

Univar Solutions Receives Top Recognition in USCX Awards for Exceptional Customer Experience

Company wins four U.S. Customer Experience Awards across all its nomination categories for customer experience, strategy, and use of data-driven insights and feedback

DOWNERS GROVE, Ill., July 18, 2022 /PRNewswire/ -- Univar Solutions Inc. (NYSE: UNVR) ("Univar Solutions" or "the Company"), a leading global solutions provider to users of specialty ingredients and chemicals, today announced the Company received four awards in the first-ever [U.S. Customer Experience Awards \(USCXA™\)](#) for 2022. USCXA™, hosted by Awards International and sponsored by the Customer Experience Professionals Association, celebrate America's most outstanding customer experience initiatives and honors companies who have demonstrated exemplary service and customer centricity.

Univar Solutions Receives Top Recognition in USCX Awards for Exceptional Customer Experience

Univar Solutions was recognized in all its nomination categories among the more than 50 U.S. companies that competed. The Company won Gold Awards for Best Measurement in Customer Experience (over 5,000 employees), Best Use of Insight & Feedback, and B2B Customer Experience, in addition to a Silver Award for Best Customer Experience Strategy. This recognition validates Univar Solutions' ongoing dedication to providing its customers with premier services to meet their chemical distribution needs.

"I am thrilled at this recognition especially as putting the customer at the centre of all we do has been a core plank of our growth strategy," said David Jukes, President and CEO at Univar Solutions.

"The importance of the customer experience goes hand-in-hand with our ability to keep our global communities healthy, fed, clean, and safe, while growing together," said Sam Wegman, vice president of customer experience at Univar Solutions. "Through our voice of customer program, led by Lee Kemp, senior director of customer experience, we leverage direct feedback from our customers and our best-in-class advanced analytics team, to adjust our processes and ensure we give them what they want – it's all about transparency, and leveraging feedback and data to drive improvements. I want to thank our teams for their dedication and focus, which have enabled this important recognition, and we look forward to continuing to deliver for our customers as a trusted partner for their evolving formulation and distribution needs."

About Univar Solutions

Univar Solutions (NYSE: UNVR) is a leading global commodity and specialty chemical and ingredient distributor representing a premier portfolio from the world's leading producers. With the industry's largest private transportation fleet and technical sales force, unparalleled logistics know-how, deep market and regulatory knowledge, formulation and recipe development, and leading digital tools, the Company is well-positioned to offer tailored solutions and value-added services to a wide range of markets, industries, and applications. While fulfilling its purpose to help keep communities healthy, fed, clean and safe, Univar Solutions is committed to helping customers and suppliers innovate and focus on Growing Together. Learn more at univarsolutions.com.

Forward-Looking Statements


This press release includes certain statements relating to future events and our intentions, beliefs, expectations, and predictions for the future, which are "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements are subject to known and unknown risks and uncertainties, many of which may be beyond the Company's control. These forward-looking statements are subject to risks and uncertainties that could cause actual results to differ materially from the expectations and assumptions. A detailed discussion of these factors and uncertainties is contained in the Company's filings with the Securities and Exchange Commission. Potential factors that could affect such forward-looking statements include, among others: the ultimate geographic spread of the COVID-19 pandemic; the duration and severity of the COVID-19 pandemic; actions that may be taken by governmental authorities to address or otherwise mitigate the impact of the COVID-19 pandemic; the potential negative impacts of COVID-19 on the global economy and our customers and suppliers; the overall impact of the COVID-19 pandemic on our business, results of operations and financial condition; other fluctuations in general economic conditions, particularly in industrial production and the demands of our customers; significant changes in the business strategies of producers or in the

operations of our customers; increased competitive pressures, including as a result of competitor consolidation; significant changes in the pricing, demand and availability of chemicals; our levels of indebtedness, the restrictions imposed by our debt instruments, and our ability to obtain additional financing when needed; the broad spectrum of laws and regulations that we are subject to, including extensive environmental, health and safety laws and regulations; an inability to integrate the business and systems of companies we acquire, including of Nexeo Solutions, Inc., or to realize the anticipated benefits of such acquisitions; potential business disruptions and security breaches, including cybersecurity incidents; an inability to generate sufficient working capital; increases in transportation and fuel costs and changes in our relationship with third party providers; accidents, safety failures, environmental damage, product quality and liability issues and recalls; major or systemic delivery failures involving our distribution network or the products we carry; operational risks for which we may not be adequately insured; ongoing litigation and other legal and regulatory risks; challenges associated with international operations; exposure to interest rate and currency fluctuations; potential impairment of goodwill; liabilities associated with acquisitions, ventures and strategic investments; negative developments affecting our pension plans and multi-employer pensions; labor disruptions associated with the unionized portion of our workforce; and the other factors described in the Company's filings with the Securities and Exchange Commission. We caution you that the forward-looking information presented in this press release is not a guarantee of future events or results, and that actual events or results may differ materially from those made in or suggested by the forward-looking information contained in this press release. In addition, forward-looking statements generally can be identified by the use of forward-looking terminology such as "may," "plan," "seek," "will," "expect," "intend," "estimate," "anticipate," "believe" or "continue" or the negative thereof or variations thereon or similar terminology. Any forward-looking information presented herein is made only as of the date of this press release, and the Company does not undertake any obligation to update or revise any forward-looking information to reflect changes in assumptions, the occurrence of unanticipated events, or otherwise, except as required by law.

 View original content to download multimedia <https://www.prnewswire.com/news-releases/univar-solutions-receives-top-recognition-in-uscx-awards-for-exceptional-customer-experience-301588477.html>

SOURCE Univar Solutions Inc.

For further information: Investor Relations: Heather Kos, +1 844-632-1060, IR@univarsolutions.com; Media Relations: Dwayne Roark, +1 331-777-6031, mediarelations@univarsolutions.com

Additional assets available online:  [Photos \(2\)](#)

<https://news.univarsolutions.com/2022-07-18-Univar-Solutions-Receives-Top-Recognition-in-USCX-Awards-for-Exceptional-Customer-Experience>