

rrd



GLOBAL CORPORATE SOCIAL RESPONSIBILITY REPORT

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Introduction

LETTER FROM THE CEO

At RRD, we transform customer touchpoints into moments of impact through marketing, packaging, print, and supply chain solutions. Dedicated to social responsibility, our practices ensure we operate ethically in the world, creating sustainable solutions with the lowest environmental impact. For over 155 years, we've remained motivated and committed to serving our clients responsibly and passionately, which wouldn't be possible without prioritizing the safety and well-being of our employees.

RRD's health and safety performance far exceeds the U.S. print industry average and we are proud to share that our most recent full year Recordable Case Rate was more than 60% lower than the current industry average. The impact of COVID-19 on our operations has reduced as leaders in science developed new novel ways to prevent and manage cases. RRD continues to mitigate, monitor, and respond to COVID-19 consistent with CDC guidelines.

In addition to safety, it's imperative we foster an environment where all of our employees feel they belong and have equal opportunity. We've made serious strides over the last several years that have been recognized by leaders in the industry. In 2022 alone, we were named **"Best Place to Work for Disability Inclusion"** for the third year in a row by the Disability Equality Index and we earned a **95 on the Corporate Equality Index** by the Human Rights Campaign. We're very proud of these acknowledgements because they reflect a culture that celebrates and prioritizes diversity, equity, and inclusion.

The following Global Corporate Social Responsibility Report provides a transparent view into our immediate focuses as well as our long-term plans as we continue to grow and evolve across all areas of responsibility as a global organization.



Sincerely,

Tom Quinlan
President & Chief Executive Officer

Forest Stewardship Council® (FSC® License Code FSC®-C101537)

Sustainable Forestry Initiative® (SFI® License Code SFI-01042)

Programme for the Endorsement of Forest Certification (PEFC License Code PEFC/29-31-75)





ABOUT RRD

RRD has over 32,000 employees with operations in Asia, Europe, North America, and Latin America, and is committed to operating responsibly throughout the world. This Global Corporate Social Responsibility Report reflects our initiatives in a variety of important areas, including Diversity, Equity, & Inclusion, Education & Training, Community Relations, Ethics & Compliance, Environmental Health & Safety, and Sustainability. The individual actions of our employees make a difference by giving priority to protecting the environment, helping their fellow employees, and being productive citizens in their communities. We all contribute whenever we turn off unused lights, follow safety precautions, volunteer in our communities or collaborate with our clients. We take these actions not only because we must, but also because we care. Our collective efforts reveal an ongoing commitment to operational, environmental and social responsibility.



DIVERSITY, EQUITY, & INCLUSION

"When thinking about Diversity, Equity, & Inclusion, we often make the mistake of focusing on the vision or destination. In reality, it's a journey that includes a series of steps that we, our teams, and our organization can take to be more intentional about creating a culture where everyone feels safe, seen, heard, valued, and belongs."

Marsha McDermott,
Director, DEI/EEO Compliance

RRD is committed to ensuring that every employee at every level is respected, valued and included. The commitment to advance diversity and promote inclusion is a company undertaking that is integrated into our day-to-day actions and overall business strategy. It is rooted in our core belief that RRD's diverse employees—of every age, walk of life, background, national origin, ability, race, ethnicity, sexual orientation, gender and gender identity—are essential to our company's ability to innovate and transform. Inclusion is formally integrated into all

aspects of the company, from the employees who come to work everyday, to our clients, suppliers and vendors. Our Diversity, Equity & Inclusion mission supports a high performance culture that leverages differences, attracts and retains the best talent, produces excellence in meeting emerging market demands, and enables our clients to succeed.

Together we are creating and sustaining a culture where our differences are valued, explored, respected and appreciated, and everyone is empowered to contribute.

WORKPLACE CULTURE

From individual contributors to our most senior leaders, we provide pathways for employees to learn and grow. We believe that no matter who you are or what your background is, at RRD you will find a workplace that gives you an opportunity to rise to the top. We have several initiatives that specifically support the recruitment, integration and retention of diverse employees, including:

Inclusion Councils

Inclusion councils are self-initiated, voluntary groups of employees. They advocate for and promote an inclusive culture by sharing resources and ideas and by implementing local programs that impact their workplace and community.

Business Resource Groups

Our business resource groups enable and encourage the development and promotion of diverse talent. For both the Global Women's Business Resource Group and the Business Resource Group for Professionals of Color, we are committed to creating synergy through alignment with our strategic goals and intentionally acting to attract, develop, promote and retain diverse talent.



RRD was named to the Forbes America's Best Employers for Diversity 2021 List. RRD's commitment to diversity, equity, and inclusion (DEI) takes many forms. To benefit the company's employees, RRD launched RRD UNITED (Understand, Nurture, Include, Together, Equal and Diverse), which brings together leaders from throughout the organization to champion, advise, and provide support to achieve DEI goals by leading programs and facilitating alignment with other RRD initiatives.

Learning Resources

We have a blended learning delivery platform and a variety of learning resources that include online eLearning, in-person facilitated training, an online resource library of videos, articles and recommended reading, group learning exercises, targeted learning for leaders, best practice webinars and a monthly Inclusion newsletter. Examples include:

- **Valuing Inclusion Learning Program:** A three-phased training approach. This program addresses employee developmental needs, specific situational challenges, and provides ongoing opportunities for leading by example.
 - **Phase 1 – Valuing Inclusion: A learning module that provides basic information employees are expected to know and understand about the importance of Diversity & Inclusion.**
 - **Phase 2 – Valuing Inclusion & Taking Action: A facilitated session that builds on basic elements and influences positive behavioral changes by providing experiential learning, self assessment, and a plan for action.**
 - **Phase 3 – Valuing Inclusion Leadership: The course is embedded in our Leadership Essentials Program for all managers and supervisors. Participants explore how values and beliefs about diversity and inclusion are established, identify personal beliefs and biases and how they translate to behaviors, recognize the impact those behaviors can have on others and our business, and develop best practices to promote and support an inclusive environment.**
- **Employee Roundtables:** The employee roundtables create a safe forum for employees to participate with space to listen, learn, and participate in difficult, but necessary conversations about race, ethnicity, gender, bias and other differences. For example, “Courageous Conversations” is a forum that encourages open discussion by utilizing inclusive communication and focusing on understanding and active listening.
- **WoN – Women’s Own Network, Diversity Forum at Global Outsourcing Solutions, Asia Pacific Region:** WoN teams across the Asia Pacific region actively engage in activities that increase awareness and empower women. “Born To Lead” is a unique program launched for young daughters and sisters of RRD employees to create awareness about various career opportunities available in the industry and the skills required to succeed. The sessions cover topics on financial independence, leadership qualities, the importance of networking and breaking stereotypes.
- **Diverse Voices Panel Series:** The Diverse Voices Panel Series brings together RRD colleagues to share their unique personal and professional journeys. Topics include— culture, identity, values, traditions, and how they leverage their unique backgrounds and perspectives to advance their career. Employees are encouraged to participate in these events, ask questions, and then use the resources provided for further learning.

EXTERNAL PARTNERSHIPS

We actively support and partner with organizations that focus on the recruitment, professional development and advancement of diverse talent. These partnerships include:

- **100K Mentor Challenge:** The aim of the 100K Mentor Challenge is to provide underrepresented college students with an equal access to professional opportunities through an innovative mentoring tool.
- **DePaul University:** DePaul University provides professor-led seminars on leadership, communication, and diversity, equity, and inclusion. RRD employees are eligible for tuition discounts and application fee webinars for their graduate, undergraduate and certification programs.
- **Out & Equal:** Out & Equal is the premier organization working exclusively on LGBTQ workplace equality. Out & Equal helps LGBTQ people thrive and support organizations creating a culture of belonging for all.
- **National Diversity Council (NDC):** The NDC serves as the umbrella organization to support their statewide and regional affiliates, which foster an understanding of diversity and inclusion as a dynamic strategy for business success and community well-being through various initiatives with a specific focus on LGBTQ and Veteran's workplace inclusion.
- **Catalyst:** Catalyst is dedicated to creating workplaces where employees representing every dimension of diversity can thrive. Catalyst invites women, men, and organizations to join with them in building the inclusion that will change business, society and lives for the better by providing research, resources, webinars events and practical tools for their member organizations.





SUPPLIER DIVERSITY

Julie Cole
Supplier Diversity Manager
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RRD promotes and supports the growth of diverse, small and underutilized businesses.

Our Commitment

RRD is committed to creating and leading strategic relationships with qualified diverse businesses that meet the needs of our clients, employees and the communities we serve. As part of our commitment, we're focused on qualifying and utilizing women-owned, small, veteran-owned and LGBTQ-owned businesses in our supplier base to grow our total spend with them.

Valuing Supplier Diversity

As one of the largest integrated communications companies in the world, we experience firsthand the incredible diversity among our clients, suppliers and communities we serve.

- Over the last year, our program has evolved and many changes will be implemented through 2025 to increase our spend with and our support of diverse and small businesses. Here are just two of our representative suppliers: Montenegro Paper (Minority-Owned Business Enterprise in Chicago, IL) and Corporate Electronic Stationery (Woman-Owned Business Enterprise in Troy, MI).
- Our comprehensive and strategic approach to supplier diversity ensures our program and goals are an integral part of the global strategic sourcing process.
- Our sourcing team proactively works to support diverse supplier involvement and development to ensure client needs are met.

Supplier Diversity Certification Partners

Key third party certification entities we partner with to validate the ownership, financial solvency and operational excellence of our diverse business partners include local and national certifying organizations such as the National Minority Supplier Development Council (NMSDC), Women Business Enterprise National Council (WBENC), City of Chicago, etc.

Supplier Qualification

RRD deploys a comprehensive supplier qualification process to collect critical information to determine a supplier candidate's suitability to become an approved supplier. RRD uses this information as the baseline criteria that drives our supplier selection process to partner with suppliers that provide products and services of the highest quality, on time, every time, while providing a high level of service. Here are some critical data points we collect that are part of the process:

- Principals and key contacts
- Financial background
- Capability statement
- Non Disclosure Agreement (NDA)
- Certificate of Insurance (COI)
- Regulate Product and Materials (RPM) Safety Specifications
- Terms and Conditions



EDUCATION & TRAINING

"People are the foundation of RRD communications expertise. Aligning our values to both employees and clients is key to creating engaging, inclusive and sustainable solutions."
Al Dupont, EVP, Chief Commercial Officer

RRD is dedicated to offering our employees the opportunity to grow and enhance their skills and knowledge. These training and learning development solutions cover technical and soft skills and are available 24/7 to all RRD employees online via our training portal.

- **Sales:** We offer training courses to equip our sales professionals with the skills and knowledge required to bring value to our clients and build long-term relationships. We offer product and solution courses that introduce our suite of capabilities as well as sales courses that focus on the development of selling skills and sales methodology. We offer general business courses to round out a sales professional's knowledge and skills base. Sales professionals are provided with salesforce tools and training to further enable their success.
- **Service:** Another training program equips our employees with the skills and knowledge to deliver quality service internally as well as to our external clients.
- **Manufacturing:** To support our print professionals, we offer learning programs in the areas of general print skills, finishing, flexographic, ProteusJet, sheetfed offset, web offset and universal print skills. We continue to develop apprenticeship paths focusing on skills development promoting career and operational success.
- **Leadership:** We offer a series of collaborative learning experiences targeted directly to front line managers, supervisors, and team leaders. As a part of the program, a local leader partners with participants to explore eight core leadership competencies. The eight primary leadership essentials explored in the program are: establishing credibility; dealing with stress; listening actively; communicating effectively; navigating conflict; coaching for performance; financial literacy; and client focus.
- **Tuition Reimbursement:** RRD supports employees who wish to continue their education and certifications to secure increased responsibility and growth within their professional careers. In keeping with this philosophy, RRD has established a reimbursement program for expenses incurred through approved institutions of learning.

TRAINING AND DEVELOPMENT

A critical component of our investment in our employees is the provision of virtual and self-directed learning and development. This training covers topics from sexual harassment prevention, ADA awareness, IT security, and a wide variety of anti-corruption/anti-bribery and compliance programs.



COMMUNITY RELATIONS

NORTH AMERICA

RRD's vision is to strengthen the communities in which our employees live and work, and we are responsive to the emerging needs that challenge our employees and their communities. Multiple activities were performed throughout the US, Canada and Mexico in support of local communities.



Donations To Project Concern



Volunteering at Feed My Starving Children



Earth Day Community Clean-Up



Plastic Cap Collection for Cancer Patients



Making Tie Blankets for Cancer Patients



Volunteering at SPCA & Wildlife Center



Cooking Meals at Ronald McDonald House



Exemplary Employer Award

2021 and 2022 Activities:

- Plover, WI: As a result of its diverse and inclusive hiring practices that welcome individuals with disabilities into its workforce, RRD Supply Chain Solutions in Plover has been recognized as an Exemplary Employer by the Wisconsin Department of Workforce Development
- Lewisville, TX: Partnered with Shared Housing in Dallas to provide donations to families in need
- Logan, UT: Multiple activities in support of families in need, including a Little Lambs diaper and wipes drive, 'Sub for Santa' clothes, toys, and gift card donation collection, and preparing and serving meals at Loaves and Fishes
- Reynosa, Mexico: Employees collected plastic caps which are sold to companies that recycle into new materials. All proceeds are used to help cover the cost of treatment for children with cancer
- Cudahy, WI: The site partnered with Project Concern to adopt 10 families to help them with Thanksgiving dinner, and provided additional food donations to support the organization
- Employees from the IT Group throughout the US: Volunteered at Feed My Starving Children, made tie blankets for cancer patients, cooked meals at Ronald McDonald House, and volunteered at the Houston SPCA & Wildlife Center of Texas
- RRD Canada: Supported National Truth and Reconciliation Day with the aboriginal community, and Bell Let's Talk, a program that supports changing the way we talk about mental health and opens conversations about people struggling with mental illness
- West Caldwell, NJ: Hosted annual coat, food, and toy drives with local community centers
- Plover, WI: Supported multiple United Way events including an employee funded diaper drive, back to school supplies collection, and community raking and yard clean up. Also sponsored the Lake Pacawa Walk/Run/Roll and Mini Mudder Run, and created valentine cards for seniors in the nursing/assisted living home as part of the Valentine's Smile event
- Columbia, SC: Employee donation drive for the Palmetto Place Children Shelter, and completed a community clean up event in support of Earth Day
- Atlanta, GA: Employees volunteered at Solidarity Sandy Springs, a local food pantry, and donated to children in need through the Salvation Army Angel Tree
- Durham, NC: Durham Rescue Mission sorting and filling gift bags of toys for their annual holiday event. There were almost 40 RRD operational leaders from North America at this event representing Packaging, Forms & Labels, and Retail Solutions
- Orlando, FL: RRD employees joined more than 400 volunteers from across the country as part of a client-organized event to refurbish a veterans halfway house in need of extensive repairs



**Durham Rescue Mission
Holiday Event**

ASIA



“Chennaiil Vanam” Urban Forest Tree Planting



Trivandrum Back to School Drive



In Solidarity With Sri Lanka



Manila Elementary School Support

RRD employees worldwide routinely work to make a positive difference in the communities in which they work and live. Examples include:

2021 and 2022 Activities:

- Chennai, India: “Chennaiil Vanam” is a greenery initiative started by a Chennai-based NGO with the intention to increase green cover in Chennai City. RRD Chennai employees completed the planting of over 700 saplings of more than 25 different species in a 3,000 square foot area located behind Buckingham Canal Indira Nagar MRTS train station
- Chennai, India: Collaborated with United Way Chennai and provided virtual volunteering support to conduct an awareness campaign on vaccination. Through phone calls, 22 of our volunteers educated 117 persons from less privileged families on the benefits of being vaccinated and updated the details of their vaccination status through regular follow-up

- Colombo, Sri Lanka: In response to the call for medical supplies and equipment by Sri Lanka's medical associations and health ministry, RRD extended support to three hospitals. The country, which is battling a prolonged economic and health crisis, is facing a severe shortage of essentials including medical supplies. RRD Colombo donated supplies and equipment to the Castle Street Maternity Hospital, Lady Ridgeway Children's Hospital and Apeksha Cancer Hospital
- Colombo, Sri Lanka: Donated a blood gas analyzer machine to the South Teaching Hospital in Kalubowila, the second-largest government hospital in Colombo. Also donated surgical gowns, pulse oximeters, bed sheets, food and other supplies to the Colombo North Teaching Hospital in Ragama
- Manila, Philippines: During the pandemic, daily school activities became a challenge, especially in remote communities where electricity, data signal, printing materials, and necessary hygiene supplies are scarce. RRD Manila supported the Maruglo Elementary School in Capas, Tarlac, by providing essential supplies and equipment, including a Wi-Fi router with free 6-month data supply, paper and toner, solar transistor radios for remote one-way communication from teachers broadcasting their sessions through their AM radio to students, disinfectants, facemasks, and more, benefiting 450 students and faculty members
- Manila, Philippines: Donated essential items, including groceries and hygiene packs, to the senior residents of the Emmaus House of Apostolate, a home for the aged
- Trivandrum, India: Back to school supplies drive, where RRD employees led efforts to collect over 8,500 books and over 2,000 other items including pen and pencils ,etc distributed to children at various schools, special care homes and a school for the deaf. This 2022 drive was important as many schools were reopening after the pandemic and many households weren't able to purchase the items collected
- Trivandrum, India: Volunteers celebrated Onam with the residents of an Old Age Home. By sharing the Onam Saadhya (feast) and presenting new clothes to the elderly residents, we celebrated the biggest festival for Kerala with joy and compassion



HEALTHCARE PRIORITIES

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The global pandemic is and has been a poignant reminder to all of us of the importance of prioritizing our health each and every day. RRD provides its employees the opportunity to select health and benefits packages that fit best for themselves and/or their family. In the U.S., we provide access to quality programs that include but aren't limited to preventative care, cost-sensitive medications and personalized case management. We also offer coaching to employees and their families who may be facing a diabetes or hypertension diagnosis or working to quit smoking. Outside of the U.S., RRD employees receive medical coverage and life insurance, along with location specific benefits. The health and safety of our employees is a top priority for executive leadership, and we are continually striving to ensure our benefits offerings help our employees make their health the top priority.

Christy Goldberg-Hirsch,
SVP, Total Rewards, Corp Center HR
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We offer the following programs to our employees and their covered dependents enrolled in our national medical options:

- Free hypertension support through Livongo, including personalized health coaching and a blood pressure cuff and FDA-approved touchscreen meter
- Free diabetes support through Livongo, including personalized health coaching from a certified diabetes instructor, unlimited strips and lancets, and an advanced blood glucose meter
- Free tobacco cessation program that includes a tailored quit plan, telephonic sessions with a certified coach, self-management tools, and nicotine replacement
- We also provide free video counseling for mental health issues through our Employee Assistance
- Free personalized exercise therapy and unlimited one on one coaching designed to reduce chronic back, hip or knee pain through Hinge
- Free Health Advocates to assist employees and their covered dependents to understand their health benefits, find high-quality cost effective providers, schedule appointments, deal with claims issues, or provide support for new diagnose

Breast Cancer Awareness Month,

Asia Pacific Region: We rolled out an integrated communication campaign, #Pinktober, on Breast Cancer Awareness month. We facilitated events across the region to highlight the importance of preventive diagnosis.

Screening Camp, Chennai: We conducted breast cancer screening camps with leading hospitals. Almost 200 employees attended the event.

Wellness is a State of Being, Manila: We held a two-day workshop to promote and reinforce the importance of wellness at home and work. The program debunked myths and stressed the importance of wellness-focused nutrition and maintaining a healthy lifestyle.

POSH (Prevention Of Sexual Harassment)

Awareness, Trivandrum: We initiated POSH awareness sessions to create awareness on the prevention of sexual harassment in the office.

Keep Fit Series, Trivandrum: We initiated the 'Keep Fit Series' to help employees keep their body fit and mind fresh while working from home. We shared videos on easy-to-do **yoga asanas**.

WoN #bethechange, Asia Pacific Region:

Is an initiative to inspire our employees to commit to one act of change and start taking action towards being more empathetic and kind. The campaign was executed over four weeks and had seven main events in which 2,000 employees participated.



ETHICS & COMPLIANCE

Deb Steiner

EVP, Chief Administrative Officer,
General Counsel, Chief Compliance Officer
deb.steiner@rrd.com

The name RRD has long been synonymous with integrity and ethical business operations. This focus on integrity continues today, codified in our Principles of Ethics Business Conduct (“PEBC” or the “Principles”). These Principles apply to all employees, vendors, suppliers, agents and directors of RRD and govern all areas of professional conduct.

A consistent set of ethical practices is key to operating at the highest levels of integrity in every place where RRD does business around the globe. Some of the areas addressed by the Principles:

- **Ethical and lawful behavior:** The Company has earned a reputation for providing top-quality marketing and business communications services in an honest, ethical fashion. We conduct our business honestly, ethically and in strict compliance with all laws, rules and regulations.
- **Anti-corruption laws:** The Company will not, either directly or indirectly, pay bribes to or otherwise seek to improperly influence government officials, political parties or candidates for political office. Further, the Company strictly prohibits facilitating payments of any kind absent express, written approval of the Chief Compliance Officer.
- **Protect proprietary and confidential information:** In helping our clients better connect with their customers, we interact with significant amounts of confidential data. All employees are required to protect confidential company assets and proprietary information.
- **Conflicts of Interest:** Outside work or service opportunities must not conflict with an employee’s ability to perform her duties at the company with undivided loyalty.
- **Gifts:** Employees must not accept gifts, favors, loans, entertainment or other gratuitous services from competitors, clients or suppliers of RRD. Cash payments or gifts must never be given to clients and other gifts, favors and entertainment must be legal and reasonable.
- **Antitrust laws:** RRD deals with suppliers, clients, employees and competitors on a fair and honest basis, at arm’s length.
- **Environmental laws:** RRD conducts its global business in accordance with environmental laws and strives to continuously improve global EHS performance using practices that protect employees and the environment.
- **Employee working conditions:** We employ only workers with a legal right to work. RRD does not employ children under the age of 15 (or as the law provides) or forced labor. RRD fairly compensates its employees in compliance with local and national laws in the subject jurisdiction. RRD also maintains work hours in compliance with local laws in the jurisdictions where we do business.
- **Discrimination:** RRD selects, places and manages all employees without discrimination based on race, religion, color, national origin, sex, gender identity or expression, age, disability, perceived disability, sexual orientation, veteran status, genetic information or on the basis of any other status protected by law.
- **Securities laws:** RRD communicates with transparency and fairness to external stakeholders. Confidential information obtained by employees may not be used for personal advantage.
- **Government investigations:** The Company and its employees shall cooperate with government investigations.

Part and parcel to a global company's successful operation is the flow of information from our 32,000 employees back to corporate leadership. To that end, we have an Open Door Policy that ensures we treat one another with respect and are aligned globally in our business goals, values and ethical standards. All employees, no matter their job responsibilities, geographic locations or positions, should have opportunities to raise issues and speak their minds to drive the Company forward to operations that are beyond repute.

The Board of Directors oversees the Ethics and Compliance Program at RRD. The Program is run internally and led by our Chief Compliance Officer who meets regularly with a committee of leaders from a cross section of functional and business areas to monitor and shape the Program. Here are some of the areas the Program monitors:

- Ethical and Lawful Behavior and Conflicts of Interest
- Anti-Corruption
- Financial Reporting
- Antitrust Laws
- Environmental, Health and Safety Laws
- Employment Practices
- Government Relations and Contracting
- Information Technology
- Intellectual Property
- Product Safety
- Import/Export Controls
- Postal Affairs
- Centers for Medicare and Medicaid Services (CMS) Compliance
- Record Retention
- Tax Compliance

Governance

The leading edge of a strong governance culture is its Board of Directors. Since becoming a private company in February 2022, a new Board consisting of members of our owner, Chatham Asset Management, is providing expert oversight and guidance on governance matters and strategy. Our board has two standing committees: Audit and Human Resources. Both committees are governed by a written charter that is publicly available on our website at rrd.com. Under the guidance of our Board, we are continuously seeking to drive forward the strategy of RRD while enhancing the workplace for our employees and leaving a positive impact on the communities where we work.

When reviewing candidates for the Board of Directors, the Board considers diversity of the Board, including gender, race, background, and expertise, among other things. We believe the composition of our Board reflects a diversity of viewpoints, skills, professional and personal backgrounds, and experiences, which allows the Board to effectively lead the Company.

Each employee at RRD is personally accountable for operating with integrity. Employees receive annual training to ensure they have an understanding of the important policies, laws, rules and regulations that impact our businesses around the world. The trainings cover areas such as our Principles of Ethical Business Conduct (PEBC), anti-harassment, anti-corruption, data security, and privacy, among others.

RRD's Open Door Hotline provides employees, vendors and suppliers with a mechanism to report concerns regarding potential compliance or ethical matters without fear of retaliation. Our hotline is hosted by a third party and reports can be made anonymously.

Our determination to operate ethically applies everywhere we do business and is a commitment we make not only to our employees but also to our stakeholders. Our operational excellence is built on this foundation.





ENVIRONMENTAL, HEALTH & SAFETY

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EHS Policy

It is RRD's policy to protect the health and safety of our employees, clients, and the public, and to conduct all activities in an environmentally responsible manner. We are committed to this policy worldwide as an integral part of being the world's premier business and marketing communications company.

Senior Corporate management ensures alignment of RRD's business strategy and operations with this Environmental, Health and Safety (EHS) policy and confirm the commitment of RRD to:

- Conduct global operations in accordance with all applicable laws, regulations, and other requirements, anticipate EHS issues and promote appropriate voluntary initiatives that support this policy;
- Strive for an injury free workplace through high employee involvement and a strong health and safety program;
- Minimize the EHS impact to our employees, facilities, and communities in which we do business;
- Strive to continuously improve global EHS performance by utilizing practices that protect employees and the environment, including reducing the quantity of emissions, including greenhouse gas (GHG) emissions, developing opportunities for recycling and pollution prevention and using paper, energy, water and other resources more efficiently;
- Partner with our clients to ensure that we manufacture, source, and distribute products that meet all applicable safety regulations , and identify opportunities to further minimize their product's environmental impact
- Train and motivate employees to conduct their activities in a safe and environmentally responsible manner; and
- Review and report to executive management on a periodic basis the EHS performance of global operations which may include the setting and review of EHS objectives and targets used to promote continuous improvement.



EHS Management System

At RRD, we have developed a comprehensive management system that enables us to effectively control our EHS impacts using a model consistent with well-accepted international management standards such as the International Organization for Standardization (ISO).

The elements of our EHS Management System include:

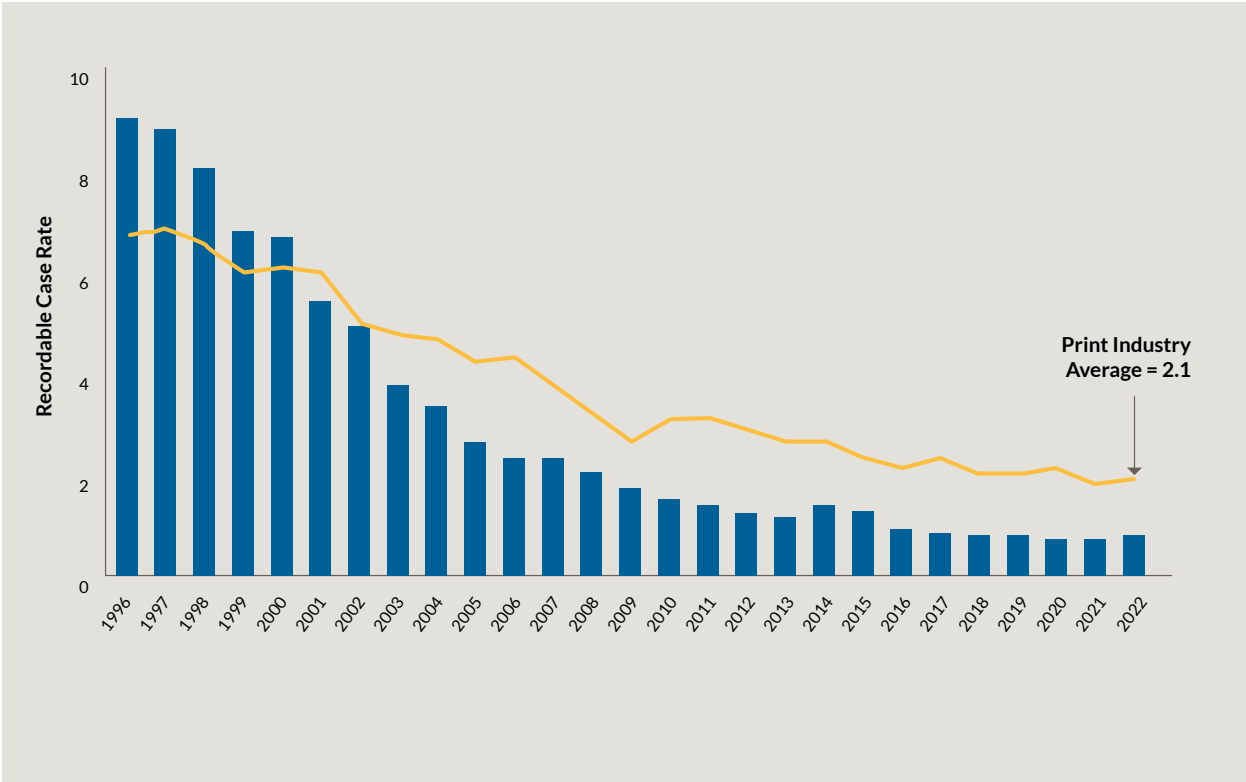
- **EHS Policy:** A corporate policy defines the EHS principles that guide the conduct of RRD operations worldwide.
- **Programs and Standards:** Define the elements of our management system to protect the safety of employees, contractors and visitors. These also include our environmental management expectations to ensure compliance with legal requirements.
- **EHS Roles & Responsibilities:** EHS responsibilities are integrated into every level of our organization.
- **Training:** Management of a comprehensive training and awareness program, including new employee orientation programs, online training and communications, topic-specific workshops and webinars, and mentoring activities to develop leadership and expertise in the field.
- **Measuring:** Measuring our EHS results company-wide and closely monitoring our progress towards implementing the RRD EHS Standards are critical to meeting our commitment of continuous improvement.
- **Monitoring:** RRD has put processes in place to test and oversee compliance.



Recordable Case Rate

Our health and safety results mean the most to us because they help us to measure how well we are keeping our employees safe. While we report our numbers as a rate (which helps us to standardize our global reporting with the government method for calculating injury rates), what truly matters is the number of people who are hurt. Lower rates mean fewer injuries and more people are able to work and support their loved ones. In the chart below you can see the continuous improvement in our Health and Safety rates over the past several years.

The “Recordable Case Rate” (RCR) is a rate, per 100 employees, of the number of times an employee received treatment beyond basic first aid for a work-related injury or illness. Our full year 2022 RCR finished at 0.8, which is more than 60% lower than the current U.S. print industry average. Multiple facilities also completed the year without a single OSHA recordable case. While we continue to be extremely proud of our results, our continued goal is to achieve zero work related injuries or illnesses.



2021 Milestones

Many of our worldwide locations are recognized each year for achieving a significant milestone relative to the amount of recordable cases experienced.

1 Year Without a Recordable Case

- Austell, GA
- Buffalo Grove, IL (Veritas)
- Chengdu, China
- Columbus, OH
- Debrecen, Hungary
- Des Moines, IA (Garner)
- Humen, China
- Indianapolis, IN (Jackson)
- Kunshan, China
- Lancaster, OH (Cyril-Scott)
- Lodz, Poland
- Mississauga, ON, Canada (Vipond BCS)
- Prague, Czech Republic
- Streamwood, IL (Carqueville)
- Toronto, ON, Canada (Annan-Bird)
- Toronto, ON, Canada (RRD-MIL)
- Weifang, China
- Westlake Village, CA (Thousand Oaks)

2 Years Without a Recordable Case

- Brno, Czech Republic
- Columbia, SC (State Printing)
- Edmonton, Canada
- Greenville, SC (Keys Innovative Solutions)
- Las Vegas, NV
- Milwaukee, WI

3 Years Without a Recordable Case

- Hyde Park, MA
- Tempe, AZ (Ironwood)
- Tulsa, OK (CP Solutions)
- Williamston, SC (Keys Anderson)

4 Years Without a Recordable Case

- Dallas, TX (Jarvis Press)
- Laurel, MD (Mount Vernon)
- Macedonia, OH (AGS Custom Graphics)
- Singapore
- West Columbia, SC (Wentworth)

5 Years Without a Recordable Case

- Mississauga, ON, Canada (Vipond MNA)

7 Years Without a Recordable Case

- Futian, Shenzhen, China
- Yamagata, Japan

Large Facilities With a Recordable Case Rate Less Than Half of the 2021 Company Average

- Reynosa, Mexico
- Shanghai, China
- St Charles, IL (Wallace Ave)

EHS External Certifications

Our company EHS Management System has positioned many locations to earn certification from third party organizations including ISO 14001 and OHSAS 18001. For a complete listing by site, please visit:



2022 Milestones

1 Year Without a Recordable Case

- Atlanta, GA
- Charlotte, NC
- Chaska, MN
- Houston, TX (Turnkey)
- Lewisville, TX
- Medford, OR (CDS Publications)
- Nacogdoches, TX
- Osage, IA (BF)
- Oshawa, ON, Canada
- Philadelphia, PA
- Sacramento, CA (Pacific Standard Press)
- San Salvador, El Salvador
- Seymour, IN
- Weifang, China
- West Caldwell, NJ

2 Years Without a Recordable Case

- Debrecen, Hungary
- Humen, China
- Lancaster, OH (Cyril-Scott)
- Streamwood, IL (Carqueville)
- Toronto, ON, Canada (Annan-Bird)

3 Years Without a Recordable Case

- Brno, Czech Republic
- Milwaukee, WI

4 Years Without a Recordable Case

- Tempe, AZ (Ironwood)

5 Years Without a Recordable Case

- Singapore

6 Years Without a Recordable Case

- Mississauga, ON, Canada (Vipond MNA)

8 Years Without a Recordable Case

- Futian, Shenzhen, China

Large Facilities With a Recordable Case Rate Less Than Half of the 2021 Company Average

- Chengdu, China
- Kunshan, China
- Lodz, Poland
- Shanghai, China

RRD COVID-19 Response

As COVID-19 continued to spread globally in 2021, the health and safety of RRD’s employees, clients, partners and suppliers was and continues to be our first priority. There is nothing more important than the safety and wellbeing of our more than 33,000 employees around the world.

At the start of the pandemic, we established a cross-functional COVID-19 Task Force to manage the situation in real-time as it developed around the world.

We implemented flexible working policies, including telecommuting and staggered shifts, and developed processes for illness and exposure self reporting. Our new policies allowed roughly 10,000 employees to successfully work from home. As a Company with a significant manufacturing presence, working from home is not an option for many of our employees. A majority of our employees continued to work on site in our manufacturing and service facilities each and every day. RRD is grateful for these team member’s commitment to work safely and deliver for our clients during these challenging times. RRD recognizes and appreciates that all of our team members had to work very hard to balance work, life, kids and school, especially in an e-learning environment.

In order to protect our employees and as part of our prevention plans, we continued the following programs in 2021:

- Implemented policies for our employees including: illness self-reporting, exposure reporting, and management of absences
- Created policies for flexible working (e.g., telecommuting and staggered shifts)
- Enforced social distancing measures within individual facility locations
- Provided training and guidance on the use of face coverings
- Disseminated training on preventing COVID-19 spread at the worksite
- Require coordination of COVID-19 protocols for our travelers to client sites and visitors to our locations.
- Developed guidelines for visitors to safely enter our facilities
- Taken steps to educate, encourage and provide access to the COVID-19 vaccine
- Coordinated planning with staffing agency partners

- Evaluated our air handling and cleaning protocols
- Maintained a central distribution system as well as COVID-19 prevention supplies and test kits on hand





We manufactured and distributed educational materials to all of our domestic operations including:

- Floor graphics for physical distancing
- Door and wall cling educational materials addressing everything from hand washing to building entry requirements
- Table top and free standing signage for use in entry and break areas
- Visual training for personal hygiene best practices in line with WHO and CDC guidelines

Employee engagement was included in our communication and education programs. Internal social media campaigns and contests encouraged the use of face coverings and being vaccinated.

Support of our communities and clients during COVID-19 was an important part of the RRD effort. RRD's broad range of supply chain solutions and regulatory-compliant facilities supported companies facing increased demand for Covid-19 PCR test kits, antigen test kits, rapid point-of-care diagnostic tests, at-home collection tests, and combination tests. RRD has developed an awareness toolkit for COVID-19 vaccination to enable manufacturers, care providers, and associated companies in the following areas:

- **Vaccine awareness** – direct mail programs, digital communications, employee training materials, content and creative translations
- **Clinician and retailer operational needs** – signage and wayfinding, prep kits, temperature labels, POP displays, branded promotions and labels
- **Post-vaccination support** – care kits, proof of vaccination, second shot reminders, tip sheets

RRD continuing to encourage vaccination of our employees, including sharing vaccine information through several methods and in multiple languages, providing flexibility to get vaccinated during working hours and arranging for onsite vaccination events.

As COVID-19 continues to challenge organizations around the world, we will continue to do our best to leverage our broad network of facilities to meet client demand, while continuing to protect our employees who remain the backbone of our Company.





SUSTAINABILITY

Dennis Aler

Director, EHS/Sustainability

dennis.m.aler@rrd.com

"The success of our strategy is inextricably intertwined with the diversity of experience and sustainable business practices. We work to ensure RRD's business strategies reflect our emphasis on environmental, social and governance priorities. Our clients share these values, and we seek to continue to develop new and rigorous programs responsive to market challenges."

Dennis Aler

Director, EHS/Sustainability

At RRD, sustainability is not considered an extra initiative. From collaborating with our clients to ensure we meet their stringent environmental specifications, to continuously working to identify and implement energy and waste reduction initiatives in our worldwide manufacturing locations, we are continuously focused on improving sustainability performance.

The RRD Global Environmental, Health & Safety (EHS) Policy outlines our commitment to utilize practices that protect the environment, including reducing the quantity of emissions, including greenhouse gas (GHG) emissions, developing opportunities for recycling and pollution prevention and using paper, energy, water and other resources more efficiently. This commitment informs and guides our company sustainability objectives.

Resource Efficiency

We identify, measure, and continuously improve efficiencies associated with, consumption and use of energy, raw materials, water and other resources.

Responsible Procurement

We extend our influence across the breadth of the supply chain by encouraging sustainable practices among our suppliers,

and offering raw material solutions that meet the specifications of our clients.

Waste Minimization

Every day, we reduce, reuse and recycle in our worldwide manufacturing locations.

Stewardship

We find, learn and share best practices and demonstrate our commitment to sustainability.

Resource Efficiency

- RRD is pursuing energy efficiency programs in our worldwide manufacturing locations. We're investing in several different programs and technologies that promote enhanced energy consumption and recovery systems. Examples include:
 - **Electrical Demand Response Programs:** RRD locations commit to reducing energy consumption during peak demand periods, allowing local utilities to avoid brownouts or investment in costly generation capacity.
 - **Heat recovery:** A proprietary process that captures heat and allows it to be used again. This heat is used to reduce ambient heating needs, to more effectively dry printing inks, and to operate boilers more efficiently.
 - **Lighting Upgrades:** RRD is taking advantage of advances in lighting technology by continuing to install lighting system retrofits in our domestic and international facilities.
 - **Alternative energy:** We continuously seek opportunities to use increased alternative energy, including through geographic power grid utilization, onsite physical installations, and through power purchase agreements.
 - **Greenhouse Gas (GHG) Emissions Tracking:** We've partnered with an external organization to track our energy consumption and GHG emissions by site. This data supports our annual Carbon Disclosure Project (CDP) Climate Change questionnaire response and company-wide energy reduction initiatives.



Waste Minimization

- RRD routinely works to reduce the amount and types of by-products produced, and reuse and recycle those that are. Our largest by-product, paper, is systematically segregated and recycled at all of our worldwide manufacturing locations.
- While specific initiatives will vary by site and manufacturing process, examples include: Recycling of paper, including add roll trim, paper tear off, office paper, butt rolls (also used as packing material), bound and stapled waste, cardboard (including bare cores from printing rolls), plastic wrap and aluminum printing plates; returning reusable rags, oil pigs and oil mats to external vendors for decontamination and reuse; returning forklift batteries to battery vendors for recycling; sending used oil to licensed third parties for recycling; and repairing broken or damaged pallets for reuse.
- We partner with a national by-products broker for US manufacturing sites. Materials recycled with this broker include, but are not limited to: Coated board stock, old corrugated containers, mixed paper, sorted office waste, metals and plastics. In 2022, RRD US Manufacturing locations recycled over 98 thousand tons of by-products produced. This is equivalent to the avoidance of over 1.6 million trees, 399 million kWh electricity, 409 thousand tons of CO₂ emissions, 681 million gallons of water, and 323 thousand cubic yards of landfill space.
- Several locations have installed on demand corrugated box making equipment, allowing for the onsite production of specific box sizes to match the product shipped, resulting in less corrugated material, less waste material, and minimized use of non-recyclable box fillers.
- We use a licensed external vendor to manage our IT equipment at its end of life. They are R2 (Responsible Recycling) Certified, meaning they utilize the Reuse, Recycle, Recover hierarchy. They are 3rd party audited annually, with all of their downstream vendors also vetted. In addition to reselling reusable assets they donate good working equipment to charities. Ultimately their goal is to extend the life of used assets and if necessary recycle them in a manner that is environmentally responsible.
- Processless Plate Initiative: 17 RRD print sites have fully implemented the processless plate technology and seven sites are in the testing phase. Processless plate production represents the simplest way to make litho plates. Once the plate has been imaged in a plate setter, it is mounted directly on the press where the removal of the plate coating has been integrated into the start-up of the press. There is complete elimination of the plate processor, associated chemistry, energy required to power the processor, water and waste from plate production.

Responsible Procurement

- RRD currently maintains more than 100 Forest Stewardship Council® (FSC®), Sustainable Forestry Initiative® (SFI®), and Programme for the Endorsement of Forest Certification (PEFC) chain of custody (CoC) certified sites worldwide in North America, Latin America, Europe, and Asia. In 2022, RRD locations sold over 120,000 US Tons of certified material.
- We have robust environmental specifications that are part of our purchasing program. These Regulated Product and Material (RPM) Safety Specifications outline commonly supplied product and material categories in an effort to assist raw material suppliers in meeting their obligations to comply with applicable regulations. RRD has also developed additional requirements that in

many instances are more protective than applicable laws.

- For inks and coatings used, we routinely collaborate with our vendors to ensure alignment with applicable industry requirements, while also considering the best new and evolving technologies and solutions with increased environmental attributes (such as by minimizing or removing hazardous constituents, and identifying the optimal amount of vegetable based content).
- RRD’s suppliers can provide paper to support all of our clients’ sustainability goals. including paper that includes certified fiber, recycled content, and hybrid products containing both certified fiber and recycled content.

Client Sustainability Collaboration

As a custom contract manufacturer, RRD produces products to our clients’ specifications, and ensures any sourced wood based materials used meet established environmental criteria as outlined in the product specifications. We are able to do this because of the depth of our supply-chain expertise, and our subject matter experts on environmental preferable products. Examples include:

- The use of wood fiber sourced from forestry operations certified by the FSC®, SFI®, or PEFC, and as required by our clients, the use of paper products processed without chlorine or chlorine compounds in paper.
- Increased Recycled Content: the paper mills selected by RRD offer products with various percentages of PCW (post consumer waste) content, usually ranging from 10% to 30%, with a few specialty products at 100% levels of PCW.
- Use of materials that are highly recyclable, and/or do not inhibit the recyclability of the product at it’s end of life.
- We also support our clients who wish to exclude fiber from sources by which they determine to be unacceptable. This may include fiber from unwanted sources as defined by forestry certification, including:

fiber in violation of internationally accepted instruments and treaties protecting the rights of indigenous or forest-dependent people, high conservation value areas (e.g., areas of old growth and/or endangered forests and endangered species habitat), areas that have been converted from natural forests to plantations and other land uses after November 1994, and plantations using genetically-modified trees.

- Lacey Act Compliance: RRD will vigorously support compliance to the U.S. Lacey Act as well as all applicable environmental laws and regulations for wood based materials purchased. We have informed all of our suppliers that we expect total compliance relative to materials that we source.

Worldwide Sustainability

Each of our worldwide locations work to continuously improve their sustainability performance. Examples include:

United States

- Initiated an LED lighting campaign for multiple facilities, where sites are prioritized based on those with the most opportunity for improvement
- In 2022, 3 sites initiated the process of converting to LED lighting technology, with several more scheduled in 2023

China

- For a listing of current China-specific sustainability initiatives and associated results, please visit our RRD Asia Sustainability Overview document located at: <https://www.rrd.com/global/asia/about>

Brno, Czech Republic

- A project to convert all plant office lighting to LED technology was completed in November 2022

Debrecen, Hungary

- A 50 kWh onsite solar panel system produces electricity for onsite consumption
- To promote environmentally friendly modes of transport for site employees, a fully equipped bicycle repair station was installed along with a charging station for electric scooters and bicycles

India

- 90% of illumination at RRD Polygon and RA Puram locations in Chennai is achieved using energy efficient LED lighting technology (100% targeted by year end 2023)
- 70% of illumination at RRD Facilities at Trivandrum is achieved using energy efficient LED lighting technology (100% targeted by year end 2023)
- 97% of illumination at RRD Manila facility is achieved using LED lighting technology

Singapore

- All plant lighting was upgraded to LED technology, with the process completed in March 2022

Montréal St-Patrick, Canada

- Provision of four electric vehicle (EV) charging points and dedicated parking to encourage employees in adopting use of EV's
- The heat generated from site process equipment (press units, compressor) are recovered and used for building heat
- Three new high-performance gas boilers were installed, which are significantly more energy efficient than the previous versions
- An energy efficient electric central heating and cooling system was installed in the office area

- RRD RA Puram facility in Chennai utilizes a 5Kw solar power setup to run cooling for two hub rooms during hours of sunlight
- 45% of power purchase from utility firms at RRD Colombo location in Sri Lanka is generated using renewable energy
- Provision of electric vehicle (EV) charging points and dedicated parking at RRD RA Puram facility in Chennai to encourage employees in adopting use of EV's

Lodz, Poland

- All plant lighting converted to LED technology, with installation of lighting motion sensors
- In 2021 solar panels were installed on the building to generate alternative energy
- All energy purchased by the building landlord is obtained from alternative energy sources

Debrecen, Hungary

- 10 kW roof-mounted solar panel system installed - solar power used to heat facility water
- While a rainwater collection system is in place, the site is in the process of adding a water disinfection system to utilize the water for sanitary purposes

St Charles, IL (Kirk Rd)

- Auto on/off lighting, water sensors in washroom sinks, low water volume toilets
- High efficiency ceiling fans to minimize heating and cooling costs
- Heating/Air Conditioning reduced off-hours
- Portions of the printing and office areas, and 2 printing presses retrofitted to energy efficient LED's
- Pace bus stops at facility 3 times daily allowing for employees to use public transportation
- Electric Forklifts used, eliminating propane consumption and associated emissions



AWARDS & RECOGNITION

Year	Award Name	Organization Granting Award	Country	Short Description
2022	Corporate Equality Index	Human Rights Campaign	US	RRD received a score of 95 out of 100 on HRC's 2022 Corporate Equality Index, the nation's foremost benchmarking survey and report measuring corporate policies and practice related to LGBTQ+ workplace equality.
2022	2022 Exemplary Employer	Wisconsin Department of Workforce Development	US	The Wisconsin Department of Workforce Development (DWD) has recognized RRD Supply Chain Solutions – Plover as an exemplary employer for diverse and inclusive hiring practices that welcome individuals with disabilities into the workforce. In conjunction with National Disability Employment Awareness Month (NDEAM), Wisconsin Gov. Tony Evers presented the award to RRD on October 19, 2022.
2022	3M Supplier of the Year Award	3M	US	RRD was awarded the 3M Supplier of the Year Award in recognition of the company's contributions to improving 3M's competitiveness. With thousands in its global supply base, 3M recognized 20 suppliers supporting the U.S. and Canada for world-class performance in providing products and services.

Year	Award Name	Organization Granting Award	Country	Short Description
2022	Ad Age Agency Report	Ad Age	US	RRD's Marketing Solutions segment was recognized in Ad Age's 78th Annual Agency Report, a ranking and analysis of the leading advertising and marketing services agencies based on U.S. and worldwide revenue. This is the fourth year in a row that RRD has been named on the list – this time, ranking seventh amongst top U.S. agency companies.
2022	BCI Continuity & Resilience Collaboration BCI Continuity & Resilience Most Effective Recovery	BCI Awards	India	For the third year in a row, RRD Go Creative™ was recognized at the BCI India and South Asia Awards. The BCI Awards recognize the outstanding contributions of business continuity, risk, and resilience professionals.
2022	Judges' Award	Paperboard Packaging Council (PPC)	US	RRD Packaging Solutions secured several wins at the 2022 North American Paperboard Packaging Competition hosted by the PPC. Among those accolades, RRD was the recipient of a Top Award, the Judges' Award, for expertise in precise color match and right-size manufacturing on the production of folding cartons for Greenleaf Gifts, a leading home fragrance manufacturer.

Year	Award Name	Organization Granting Award	Country	Short Description
2022	Gold Leaf Award	The Foil & Specialty Effects Association (FSEA)	US	RRD Packaging Solutions was recognized on behalf of clients among the best-in-class winners at the Gold Leaf Awards 2022 hosted by the FSEA. A testament of our leading design and production solutions, as well as our deep industry expertise, execution, and scale
2021	America's Best Employers for Diversity	Forbes	US	RRD was named to the Forbes America's Best Employers for Diversity 2021 list. RRD's commitment to diversity, equity, and inclusion (DEI) takes many forms. To benefit the company's employees, RRD launched RRD UNITED (Understand, Nurture, Include, Together, Equal and Diverse), which brings together leaders from throughout the organization to champion, advise, and provide support to achieve DEI goals by leading programs and facilitating alignment with other RRD initiatives.
2020-2022	Best Places to Work for Disability Inclusion	Disability: IN and the American Association of People with Disabilities (AAPD)	US	RRD was recognized as one of the Best Places to Work for Disability Inclusion because of the numerous practices on the Disability Equality Index that have been established within the company. According to Maria Town, President and CEO of American Association of People with Disabilities, "The Disability Equality Index top scoring companies represent those businesses that have invested in accessibility and inclusion across their enterprise."

MEDIA RELATIONS

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