Corporate Leadership Award from the American Red Cross Greater New York at their 2024 Long Island Heroes Celebration in November. The award recognizes those corporations dedicated to giving back and impacting their community through philanthropy.







## SPOTLIGHT ON STEWARDSHIP: GLOBAL INDUSTRIAL'S PARTNERSHIP WITH K9S FOR WARRIORS



Kicking off Global Industrial's Partnerships With Purpose program, the Company partnered with K9s For Warriors, an organization that aligns with two of the Company's Corporate Mission Pillars this year: advocacy for veterans and mental health.

K9s For Warriors is a non-profit organization that provides highly-trained service dogs to U.S. military veterans suffering from post-traumatic stress disorder ("PTSD"), traumatic brain injury and/or other forms of trauma related to military service. The dogs in this program are rescue dogs, found by local shelters, and trained in a multi-week program to be emotional support animals for the program's participating veterans. By bringing together rescue dogs and veterans, K9s For Warriors saves lives at both ends of the leash.

On July 13th, delegates from K9s For Warriors were welcomed as Global Industrial's guests at the Pocono Raceway infield to watch the Xfinity Series NASCAR Race alongside our associates. The race featured, among others, the K9s For Warriors' logo on the car and uniform of the driver sponsored by Global Industrial -- the No. 21 Chevrolet, driven by Austin Hill.

At the race, one of our marketing associates, Rose Guler, happened to recount the story of how she discovered K9s For Warriors to a fellow attendee at the race, having heard a radio interview with a K9s For Warriors veteran during her morning commute. When she finished the story, a K9s For Warriors veteran who had overheard the conversation revealed that he was in fact the featured warrior on the radio station that morning months earlier. Had Retired Sergeant David Crenshaw not told his story about the impact his dog, Doc, made on his rehabilitation, this Partnership With Purpose between Global Industrial and K9s For Warriors may never have come to be.





## SPOTLIGHT ON SOLUTIONS: GLOBAL INDUSTRIAL'S PARTNERSHIP WITH BOOK FAIRIES



Our headquarters in Port Washington, New York partnered with Book Fairies, an organization that promotes literacy by sourcing and redistributing books to under-resourced communities in Long Island, New York City, and abroad.

First, in July, Global Industrial's class of summer 2024 intern associates participated in their own Corporate Day of Service with Book Fairies, sorting and packaging books to be donated. In the warm summer days leading up to this partnership, associates organizing this event quickly noticed that the organization's warehouse did not have any air ventilation system. Being the source for industrial supplies and keeping in line with our "can-do attitude," Global Industrial provided four large fans on a charitable basis to better circulate the air in their facility.

In November, Global Industrial associates based at our headquarters participated in their Corporate Day of Service by also volunteering their time at Book Fairies.

Specialists from our product and creative teams deepened this partnership by collaborating with management from Book Fairies to better understand their needs for the warehouse portion of their facility. Global Industrial was then able to provide solutions to Book Fairies on a philanthropic basis from our product assortment that best fit their needs. These included a steel skate wheel conveyor, a semi-powered self-lifting stacker fork lift, and other products whose purpose aims at maximizing Book Fairies' operational safety and efficiency.







## HUMAN SUSTAINABILITY INITIATIVES

We view human sustainability through a multi-variable lens. At Global Industrial, responsible stewardship of human capital is accomplished through listening and creating effective people solutions that foster a workplace where associates can learn, participate, belong, and contribute to their fullest potential. Pursuit of these initiatives fulfills a dual purpose of promoting employee wellness and productivity, thereby enhancing a positive work culture, while also leading to higher quality decision making.





## ASSOCIATE ENGAGEMENT

At Global Industrial, we view our relationship with our employees as a two-way conversation. We frequently solicit employee feedback on ways to improve the quality of their work experience, both through formal surveys and informal commentary. Feedback received from these surveys has led to the Company's implementation of various wellness- and productivity- enhancing initiatives. Additionally, associates receive regular feedback and coaching to improve their performance.

In 2024, we introduced employee engagement committees throughout our organization in order to better tailor Company-sponsored events to local interests and preferences. Events held this year have included, among others, holiday parties, family fun days, and bring-your-kid-to-work day events.



## SENIOR MANAGEMENT TEAM

We value the various perspectives that our senior leadership brings to our executive management which fosters a collective approach to problem solving. We source our strength in this polyvalence, along with our core values of respect and collaboration.







## MENTORSHIP PROGRAM

In 2024, Global Industrial launched its mentorship program. This program encourages the development of genuine mentorship relationships by cross-functionally matching mentors and mentees based on shared interests and characteristics and providing topic recommendations for the first several weeks of the program.

The program allows participating mentors the opportunity to share their knowledge about the Company and develop their leadership skills, while also providing mentees with a direct line of communication to someone senior to them who is not their manager and who can guide a mentee's performance growth, helping to shape the mentee's career.

This program is one of Global Industrial's many HSI initiatives designed to strengthen company culture by helping our associates feel supported, heard, and included by one another as well as more deeply connected to the Company, as a whole.

"I am so happy that I participated in this program and couldn't have asked for a better mentor. I really like that [the program] is cross-departmental, because I feel like I am receiving unbiased leadership advice on any question I ask -- whether it be about a live project or my personal career growth..."

- Mentorship Program Participant





## REWARDS AND RECOGNITION

Global Industrial maintains a milestone service awards program that recognizes associates for their long-term service and commitment to the Company. Associates receive a recognition gift starting on their fifth anniversary and continue to receive a gift for every five years of service completed thereafter. Additionally, at each of our facilities, an Associate of the Month Award is administered to a deserving associate who has gone above and beyond in representing the Company's core values for that respective month's period.

In November 2021, the Distribution Center Golden Broom Award was created. The winning teams are chosen based on a monthly aisle walk by the respective distribution center managers and an independent reviewer from another department, both of whom rate the designated zones based on established criteria. The award-winning associates are selected for having demonstrated the core values of Global Industrial as they take pride in their work area, promote teamwork, focus on safety, and improve order accuracy, all of which are factors that contribute to increased customer satisfaction.

In each of the past three summers, we unveiled a custom car hood on our Global Industrial sponsored race car with the names of all of our associates to honor them for the extraordinary work they do every day and to emphasize our collective journey to ever-increasing standards of excellence. The victories of Austin Hill, the driver of the No. 21 Global Industrial Chevrolet, are a symbol to our associates who, in our view, winners every day.





## WELLNESS PROGRAMS FOR THE BODY, MIND & WALLET

### Healthy Bodies & Minds

We believe in a holistic approach to wellness, which includes both the mind and body. We embrace multiple avenues to get and stay healthy and take wellness seriously. In furtherance of this approach, we have on-site gyms in most of our facilities in the United States. Through our many wellness initiatives, we promote proper nutrition, weight-loss strategies, meditation, yoga, smoking cessation, and much more.

In 2024, we introduced an employee discount program to offer associates access to lifestyle products and services at discounted rates. We also created a benefits education campaign through the launch of our Chat with Benefits program, offering live informational seminars about select topics in employee benefits.

We offer comprehensive medical, dental, life, pet, and disability insurance benefits, which include telehealth medicine that gives associates the opportunity to consult with a board-certified doctor or a licensed therapist from a phone or secure video platform.

Last year, based on constructive feedback from the Company's associate engagement survey and to better align with our modern workforce, the Company enriched its employee benefits offerings by (i) changing its health benefits structure, which resulted in lower healthcare premiums to eligible associates and their families; (ii) providing short-term disability coverage to all benefits eligible associates, at no cost to the associate; and (iii) offering paid parental leave for all associates after one year of employment.

Yearly, Global Industrial hosts an Employee Health Fair across all of its U.S. locations. Attendees of the fair enjoy free screenings, preventative tips, and educational opportunities. Activities include a five-minute back massage or reflexology appointment, aura readers, a raffle for fun, healthy activities, and more. We also host an annual flu shot clinic at each of our locations.

We also offer a confidential Employee Assistance Program to all U.S. and Canadian associates which provides, among other things, assistance to our associates with personal and professional management and, where appropriate, referrals to professionals in various fields.

### Financial Well-Being

The Company has implemented a number of financial wellness initiatives to support our associates' financial wellbeing, including a 401(k) matching program and an Employee Stock Purchase Program, which offers associates the ability to purchase shares of our common stock at a discount to market prices on a predefined, bi-annual schedule.

Additionally, associates are able to purchase products from our inventory or catalogs at a reduced cost every day. The Company also offers financial planning education services to our associates through a partnership with an outside vendor.





## PROFESSIONAL DEVELOPMENT FOR OUR ASSOCIATES. WE CAN SUPPLY THAT.®

We empower our human capital by supporting the personal and professional development of associates through a variety of formal and informal learning opportunities.

### Online Learning

Associates are able to enhance their skill sets by taking courses in a learning management system. Courses are available in business skills, computer software, finance, sales strategy and management, and safety compliance.

Additionally, Global Industrial has partnered with an Ivy League university to offer an online program with graduate-level courses that are available to Global Industrial associates in select business units. Upon successful completion of the two- to three-week courses, associates receive a certificate.

### College Tuition & Certification Reimbursement Program

We also encourage associates to expand their personal and professional growth through formal education of their own choosing. Global Industrial offers tuition assistance in areas of study chosen by our associates.

Full-time associates who have worked for the Company at least three months may submit for partial reimbursement of academic tuition in their chosen areas of study. We invest in our associates to provide them with an opportunity to further develop their skills and knowledge, with an aim to creating a positive impact on their personal and professional growth.

Additionally, we offer associates access to a tax-deferred investment vehicle that can be used to fund college tuition for associates and their eligible designees.



## TRAINING & DEVELOPMENT PROGRAMS

### Foundations Of Leadership

"The situational leadership part of the program was extremely eye opening. I learned that one-dimensional leadership doesn't work for everyone and that, in order to be an effective leader to different types of people, you need to lead in a way that [others] will be receptive to."

-Foundations of Leadership Participant

This three-month program ensures our distribution center supervisors have the necessary interpersonal skills to be successful in their positions. Topics covered include: expectation setting, goal tracking, and effective communication of 360-degree feedback.

### L.E.A.D. Academy:

"So many companies don't realize their own internal talent, but Global is not like that. I have never been with a company that has offered something like this."

-L.E.A.D. Academy Graduate

The Leadership, Education, and Advanced Development Academy is offered to our warehouse associates who are seeking the leadership and professional growth necessary for supervisory roles. This time-intensive six-month program is capped off with a three-day leadership workshop, followed by a formal graduation ceremony and certificate of completion.

### Business Leadership Workshop

"The workshop really encouraged cross-departmental communication. By smoothing out the edges of our internal operations, it not only gave participants a better understanding of the internal flow of the company, but also promoted networking..."

-Business Leadership Workshop Participant

This cross-departmental program runs quarterly and is available to all associates in managerial roles. This three-day intensive workshop covers situational leadership training, inter-departmental communication and overviews, and operational best practices.





## INTERNSHIP PROGRAM

Global Industrial offers a 10-week paid summer internship program, with opportunities in Category Management, Finance, IT, Cybersecurity, HR, E-Commerce, Supply Chain, Product Development, Sales, Marketing, Industrial Engineering, and more. Interns immediately begin working on meaningful research projects and get the opportunity to learn more about the Company through a tour of one of our distribution centers and weekly presentations. Interns meet with leaders throughout the organization to improve their professional skills.

This year, the internship program was further enriched by the introduction of this intern class's own Corporate Day of Service. [See the highlights on the spotlight on literacy, page 21.](#)

Additionally, we give our interns the opportunity to have some fun while connecting with their peers through social events such as catered food-truck lunches and a trip to cheer on Global Industrial's sponsored race car.

At the end of the program, interns present their research projects with recommendations to leadership.





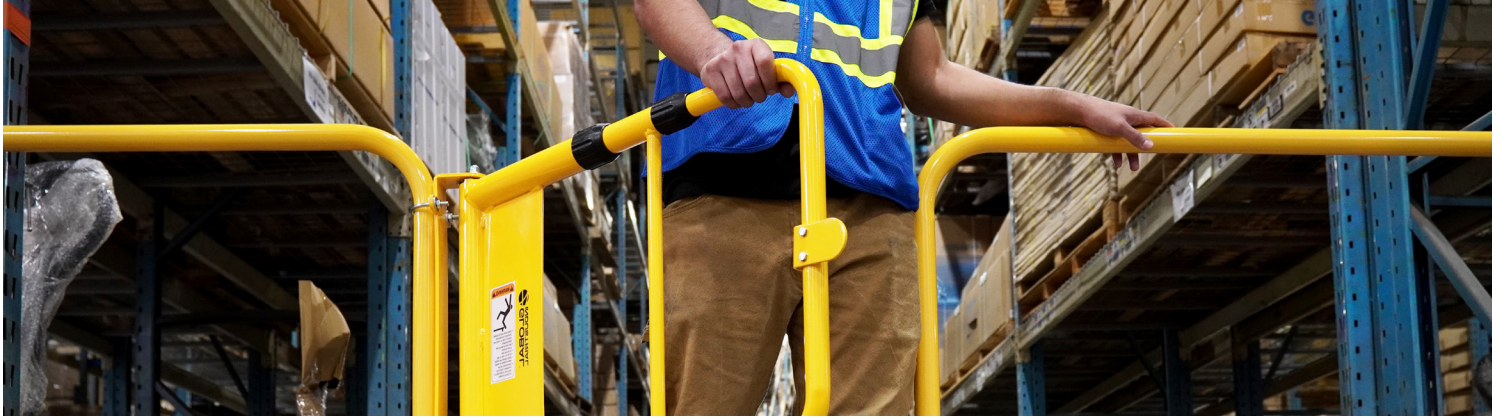
# CORPORATE GOVERNANCE



## A SOLID GOVERNANCE STRUCTURE. WE CAN SUPPLY THAT.®

At Global Industrial, we believe that effective corporate governance is of critical importance to our stakeholders. Good governance is one of our core principles which guides our formulation of corporate policies, internal management, and relationships with our stakeholders.





## SAFETY CULTURE

Global Industrial values safety across all levels of the organization. We believe that every associate has the right and responsibility to continually seek to prevent injuries and build a safe environment for everyone. The prevention of occupationally-induced injuries and illnesses is of paramount importance to our organization, so associates are trained to remind each other of our safety principles and to proactively identify and mitigate risks.

Structured Behavior-Based Safety Observations in our distribution centers lead to associate and supervisor engagement and continuous quality improvement awareness. We are proud that due to our safety prioritization initiatives over the last two years, Global Industrial has witnessed substantial declines in both number and severity of injuries Company-wide.

### Training

Our distribution center management trains our distribution center associates not only to abide by federal, state, and local laws and regulations, but also to go above and beyond to protect each team member. Associates are trained to remind each other of our safety principles and to identify and mitigate risks proactively.

### Education

Global Industrial distributes weekly safety presentations to each member of distribution center management. These presentations contain a weekly safety theme, with specific daily pointers to achieve that safety objective. The daily topic is covered with distribution center associates before each shift starts in an effort to improve team communication and demonstrate the Company's commitment to safety.

Under the behavior-based approach to safety education initiative, warehouse supervisors regularly observe and notate how each of their associates is performing with respect to target safety metrics. The associates are informed in advance of monitoring sessions, and after observation, the supervisor and associate have a safety conversation, discussing the associate's strengths and opportunities to excel in safety behavior. We also developed a safety checklist for supervisors to guide their assessments of safety compliance.

### Local Safety Committees

We have implemented local safety committees at each distribution center to provide oversight, training, education, guidance, and support to enhance the Company's positive safety culture. Office locations also have active safety committees to promote safety habits, look for improvement opportunities, and engage in activities such as ergonomics training, active shooter drills, and emergency evacuation drills.



## A KNOWLEDGE CENTER FOR SAFETY



February 16, 2024

### ACCOMMODATING DISASTERS: LESSONS IN EMERGENCY PREPAREDNESS FROM HOSPITALITY

Boost your safety with an emergency preparedness plan and disaster survival kit list. Get expert tips on disaster management and first aid kits for ultimate safety preparedness...

[\(click to read more\)](#)



March 26, 2024

### WAREHOUSE SAFETY GUIDE: UNLEASH THE POWER OF INDUSTRIAL SAFETY PRODUCTS AND OPERATIONS

Establishing a secure inventory management system enhances operational efficiency and fosters a safer work environment. Explore essential procedures and equipment to ensure...

[\(click to read more\)](#)



JULY 18, 2024

### STORE SAFELY: AN ESSENTIAL GUIDE TO SAFETY CABINETS

Safety is everything. When your business involves hazardous materials, chemicals, or flammable substances, you cannot be too careful. Safety cabinets are designed specifically to securely house and organize potentially dangerous materials...

[\(click to read more\)](#)



August 26, 2024

### THE IMPORTANCE OF FALL PROTECTION STANDARDS: SAFEGUARDING YOUR WORKFORCE

Workplace safety isn't just a priority-it's a lifeline, and when it comes to preventing falls, the stakes couldn't be higher. According to the Bureau of Statistics, falls, slips, and trips...

[\(click to read more\)](#)

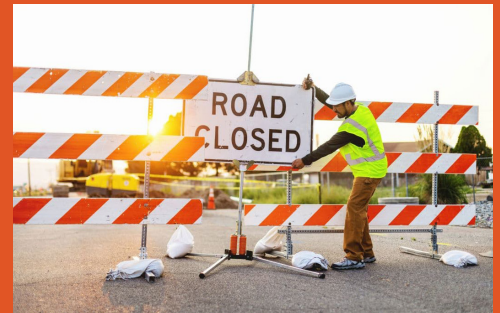


September 13, 2024

### MAXIMIZING SAFETY: 5 TIPS FOR SELECTING PALLET RACKING SYSTEMS

Ensure pallet racking safety with proper installation, regular maintenance and employee training on pallet racking safety guidelines. Pallet racking systems are the backbone of a well-organized...

[\(click to read more\)](#)



October 17, 2024

### THE ULTIMATE GUIDE TO WORK ZONE AND ROAD CREW SAFETY

Protect your road crews with high-quality reflective gear and safety tools -- here's how to set up a safe work zone. If you were to guess how many miles of roads span the U.S., what would you think? A million?...

[\(click to read more\)](#)



## ENTERPRISE GOVERNANCE HIGHLIGHTS

Our management philosophy of governance centers around the concept of creating a corporate community. As a family-founded Company, we are proud of our multi-generational roots, and seek to replicate that fabric of loyalty by creating a sense of corporate community. Our approach to governance is founded in these principles of loyalty, which we seek to reinforce in various ways.

### VOTE Meetings

Our CEO regularly hosts VOTE (Voice of the Employee) meetings with small groups across all departments to hear from our associates in an effort to align associate goals and objectives with the Company's larger mission. We continuously search for new methods to improve our business, both through individual achievements and through advancement of our goals as an enterprise, and we believe that inviting our associates to join us in self-reflective conversation will stimulate our success in both domains.



### CEO Livestreams

Our CEO hosts quarterly "CEO Livestreams" to update associates on the accomplishments of the prior quarter, and key priorities for the next quarter. The CEO Livestreams also include a segment dedicated to the recognition of certain associates who have gone above and beyond during the prior quarter and set the tone for others to follow their leadership example.

### Online Social Connection

In addition, our CEO and other members of the senior management team regularly post on our intranet news about exciting business initiatives, personal achievements, work anniversaries, birthdays, benefit reminders, HR announcements, monthly newsletters, and a workforce favorite: Global Industrial in the Wild (#giinthewild), a platform which identifies Global Industrial products spotted in the world at large. Associates post photos of Global Industrial products that they see all over the world while commuting, exploring, and working.



### Quarterly Town Hall Meetings with Our Distribution Center Associates

At each distribution center throughout the U.S. and Canada, Global Industrial management hosts quarterly town hall meetings. These meetings showcase individualized topics that are pertinent to the associates' roles and to each geographical location.



## BOARD GOVERNANCE HIGHLIGHTS

### All Board Committees Composed of 100% Independent Directors

Our Board's principal committees, Audit, Compensation and Nominating/Corporate Governance, are composed entirely of independent directors.

### Active Board and/or Committee Oversight of Risk Management, Cybersecurity, AI, and CSR

The Board is responsible for the oversight of the Company's risk management process. Risk management is a recurring Board quarterly agenda item and is considered an essential part of business and operations planning. Our Audit Committee exercises oversight of cybersecurity and AI matters and our Nominating/Corporate Governance Committee monitors CSR progress and initiatives.

### Annual Say-On-Pay Vote

In keeping with the Company's commitment to good governance and based on the results of the stockholders' vote at the 2023 annual meeting of stockholders, the Board unanimously voted to adopt an annual Say-on-Pay advisory vote, revised from every three years. This adoption is in line with guidance from stockholder advisory firms that support annual frequency Say-on-Pay voting in order to ensure accountability to stockholders by inviting constructive feedback on executive pay programs in a timely fashion. In addition, at our 2024 annual meeting, our stockholders also provided clear endorsement of the Company's pay-for-performance alignment with approximately 96.5% voting in favor of our executive compensation.

### Regular Executive Sessions of Independent Directors

Our Lead Independent Director and the other independent directors of our Board are actively involved in corporate governance matters and, as with each of the Board's principal committees, routinely meet in executive session without management several times during the year.

### Annual Board and Committee Self-Evaluations

The Board and each of its principal committees conduct annual evaluations to determine whether it and its committees are functioning effectively. As part of this annual self-evaluation, the Board evaluates whether the current leadership structure continues to be optimal for Global Industrial and our stockholders.

### Shareholder Engagement

We appreciate and value the feedback of our stockholders and engage with them throughout the year, not just in advance of proxy season. In 2024, management engaged in several meetings with our stockholders, including meetings, in-person facilities tours, telephone calls, video conferences and written correspondence. During this stockholder outreach, we make a point of providing direct access to our most senior leadership, including our CEO and CFO, and in some cases, members of our Board, such as our Lead Independent Director and Nominating/Corporate Governance Committee Chair. Specifically, we invite the input of our stockholders to better appreciate their perspectives on governance, CSR, performance and strategic issues. We accord great weight to our stockholders' concerns.

We will continue to engage with our investors to receive constructive feedback on governance and other topics and to provide disclosure to our stockholders detailing our progress in these pursuits.



## COMPLIANCE & ETHICS

Our Company is ever vigilant to stay abreast of current best practices in corporate compliance and changes in the law. This year we performed comprehensive reviews of multiple aspects of our compliance infrastructure, and either amended or passed new policies to stay in line with best practice trends.

Our enfranchisement of all ranks of our employee population is part of the reason we enjoy associate collaboration on compliance matters, and consistently enjoy outstanding results year-over-year in our associate engagement and satisfaction surveys.

### Compliance Policies

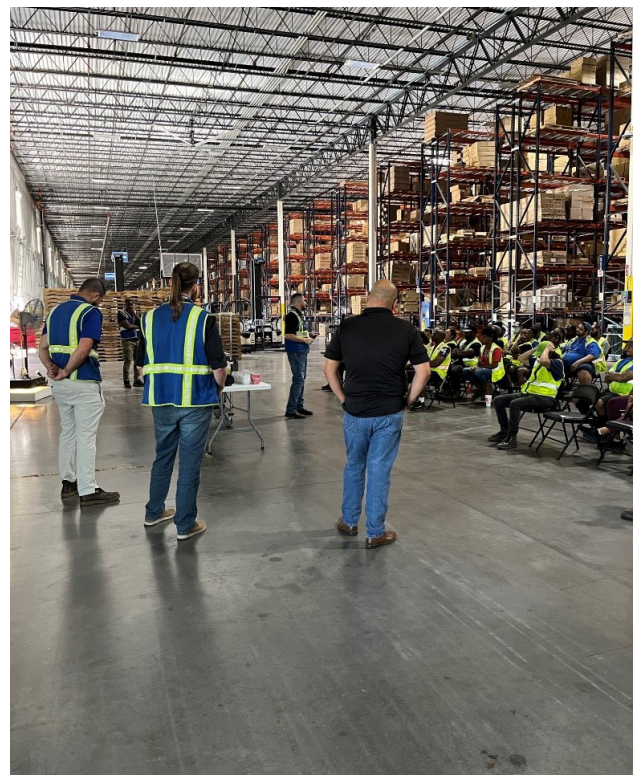
The Company's Corporate Ethics Policy articulates the standards of business and professional ethics that we expect all of our directors, officers, associates, and other representatives of the Company to follow on a worldwide basis. It is the foundation upon which our related policies, trainings, and ethical decisions are established.

Our Company's Corporate Ethics Policy is regularly reviewed by our Board of Directors and our current Corporate Ethics Policy can be viewed on our website at [www.investors.globalindustrial.com](http://www.investors.globalindustrial.com). All new associates are provided an overview of each of our compliance policies, including our Corporate Ethics Policy and our Anti-Harassment Policy.

### Compliance Training

The Company is committed to providing education, training, and awareness to all tiers of our organization around the world with respect to our ethical business practices and related compliance policies. Associates are required to complete initial and annual compliance training to ensure familiarity with the Company's expectations of workplace conduct and compliance with the laws and regulations that govern our business.

Our compliance training program includes, among others, Understanding Fraud, Ethics & Workplace Behavior (including anti-harassment training), and Data Privacy & Information Security.





## CYBERSECURITY & BUSINESS CONTINUITY

Global Industrial's processes for assessing, identifying, and managing material risks from cybersecurity threats are integrated into our overall risk management program and are based on the standardized framework established by the National Institute of Standards and Technology ("NIST"), the International Organization for Standardization and other applicable industry standards. This framework helps us prioritize cybersecurity activities and take a risk-based approach to cybersecurity, which begins with the identification and evaluation of cybersecurity risks or threats that could affect the Company's operations, finances, legal or regulatory compliance, or reputation.

We rely on a cybersecurity team that continuously works to identify, protect against, detect, respond to, and recover from cybersecurity threats and incidents through risk management and strategy. Additionally, our CIO closely monitors the cybersecurity team's approach with regular reviews of security risks and vulnerabilities, security strategy and the implementation of mitigation plans and technology, and reports quarterly to our Audit Committee and Board of Directors on, among other things, threats, mitigation measures, and preventative procedures and software.

We also have a robust cybersecurity training and awareness program that requires all employees to complete mandatory cybersecurity awareness, information handling, and privacy training at the time of onboarding and on an annual basis thereafter. In addition, we regularly test our employees' compliance with best practices using various techniques, such as simulated phishing campaigns, to validate the efficacy of our cybersecurity training.

Global Industrial tracks key performance indicators and cybersecurity metrics to evaluate the efficacy of its cybersecurity controls and practices. Furthermore, the Company's cybersecurity program is periodically reviewed and adjusted in an effort to maintain the program's agility and responsiveness as circumstances evolve, new cybersecurity threats emerge, and regulations change.

### Data Security Practices

We implement security practices appropriate to the nature of the information we collect, including technical, administrative, and operational procedures to prevent loss, misuse, or alteration of personal information. We also comply with payment card industry data security standards for the processing of credit and debit cards.

Global Industrial uses firewalls and email filtering solutions to block known malicious attachments and suspicious files. We also use web-filtering solutions that block malicious or suspicious downloads and web pages.

Global Industrial prioritizes the development of marketing and data practices that enhance data privacy and incorporate protections into our business strategy, culture, and ongoing operations.



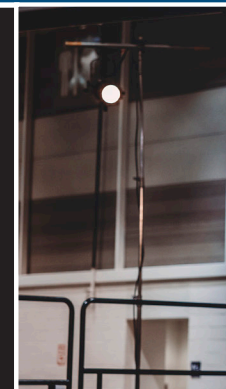
## FORWARD-LOOKING STATEMENTS

This Report contains forward-looking statements within the meaning of that term in the Private Securities Litigation Reform Act of 1995 (Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934). Additional written or oral forward-looking statements may be made by the Company from time to time in filings with the Securities and Exchange Commission or otherwise. Any such statements that are not historical facts are forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995 and are based on management's estimates, assumptions, and projections and are not guarantees of future performance. When used in this Report, the words "anticipates," "believes," "estimates," "expects," "intends," and "plans" and variations thereof and similar expressions are intended to identify forward-looking statements. Forward-looking statements in this Report are based on the Company's beliefs and expectations as of the date of this Report and are subject to risks and uncertainties which may have a significant impact on the Company's business, operating results or financial condition. Investors are cautioned that these forward-looking statements are inherently uncertain and undue reliance should not be placed on them. Important risk factors that may affect our future results of operations and financial condition are detailed from time to time in our Securities and Exchange Commission filings. We undertake no obligation to publicly release the result of any revisions to these forward-looking statements that may be made to reflect events or circumstances after the date hereof or to reflect the occurrence of unexpected events, except as may be required by applicable law.





## 2024 CSR Report



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