



**2022**

# **SUSTAINABILITY REPORT**

**Quad Europe**

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# One Quad

**In our company, sustainable development is of paramount importance. We strive for a harmonious balance between social, environmental, and economic aspects to generate value in a sustainable manner.**



Our goals related to the implementation of the ESG (Environmental, Social, Governance) strategy are focused on environmental protection, social responsibility, and good governance. Climate change and environmental preservation unquestionably stand out as some of the most significant challenges of our time. Our commitment to addressing these global issues is unwavering and forms the foundation of our actions. Therefore, we continue our systematic efforts in education and the implementation of new solutions, aiming to raise awareness about the impact of human activities on the climate and the necessity to protect our biosphere.

Especially in our industry, we understand that supporting the protection of forests and the natural environment is exceptionally important. We attach great importance to our certificates, which not only confirm our purchases of paper from the right sources, but also serve as evidence of our commitment to a responsible approach to the environment. By possessing them, we can provide our customers and partners with confidence that our actions align with the highest standards of sustainable development and nature conservation. We strive to minimize the amount of waste going to landfills and promote sustainable resource management. Also, the reduction of carbon emissions is a top priority for us. We invest in renewable energy, optimize production processes, and implement efficient technologies to reduce our carbon footprint.

Our company has set a series of ambitious sustainability goals for the coming years.

In the upcoming year, we aim to focus on improving the optimization of cargo space in our transportation operations and reducing emissions in accordance with European Union standards. We are determined not only to enhance the efficiency of our transportation but also to implement measures aimed at reducing our environmental impact. Through these actions, we aim to strike a balance between operational efficiency and our commitment to protecting our global ecosystem. We are also committed to the communities in which we operate, investing in initiatives and resources to strengthen our relationships and build the trust necessary for achieving great things together. We take responsibility for our employees and the communities in which we operate, striving to be an employer of choice and a trusted community member.

For me, sustainable development means achieving a balance between social, environmental, and economic dimensions. This is an approach that considers the well-being of people, the protection of the environment, and the generation of economic value in a sustainable manner. Sustainable development is about striving for long-term growth and progress while respecting the limits of ecosystems and ensuring well-being for present and future generations. It's also an approach where we aim for business success while simultaneously caring for environmental protection, sustainable community development, and building long-term relationships with our stakeholders.



**Jean-Michel Gaffé**

President of Quad Europe Management Board



## About Us

Quad is a global company specializing in end-to-end marketing solutions, helping brands reach consumers in global markets more effectively, efficiently and seamlessly. At the center of Quad's strategic priorities are three pillars: the excellence of its integrated marketing platform, relentless innovation, and the company's culture and social commitment. The strength of the company's marketing platform is driven by key areas of expertise, such as strategy and consulting, data analytics, technological solutions, media services, creative content development and service management.

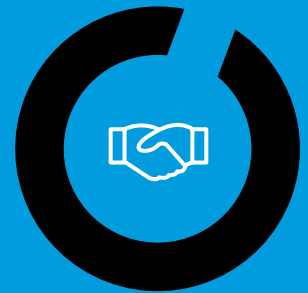
## Globally



15 000 SPECIALISTS



14 COUNTRIES



2900 CLIENTS

Quad's services are used by more than 2,900 clients, and the company's team consists of about 15,000 specialists working in 14 countries around the world.



## Europe



700 CLIENTS



1600 EMPLOYEES



8 SALES OFFICES



2 CREATIVE CENTERS

Quad Europe is the European subsidiary of Quad. The Quad Europe team consists over 1,600 highly skilled employees working in eight sales offices in five countries, two production facilities and two creative centers. Through this extensive network, Quad Europe can effectively respond to customer needs and deliver exceptional print services, create the best point-of-sale experience, and a full range of advertising. All through an integrated marketing platform, under one roof.

Our client base includes as many as 700 companies, representing a wide variety of industry sectors. As a result, we have extensive experience in providing printing and marketing solutions to clients in various fields such as retail, consumer products, technology, finance, health and many others. Our experts work with clients to understand their needs and provide them with tailored solutions that support the growth of their brands and success in their fields.



MANUFACTURING  
SITES



SALES  
OFFICES



CREATIVE  
OPERATION



R&D  
OFFICES

At Quad Europe, we know the importance of sustainability, which is why we are involved in numerous initiatives and meet the highest requirements for environmental certifications such as PEFC, FSC and EU Ecolabel. Our sustainability efforts are an integral part of our strategy, and we are constantly striving to raise standards in this area.



Our priority is to help clients achieve success. By partnering with us, they can rely on support in building a strong market position and effectively reaching their target audience. The pursuit of our clients' success is our driving force and forms the foundation of our reputation as a reliable business partner.

At Quad, we continuously develop our competencies to meet the growing demands of our current and future clients. We provide services at the highest level, utilizing state-of-the-art technologies and an innovative approach. Our goal is to be a comprehensive service provider, offering clients a full range of solutions in the field of printing and marketing.

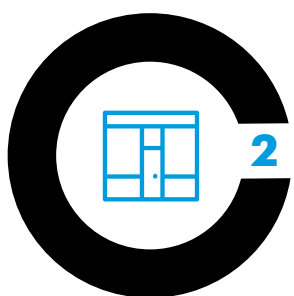
Thanks to our experience, commitment to sustainable development, and high-quality standards, Quad has gained a strong market position and enjoys the trust of clients from various industries.

Quad Europe's services include:



### **Printing Solutions**

We are a leader in printing services, having one of the largest printing platforms in Europe. Through our expertise and continuous development, we deliver high-quality printed materials that meet our customers' expectations. We specialize in printing catalogs, magazines and retail inserts.



### **Quad POS**

Specializing in marketing solutions for clients, Quad POS offers end-to-end support from the initial idea, research and development and graphic design to prototyping, production and transportation to points of sale. We create innovative point-of-sale experiences that help our clients effectively reach their target audience.



### **Advertising Solutions - Peppermint**

Our creative and strategic agency provides brands with marketing communications expertise. We offer a broad range of services that range from mass campaigns targeting a wide audience (such as TV, radio, print and billboard advertising) to direct actions targeting specific market segments (such as direct marketing, sales promotions, events or social media activities). In addition, we provide services related to digital media marketing, influencer marketing and website development. Our team creates communication strategies for brands, develops creative concepts and professionally executes multi-channel campaigns.




## Governance and business ethics

Governance and business ethics are integral to our company. Our long-term values, which are expressed by the motto „making the right choices,” form the foundation for basis of our culture based on ethics and compliance. Together with our founder, Harry V. Quadracci, we formulated these values when we created Quad/Graphics in 1971. They are the root of our culture and guide the way in our daily decision-making. It is these values that underlie our successes and allow us to be a „company with a soul” throughout our remarkable journey.

Our values are extremely important in the context of our continuous transformation. All our employees need to understand them and know our expectations for applying them in everyday situations. The Code of Conduct that we present clarifies our expectations for employees to „make the right choices.” It is a key document that guides all our employees, from top management to every team member.



We set high standards for integrity, accountability and transparency. Our strategy is based on building lasting relationships with our stakeholders, including customers, employees, suppliers and the communities in which we operate.



We place great importance on integrity in our operations. We ensure that our relationships with our customers are based on trust, compliance and the delivery of quality services. We are aware of our role in society and act with respect for laws and ethical principles. Regardless of the changing business environment, our values are an unchanging reference point. They set the limits of our actions and guide the decisions we make. We believe that only by acting in accordance with our values can we achieve long-term success and build the trust of our customers and business partners.

As a company, we are guided not only by profit, but also by concern for society and the environment. We strive for sustainable development and take initiatives to protect the environment. Our social and environmental responsibility is an integral part of our operations.

At Quad, we strive to create a world-class **safety culture**, through both proper management and business ethics. Our „*Think Safety - Act Safe*” philosophy is a reminder to all employees that they must follow our safety policies and procedures and be aware of their shared responsibility for safety at all levels of the organization. Promoting safety in the workplace is a cornerstone of our company and is a key component of our employee training programs. We firmly believe that everyone, from production workers to the company’s CEO, has a responsibility for safety.

Our health and safety vision are based on a holistic approach to business value creation. We implement effective procedures and practices to minimize the risk of accidents, injuries and occupational diseases. We strive to provide our employees with optimal working conditions in which they can feel safe and protect their health.

Quad promotes and supports human rights, pledging to respect all internationally recognized human rights. As a result, Quad focuses on creating a safety culture in which every employee is involved and aware of their role in ensuring a safe and healthy work environment. We place great importance on protecting our resources and respecting human rights in order to effectively manage risks and achieve long-term success.



## Managing for sustainability aspects

We firmly believe that conducting business is incomplete without taking into account the impact our organization has on the environment and the community. We are committed to minimizing our environmental footprint while striving to maximize the positive impact on our stakeholders. This is our fundamental responsibility as a company that employs more than a thousand people in various parts of Europe and supplies its products to customers around the world, and our production process is based on the use of renewable raw materials.

This is reflected in our new sustainability policy, which we are introducing starting in 2022. Our sustainability policy establishes general principles for approaching ESG (Environmental, Social, and Governance) and sustainability issues. Quad places a strong emphasis on taking measures to protect the environment, such as reducing greenhouse gas emissions, using resources rationally, increasing energy efficiency and promoting renewable energy sources. We also work with local communities, engaging in social projects and environmental initiatives that contribute to the improvement of living conditions and development of the local community.



Through our policies, we aim not only to achieve environmental compliance, but also to exceed these expectations by creating innovative solutions and becoming a leader in sustainable business. We are striving for a paradigm, in which economic activity is understood as sustainable development, which integrates the goals of economic, social and environmental. Our company is proud of its commitment to creating a better future and building a more sustainable world for upcoming generations.



## **Quad Europe focuses on three pillars of sustainability: Environmental, Social and Governance.**

### **ENVIRONMENT**

Quad Europe recognizes the need to protect our planet and strives to minimize the negative impact of our operations on the environment. We focus on sustainable business practices, including reducing energy consumption and CO2 emissions, optimizing waste management, using green and renewable materials, and protecting biodiversity. We operate in accordance with environmental certifications such as PEFC, FSC and EU Ecolabel, meeting the highest environmental standards. We also attach great importance to the environmental education of our employees and customers, encouraging them to take environmentally conscious actions.

### **SOCIAL**

Quad Europe places great importance on the well-being of its employees. We strive to create attractive workplaces where our employees feel valued and secure. We invest in their skill development and offer training to enable them to reach their full potential. We are committed to diversity and equality in the workplace, providing development opportunities for all our employees regardless of gender, ethnicity, sexual orientation or disability. In addition, we engage with local communities through charitable initiatives and social programs to create a positive impact on our environment.

### **GOVERNANCE**

Quad Europe is committed to achieving sustainable growth and financial stability, which is essential to the company's long-term success. Through effective management, innovation and process improvement, we focus on optimizing costs, increasing efficiency and meeting the needs of our customers. However, it is equally important for us to maintain an ethical approach to business and adhere to the principles of integrity, transparency and compliance. Investing in the long term and making responsible financial decisions allows us to create value for both our stakeholders and society.

Through these three pillars of sustainability, Quad Europe aspires to create lasting and sustainable results that benefit our employees and customers, as well as our communities and the environment.



## Sustainable development strategy

We are constantly challenging ourselves to find new ways to save raw materials, minimize waste and emissions, and recycle components as much as possible - all to reduce our environmental impact. Every year we align our sustainability strategy with the latest standards, and we are currently working on the goals of the **European Green Deal**. To ensure the effectiveness of our environmental management system and the system's ability to achieve the desired results, we regularly undergo external audits.

We have been ISO 14001 certified since 2009 and have successfully passed SMETA audits since 2012. This gives us confidence that we are operating ethically in four key areas: labor, health and safety, environment and business ethics.



## Responsible business

The major risks associated with our operations cover a variety of areas, and our risk management approach focuses on ESG (Environmental, Social, Governance) aspects.



In the context of **occupational health and safety**, we strive to reduce accidents in the production area through meticulous procedures and compliance with occupational health and safety rules. We implement appropriate health and safety programs to minimize the risk of accidents and ensure safe working conditions for our employees. We have clear policies and procedures that contribute to transparency, fairness and compliance with applicable regulations. We also implement training programs and develop the ESG competencies of our leaders to ensure effective risk management and the achievement of our sustainability goals.



Another important aspect of risk management is minimizing unintentional harm **to the environment**. We implement measures and procedures to reduce the negative impact of our operations on the environment. This includes monitoring and controlling harmful emissions, rational use of natural resources, and investing in environmentally friendly technologies and processes..

In addition, as part of our ESG approach, we also focus on managing **social aspects**. We want to minimize the negative impact of our operations on local communities by engaging in dialogue and cooperation with stakeholders. We support community initiatives, engage in volunteer programs, and act in accordance with ethical and social justice principles.

Through an ESG-focused approach and effective risk management in these areas, we strive to minimize the negative impacts of our operations and build lasting value for our stakeholders and society.



## Achieving sustainability goals

Quad's ESG strategy identifies areas of action and responsibility that align with our values and solidify our position as a marketing experience company. We used the feedback from our stakeholders to determine their relevance to the company's strategy. **Using a hybrid of the UN Sustainable Development Goals, the European Green Deal and Global Reporting Initiative standards, our assessment process identified 10 major development themes.** We consider the identified development goals to be the most relevant to our business and where Quad Europe's contribution can be greatest.



# ENVIRONMENT



As our ongoing objective, **we continuously strive to maintain a high rate of 90% of paper sourced from sustainable origins with the appropriate certifications.** By choosing sustainable paper, the company actively supports the protection of forests and the natural environment.



**Quad is committed to continuously improving energy efficiency by investing in green technologies to help us achieve our sustainable energy management goals.** By introducing modern technologies, optimizing processes, and consciously managing energy, **Quad aims to reduce its environmental impact by limiting electrical energy usage per ton of paper by 10% till 2030.**



**We aim to maintain 100% of our electricity sourced from renewable sources.** Consistently, we continue to procure electricity from renewable sources such as solar, wind, and hydro power.



Adhering to The GHG Protocol Product Life Cycle Accounting and Reporting Standard, we have categorized our carbon emissions into three scopes: 1, 2, and 3. **As part of our commitment to sustainability, our goal is to reduce our Scope 1+2 emissions annually by 10% up until 2030.**



**Maintaining a high waste recycling rate of 99% of all waste is our goal.** Through proper waste segregation and processing, the company aims to minimize the amount of waste sent to landfills and promotes sustainable resource management.



## SOCIAL



**By 2028, Quad is committed to improving gender representation of executives.** We are taking steps to ensure gender balance in its management team. By actively seeking and promoting gender diversity in decision-making structures, the company aims to ensure a representative and inclusive approach.



**Incorporating Diversity, Equality and Inclusion (DEI) competencies in leadership performance evaluations in Europe starting in 2024.** We actively promote the values of diversity, equality and inclusion in its organization. The company is introducing leadership assessments for DEI-related competencies to strengthen awareness and commitment to these important areas.

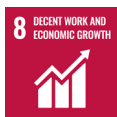
# GOVERNANCE



We are optimizing cargo space to ensure efficient and transportation. **In 2024, we plan to implement a new transportation management system** that will help us achieve our goal of cargo space optimization to a minimum level of 70%.



In 2023, our priority is to make significant progress in emission standards. **By 2024, in domestic transportation, we aim to have at least 80% of our vehicles meet EURO 5 and 6 emission standards. Additionally, we are committed to achieving 100% compliance with EURO 5 and 6 standards for all our international transports.**



**We strive to maintain high standards of legal compliance**, including ensuring safe and healthy working conditions for employees, verified through appropriate audits and the implementation of corporate policies.



# GENERAL OVERVIEW OF COMMITMENTS

**Below is an overview of Quad's progress in fulfilling its commitments by the end of the year 2022.**

ESG Commitments	STATUS	SDG
<b>ENVIRONMENT</b>		
Maintaining 100% of electricity from renewable sources.	●	6 CLEAN WATER AND SANITATION 7 AFFORDABLE AND CLEAN ENERGY
Maintaining 90% sustainably sourced paper with appropriate certifications.	●	15 LIFE ON LAND
Maintaining a high recycling rate of 99% of all waste.	●	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Reduce our Scope 1+2 emissions by 10% annually until 2030.	●	13 CLIMATE ACTION
Quad is committed to continuously improving electrical energy efficiency to reduce its usage per ton of paper by 10% till 2030.	●	7 AFFORDABLE AND CLEAN ENERGY
<b>SOCIAL</b>		
By 2028, Quad commits to improving gender representation of management board.	●	5 GENDER EQUALITY 10 DECENT WORK AND ECONOMIC GROWTH
Integration of Diversity, Equality and Inclusion (DEI) competencies in leadership performance assessments in Europe from 2024.	●	5 GENDER EQUALITY 10 DECENT WORK AND ECONOMIC GROWTH
<b>GOVERNANCE</b>		
In 2024, we plan to implement a new transportation management system that will help achieve the goal of optimizing cargo space to a minimum of 70%.	●	13 CLIMATE ACTION 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
By 2024, in domestic transport, we are aiming for at least 80% of our vehicles to meet Euro 5 and 6 standards. In addition, we are committed to achieving 100% compliance with Euro 5 and 6 standards for all our international transports.	●	13 CLIMATE ACTION 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Maintain high standards of legal and regulatory compliance verified through appropriate audits.	●	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

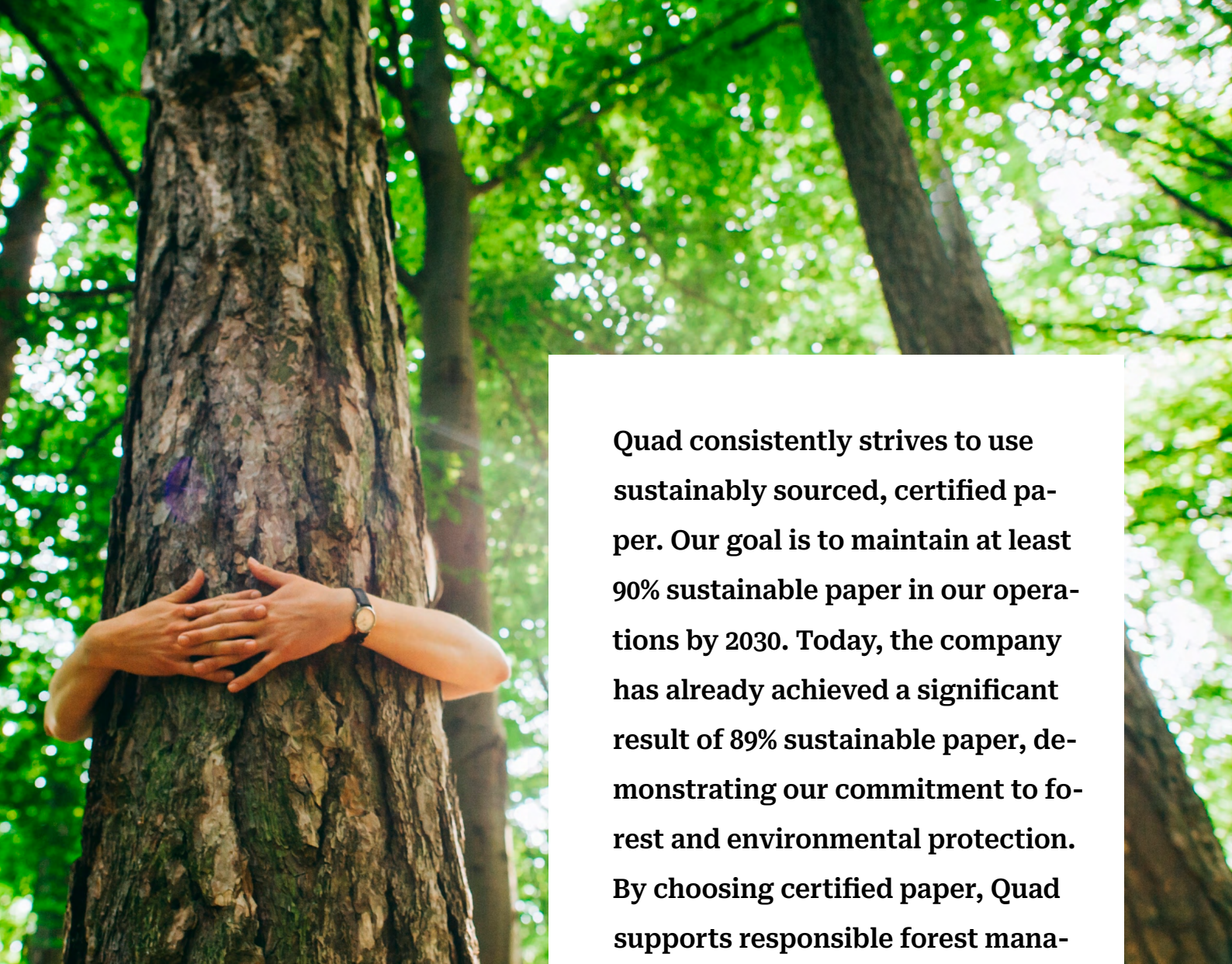
- Completed
- In progress
- Not started

# Environment



## Our commitment to the environment

For a company that has printing on paper in its DNA, trees are a true treasure. That's why we treat them with great respect. This means that we only buy paper from manufacturers that ensure sustainable forest production. As a result, we know that every tree that is cut down is replaced with suitable seedlings.



Quad consistently strives to use sustainably sourced, certified paper. Our goal is to maintain at least 90% sustainable paper in our operations by 2030. Today, the company has already achieved a significant result of 89% sustainable paper, demonstrating our commitment to forest and environmental protection. By choosing certified paper, Quad supports responsible forest management and promotes sustainable practices in the industry. Our sustainable paper sourcing efforts are an important step toward protecting our environment and consciously managing resources.



**SHARE OF PAPER  
FROM SUSTAINABLE  
SOURCES**



Znak odpowiedzialnej  
gospodarki leśnej



Sustainable forest management is crucial for both our customers and us; that's why we are PEFC and FSC® certified. They guarantee that the wood used to make the paper comes from well-managed FSC®-certified forests, as well as from recycled and other controlled sources. As a responsible manufacturer, we promote the use of raw materials with such certifications. Our goal is to steadily increase the number of products made from certified raw materials. In 2022, we were able to increase the number of production orders using such raw materials by more than 30% compared to 2021. By aligning the processes and materials we use with EU Ecolabel requirements, we can provide our customers with products that comply with one of Europe's strictest environmental standards.

At Quad, we believe that there is always a way to make a difference for the better, for our customers, for our employees and for nature. This approach led us to introduce environmentally friendly business practices decades ago. We are constantly challenging ourselves to find new ways to conserve raw materials, minimize waste and emissions, and recycle as many materials as possible - to reduce our impact on the environment. We understand that acting in the interest of the environment is good for business, which is why we continue to deepen our commitment. Accordingly, every year we align our sustainability strategy with the latest standards.

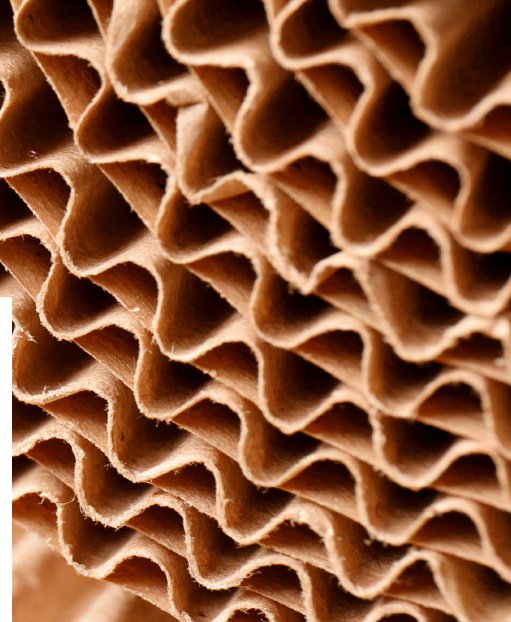
Our company has been ISO 14001 certified since 2009, and in 2021 we won a silver medal from EcoVadis, a trusted international ranking that evaluates the sustainability of companies. The organization rated us in four areas: ecology, ethics, respect for human rights and sustainable procurement policies. This award is proof of Quad Europe's long-standing commitment to sustainability. We achieved a score higher than 80% of international printing companies. This is a huge success for us, but it is not the end of our efforts, as we want to continuously improve to reach for gold in the future.

## Responsible materials

We choose our raw materials wisely. Our goal is to make all our products environmentally sustainable at every stage of their life cycle. To achieve this goal, we focus on reducing the use of fossil and non-renewable materials and replacing them with biodegradable, renewable or recycled materials.

As we develop our product offerings, we think first and foremost about recyclable solutions. In 2021, we launched Clic’N-Green™ stands, which contain no plastic and are 100% recyclable. What’s more, we make these stands from 100% recycled paper. We have also improved our flagship product LAMà® Display by eliminating plastic from it.

We pack in paper. We also pay attention to how we package our products and semi-finished products. Here, too, we aim to eliminate plastic and upcycling as much material as possible. That’s why we decided to purchase a machine for Paper Wrap, which is the packaging of shipments in paper. This allows us to effectively eliminate plastic packaging in favor of recyclable paper wrappers. We encourage all our customers to make this positive change.



Quad is a leader in the production of efficient and environmentally friendly printing inks. CR/T - is our printing ink company, which creates products based on the specific requirements of the printing industry, allowing us to significantly improve the quality and efficiency of production and minimize waste. The inks produced by CR/T meet the criteria of Ecolabel, that is, they do not contain substances that are harmful to both humans and the environment. Careful selection of raw materials enables us to produce paints that are free of heavy metals and plasticizing substances..

CR/T inks also meet the requirements of the TOY standard (PN-EN 71-3+A1:2021-09) defining safety requirements for toys and can be successfully used for printing instructions or children's magazines. Papers printed with CR/T inks are easy to recycle, this is confirmed by the results of discoloration tests, so we can protect the environment even more effectively.



## Sustainable closed-loop production and waste

We care about upcycling and recycling. We understand conserving raw materials and reducing waste are environmentally and financially responsible actions. Reducing consumption and recycling all residues is an important step in our manufacturing process. Most of the waste generated at our facilities is recycled or is otherwise recovered. We achieve excellent results in this area.



**99%** of our waste does not end up in a landfill. We recycle our waste **up to 7 times**.

We do our best to use production waste as much as possible. For example, we use large-format sheets from machine start-ups as pads and spacers when stacking products on pallets. In 2022, we used **504 tons** of waste-paper for packaging and pallet preparation processes.



Quad has consistently met the goal of fully recycling its waste. We strive to minimize the amount of waste going to landfills through proper segregation and processing. Currently, the company has achieved an impressive recycling rate of 99%, demonstrating our commitment to sustainable resource management. Our goal is to maintain this high recycling rate to continue reducing waste and promoting environmental protection. Full recycling efforts are an important part of our sustainability strategy, and Quad is proud to emphasize its commitment to protecting our environment through proper waste management.



**100% of the energy we use comes from renewable sources (with zero greenhouse gas emissions), which allows us to reduce our emissions by 20%.**

## Energy and emissions


We focus our efforts on reducing greenhouse gas emissions, aligning with the goals set by the European Green Deal, which aims to achieve climate neutrality in Europe by 2050. We utilize our own carbon footprint calculator, which is a tool that enables us to determine the extent of emissions associated with key activities of our company. It serves as an important indicator for conscious management of such emissions and their reduction. The calculator has been developed in accordance with the globally recognized GHG Protocol (Greenhouse Gas Protocol), providing us with accurate and reliable information regarding emission levels within our company. Understanding the magnitude of emissions in various areas of our business activities has allowed us to develop a strategic plan for reducing greenhouse gas emissions.

Quad is committed to reducing greenhouse gas emissions. The company prioritizes investment in advanced and efficient technologies that contribute to lowering environmental impact. Quad also utilizes renewable energy as an alternative source, contributing to the decrease in fossil fuel usage and carbon dioxide emissions. Additionally, the company strives to optimize its production processes to minimize the negative environmental impact and reduce greenhouse gas emissions. Through these actions, Quad takes steps towards creating a more sustainable and environmentally friendly operation, prioritizing the fight against climate change, and protecting our planet for future generations.

We are determined to reduce greenhouse gas emissions as quickly as possible. However, we are aware that this is a complex process that requires significant technological and organizational changes not only within our company but throughout the entire supply chain. Therefore, alongside our emission reduction programs, we assist our customers in offsetting the carbon footprint of their production and logistics. In this area, we collaborate with ClimatePartner. This cooperation allows us to offer our customers production with a partially reduced or zero carbon footprint.

Thanks to our carbon footprint calculator, we can provide customers with detailed information about the carbon footprint of their orders and calculate the financial compensation towards one of the emission reduction programs.



An aerial photograph of a dense, green forest. A river winds through a clearing in the middle of the forest, surrounded by lush vegetation. The image is partially obscured by a large, stylized graphic on the right side, which consists of overlapping green and black curved shapes.

Quad has achieved its goal of sourcing 100% of its electricity from renewable sources and is committed to maintaining it. By transitioning to electricity generated from renewable sources such as solar, wind, and hydropower, Quad consistently reduces its greenhouse gas emissions and minimizes its ecological footprint. This achievement reflects the company's commitment to environmental protection and sustainable development, serving as an inspiring example for other businesses. The pursuit of maintaining this goal is crucial for Quad to continue operating as a responsible entity and contribute to a sustainable future.

Quad is focused on reducing electricity consumption by increasing energy efficiency in its operations. We aim to limit the overall electricity usage by implementing modern technologies, optimizing processes, and practicing energy-conscious management. Through these efforts, Quad has already achieved a 14% reduction in natural gas consumption [per ton of paper] in the last year (2022 vs. 2021). Our goal is to further decrease natural gas consumption by an additional 20% in 2023 and reduce electricity usage per ton of paper by 10% till 2030. The continued pursuit of these efforts is crucial for achieving our sustainable development goals and minimizing our environmental footprint. It represents an important step towards building more efficient and environmentally friendly operations at Quad.

## Water

Water is a crucial resource in our production, and Quad is committed to its conservation. We employ a combination of best practices, capital investments, efficient systems, and efforts in this area. We regularly consult with independent external water treatment advisors and measurement experts to meticulously monitor water consumption across all our facilities.

We also conduct preventive maintenance to ensure optimal performance of our water systems. Regular inspections and maintenance of our installations allow us to identify any leaks, malfunctions, or other issues that may contribute to unnecessary water consumption. For aging assets, we make decisions regarding their replacement, installing new equipment when feasible and economically and environmentally viable.



# Social

## Our Commitment to Corporate Social Responsibility



### Quad's approach to supporting our employees and communities

We take responsibility for our employees and the communities in which we operate and strive to be an employer of choice and a trusted community member. Each of our employees is crucial to our strategy and long-term success. Guided by our values, we engage in promoting job satisfaction and professional development for our employees, as well as ensuring their health, safety, and overall well-being. We are also committed to the communities in which we conduct business, investing in initiatives, and resources to strengthen our relationships and build the trust necessary to achieve great things together.

Since 2012, we have successfully undergone SMETA audits. This provides us with the assurance that we operate ethically in four main areas: labor, health and safety, environment, and business ethics.

## Diversity and Inclusion

At Quad Europe, we place great importance on issues related to diversity and inclusion. We create a work environment that promotes equality and respects diversity.

With over 1600 employees in Europe, women account for 43.5% and men for 56.5%. We strive to provide working conditions that foster equality and respect diversity, ensuring that every employee feels accepted and appreciated regardless of the country they work in.

We are dedicated to creating an open, inclusive, and equitable work environment where every employee has the opportunity to realize their full potential. We build strong foundations for our organization and contribute to creating a better world of work for all.

### White-collar employees







### Blue-collar employees



Analyzing this data from a DEI perspective, we can observe some gender distribution differences depending on the type of work. In white-collar employees jobs, the proportion of women is slightly higher than men, indicating a certain gender balance. However, in blue-collar employees roles, the majority is comprised of men.

In the context of equality and inclusion, it is important to strive for equal opportunities and support for both genders in both types of work. DEI efforts may involve conscious recruitment, promoting diversity within teams, and creating a work environment that is friendly and equitable for all employees, regardless of their gender or type of work.

Analyzing data on the number of employees by age and gender allows us to look at diversity and inclusion within our organization. The analyzed data shows the distribution of employees by age and gender in different areas of work, providing us with a better understanding of our workforce. Age and gender diversity in the workplace not only reflect society but also serve as a foundation for building strong, sustainable, and innovative teams.

Total number of white-collar employees			Total number of blue-collar employees		
	Men	Women		Men	Women
Age below 30:	16%	28%	Age below 30:	9%	6%
Age 30-50:	63%	65%	Age 30-50:	30%	29%
Age above 50:	21%	7%	Age above 50:	61%	66%

In the context of DEI, it is important to strive for greater gender balance and representation of women in top leadership positions. DEI efforts may involve conscious recruitment and promotion of women, creating development and mentoring programs that support women’s advancement within the organization, and addressing barriers and biases related to women’s advancement to executive roles. Over the coming years, we aim to improve our DEI representation within the company’s management.

### Management Team

Number of board members: 5



There is currently an imbalance in gender representation within the management team. Addressing this issue and working towards achieving gender diversity at the leadership level will contribute to a more inclusive and equitable organization. Efforts should focus on providing equal opportunities for women to access and thrive in leadership roles.

By 2028, Quad commits to improving gender representation in our Management Team. We understand the importance of diversity and inclusion at the highest decision-making level within our organization. By enhancing gender representation in our Management Team, we aim to create a more balanced and inclusive leadership structure that reflects the diverse perspectives and talents of our workforce.

## Directors

Men:

58%

Women:

42%



Quad is committed to consistently maintaining gender balance in our director team. Promoting gender balance within the Director team is also crucial for our organizational culture. Creating a diverse and equitable work environment where both women and men have equal opportunities for advancement and professional development is one of our priorities. We prioritize transparency and fairness in our recruitment processes, promote mentorship and development programs, and provide support for the development of female leaders.

Striving for gender balance at all levels of management not only contributes to social justice but also benefits the organization through diverse perspectives, increased creativity and innovation, and a better understanding and fulfillment of the needs of customers of all genders.

**Since 2021, we have been a signatory of the Diversity Charter in Poland, an initiative coordinated by the Responsible Business Forum.** Signing this charter is an important step that highlights the company's commitment to promoting diversity and social inclusion. By signing the Diversity Charter, the company expresses its dedication to creating an inclusive work environment that appreciates and respects diversity among employees. This means that the company strives to ensure equal opportunities for development and advancement for all employees, regardless of their ethnic background, gender, age, sexual orientation, disability, or any other legally protected characteristic.

Signing the Diversity Charter demonstrates the company's concern for the well-being of its employees and an understanding that diversity contributes to a wealth of perspectives, creativity, and innovation in the workplace. The company aims to build an open and inclusive organizational culture where all employees feel accepted, appreciated, and motivated to achieve common goals.



As of 2024, Quad incorporates diversity, equality, and inclusion (DEI) competencies into the performance evaluations of leaders in Europe. By integrating DEI competencies into performance evaluations, Quad aims to raise awareness and commitment to these important areas. We recognize that leaders play a crucial role in shaping organizational culture and influencing the behaviors and attitudes of employees. Therefore, incorporating DEI values into evaluations and assessing leaders in this regard becomes an integral part of our management processes.

The inclusion of a DEI indicator in leader performance evaluations is an important step in our long-term organizational development strategy. We strive to create a culture where DEI is naturally considered and practiced at all levels of our company. We believe that promoting diversity, equality, and inclusion contributes to better understanding of our customers, fostering better team collaboration, and generating more innovative and creative solutions.



## Diverse Teams

Diversity within teams is crucial in the context of DEI for several reasons.

Firstly, cultural diversity brings a wealth of perspectives, experiences, and cultural sensitivity. Each nationality has its unique history, values, and ways of thinking that can bring new insights to challenges and solutions in the workplace.

Secondly, a diverse team fosters creativity and innovation. When people from different cultural backgrounds and experiences work together, they can exchange different ideas, perspectives, and knowledge, leading to better solutions and new ideas.

Thirdly, a diverse team promotes equal opportunities. By giving employees from different backgrounds a chance, we enable them to develop their skills and gain experience. Striving for equal representation of different nationalities in teams provides every employee with an opportunity for growth and advancement based on merit, regardless of their background.

Finally, a diverse team supports building a strong and integrated community in the workplace. Through collaboration and mutual understanding among different nationalities, we create an open and welcoming environment where everyone feels accepted and respected.

Among our Polish employees, men account for 57%, while women account for 43%. On the other hand, among Ukrainian employees, 44% are men and 56% are women. In our French office, the representation is 63% men and 37% women. In Germany, we have an equal number of men and women, with 50% each. In the UK, we also have an equal distribution with 50% men and women. Among our European employees, we also have individuals of Senegalese, Turkish, and Argentinean origin.

## Supporting Our Community

Integration and equal opportunities are part of Quad Europe's sustainable development strategy. At Quad, we truly believe in the power of people. We believe that motivated and responsible employees are the key to any company's success. We are aware that our company has an impact on local communities, and we understand that only in a well-functioning community is there room for business growth. Therefore, investing in people is one of our top priorities. We are proud of our team, which creates a strong and harmonious community based on mutual respect, trust, and collaboration. We support the development of our employees by providing them with opportunities for professional growth, training, and mentorship. We believe that investing in people brings long-term benefits both to our company and to the local communities in which we operate.

We firmly believe that a well-functioning company is built on motivated and responsible employees. However, our vision of development goes beyond that because we recognize that our role as a business also impacts the local communities in which we operate. Therefore, investing in people and the surrounding environment are immensely important goals for us.

One of the areas in which we focus our efforts is education. We understand the significance of supporting diverse social groups, which is why we have established an ongoing partnership with the Special Education and Care Center in Wyszaków, Poland. This center serves as a place where young people with various disabilities, such as intellectual disabilities, autism, Asperger's syndrome, or mobility impairments, can develop their skills and acquire education.

Furthermore, supporting gender equality is an important aspect for us. That's why we regularly sponsor the women's football club, UKS Loczki Wyszaków, providing them with opportunities to develop their talent and passion for sports.



In our commitment to the natural environment, we collaborate with the Wyszaków Forestry Department on the Educational Nature Trail project. This project aims to raise ecological awareness and knowledge about the functions of the forest among the local community. Through this initiative, we contribute to the protection and preservation of our beautiful natural environment.

We are also actively involved in local projects. For many years, we have had close partnerships with local institutions, such as the restoration of K. F. Waza City Park in Wyszaków, which aims to improve the quality of life in our region.



For the past three years, we have housed beehives on the premises of Quad Europe factory in Wyszaków. We have provided space for an educational apiary managed by the Continuing Education Center, and we ensure its safety and well-being.

Moreover, we engage in nationwide charitable initiatives such as „Szlachetna Paczka” (Noble Box) and the „Wielka Orkiestra Świątecznej Pomocy” (The Great Orchestra of Christmas Charity). Our company actively supports these initiatives to help those in need and support communities in difficult situations.

In 2022, Quad Europe organized aid for refugees to support people from Ukraine affected by the ongoing war. Warehouse space in Poland was utilized to store donated supplies for relief efforts. Many Quad Europe employees volunteered to deliver the supplies to Ukraine, while others opened their homes to provide shelter for refugees. Through a special fundraising campaign for employees in the United States, Quad also raised nearly \$75,000, matching the amount collected by the company, to aid people from Ukraine. These funds were donated through the International Committee of the Red Cross and the International Rescue Committee.

We also care for our employees. Our company has an employee volunteering program that engages our workforce in both external initiatives serving the local community and internal actions, such as donating 1.5% of taxes to support employees' needs. Through these efforts, our team feels integrated and involved in various initiatives.

We take pride in our actions in the fields of education and the environment, which are integral parts of our social strategy. We believe that collaborating with local communities, investing in people, and caring for the environment contribute to creating a better and more sustainable world.



## Employee Well-being and satisfaction



At Quad, we prioritize respect for our employees, ensuring their safety, and creating a friendly work environment. Our corporate culture is built upon the Professional Code of Ethics and the Quad Values Circle. Every day, the company supports the basic needs of employees while offering them opportunities for continuous improvement, professional development, and the pursuit of interests and passions (sports sections, corporate volunteering, Quad Band).

## Continuous Development

One of our company's priorities is nurturing the competence development of our employees and providing them with favorable benefits. We understand that investing in the development of our employees translates into the success of the entire organization. That's why we offer a comprehensive benefits package, including private healthcare, life insurance, incentive programs, and retirement plans. We want our employees to feel valued and have access to comprehensive care.

Furthermore, we place great emphasis on education and professional development. Within our company, we have the Quad Academy, which offers various training programs, workshops, and development initiatives. This provides our employees with opportunities to enhance their skills, develop new competencies, and excel in their respective fields. We prioritize continuous development to stay up to date with the latest trends and technologies in our industry.

Additionally, we offer our employees a range of other educational support, such as subsidies for external courses and training. We appreciate their passion for learning and their desire for personal growth, which is why we strive to support them in acquiring new knowledge and skills.

Fostering the development of employees' competencies and providing attractive benefits is an integral part of our HR strategy. It is crucial for building a strong team that has the potential to achieve success and accomplish our company's goals.

## Fulfilling interests

In our company, we not only prioritize the professional development of our employees but also their well-being, interests, and passions. Therefore, we strive to create diverse activities that allow our employees to engage in what interests them.

Among our initiatives, we have sports sections where employees from our manufacturing facilities in Wyszaków and Radzymin regularly come together to play football and volleyball. This provides them with an opportunity to actively spend their time outside of the workplace, get along with their colleagues and develop their sporting skills.

The company also supports employee volunteering, offering the chance to engage in various activities for the benefit of the local community. Employees can contribute to others and uphold their values, leading to increased satisfaction and a sense of fulfillment.



Quad Band, our instrumental and vocal group, was formed in 2013 and has been performing regularly during our company's holiday gatherings. Their Christmas concert performances have become an integral part of our annual events, and Quad Band continually surprises us with new ideas to enhance these special occasions.

Running brings our employees together, whether they are passionate runners or simply want to give it a try while representing Quad. Additionally, for fishing enthusiasts, we organize competitions in two categories: Amateur and Professional. These events provide an opportunity not only for fishing but also for spending quality time with family by the water. „Fishing Talents” is a highly popular event among our employees, and winners receive trophies and certificates presented by the company's management during our annual company picnic.



Through these diverse activities, we aim to create a friendly and inspiring work environment that allows our employees to pursue their passions, grow personally, and build connections with other team members.



## Human Rights

Our company has implemented a comprehensive human rights management system that covers both our facility and the entire supply chain. To ensure respect for human rights and workers' rights, we have developed a range of internal and external regulations. These include employee handbooks, guides for new employees, an employee rights policy, an anti-harassment policy, and codes of conduct for employees and suppliers. Our actions aim to ensure fairness, safety, and equality in the workplace and to adhere to the highest standards in our relationships with employees and business partners.

Our company places particular emphasis on the code of conduct, which was updated in 2022. This code covers a wide range of areas, including fair business practices, protection of the company's interests, transparency in business transactions, engagement with local communities, and providing a safe and fair working environment. We believe that adhering to these principles is the foundation of our business relationships and contributes to building trust among our stakeholders.

One of the key aspects of our strategy is to provide proper training for our employees regarding the Code of Conduct. All employees are trained in the principles and values outlined in the code during the onboarding process, and they also undergo mandatory refresher training sessions once a year. The training is available online on our platform, and their interactive format ensures effective knowledge acquisition. Verification of understanding and adherence to the principles is done through testing employees' knowledge, requiring them to provide correct answers to complete the course. Additionally, our company has an Employee Rights Policy that includes provisions on the prohibition of child labor, forced labor, discrimination, freedom of association, payment of at least minimum wages, keeping records of working hours, and providing safe and hygienic working conditions.

# Governance

## Our commitment to governance



### Creating value through taking the right actions.

A disciplined approach to management begins at the highest level of our company, where oversight is carried out by our Board of Directors. The Board commits to acting in the long-term interest of our stakeholders and considers the evolving best practices in corporate governance and risk oversight when analyzing the company's strategy and policies. Stakeholders also see evidence of this disciplined approach in our culture of high ethical standards. We mitigate risk for our business and clients through formal risk management programs, including robust policies and procedures regarding data security and privacy, as well as physical security measures for our offices and manufacturing facilities.

Our performance as a partner in marketing solutions is built on direct and frequent engagement with our clients on matters that are important to them. We take pride in conducting discussions, analyses, and satisfaction surveys that confirm our commitment to creating better solutions.



## Health and Safety

During the onboarding process, new employees receive a „New Employee Guide” that provides detailed information about our company’s mission and vision. This guide also covers topics related to environmental protection, safety, organizational information, technical matters, insurance, healthcare, gym membership cards, training, development opportunities, and employee referral programs. The guide also presents our company’s communication tools, equal opportunity policy (including anti-discrimination and anti-harassment procedures), and information about the whistleblowing system.

In our company, a Health and Safety Committee has been established, which has jurisdiction over all our facilities. The committee consists of members representing both employees and employers, including two social labor inspectors. Committee meetings are held quarterly, with the latest meeting taking place in March 2023. Health and safety procedures and instructions are available through individual electronic access, including chemical substance safety data sheets. Updates to regulations are supported by the EcoMS portal and the legal department of our organization. The annual health and safety analysis for the year 2022 was issued in accordance with Polish law in 2023. Furthermore, we have implemented and obtained certification for a safety and health management system compliant with ISO 45001.

All employees in our organization have undergone legally required health and safety training, both initial and periodic, and possess the necessary permits and licenses, as confirmed during the personnel file review. Occupational risk assessments are conducted using the RiskScore method, and all employees are informed about the results of these assessments and provided with appropriate personal protective equipment.

Since 2021, the company has been maintaining a register of potentially accident-prone incidents to gather information about incidents from various areas and categories in one place.

Quad has implemented and enforced a range of internal regulations aimed at preventing discrimination and harassment. These regulations include the „New Employee Guide,” which is provided to all new employees and contains information about the company’s policies, including non-discrimination principles. Additionally, the company has introduced an Employee Rights Policy that encompasses principles for preventing workplace discrimination. This policy outlines employee rights and guidelines for conduct to ensure equal treatment of all employees.

Quad has also introduced an anti-harassment Policy aimed at preventing and addressing workplace harassment. This policy defines what constitutes harassment and establishes a prohibition on all forms of harassment, along with the company’s commitment to providing a safe and healthy work environment.

Through these internal regulations and policies, Quad actively strives to ensure a fair and safe work environment where all employees are treated equally and with respect, and instances of discrimination and harassment are effectively addressed and resolved.



## Sustainable supply chain

As a company managed according to Lean Management principles, we utilize processes and methods that allow us to analyze workflow, minimize waste, and eliminate errors. The fundamental premise of Lean methodology is to identify and eliminate any activities that do not add value from the customer's perspective. Lean focuses on best practices and value-added solutions while reducing lead time, improving quality, and minimizing waste in all areas. Combined with our technology and „one company, one process” approach, Lean provides a key competitive advantage. By operating as a Lean organization, we enhance quality and efficiency while reducing errors. This approach also strengthens employee engagement and delivers faster returns on investment.

Ensuring ethical standards and compliance in the supply chain involves a wide range of activities aimed at monitoring supplier actions and requiring them to adhere to sustainable development standards. Within these efforts, we take measures to ensure that our suppliers operate in accordance with specified ethical standards and principles of sustainable development.



## Environmental assessment of suppliers and responsible sourcing

Every step we take brings us closer to offering fully sustainable products. We already use 100% renewable energy, and 99% of our waste is diverted from landfills. However, the largest portion of our carbon footprint comes from paper, and the decision regarding paper usage remains in the hands of our customers. That is why we encourage responsible choices and the use of certified papers. We need to fight together for reductions in this area. In our product range, you will find items and paper with certifications such as FSC, PEFC, EU Ecolabel, Cradle to Cradle, and Blue Angel. We can also measure the level of carbon dioxide emissions from your production and provide support for its offsetting.



The introduction of these ethical standards and requirements for sustainable development in the supply chain aims to promote responsible and sustainable business practices. This benefits both the natural environment and local communities affected by the organization's operations. Furthermore, by monitoring and requiring suppliers to adhere to these standards, organizations can build trust with their customers and enhance their reputation as ethical and responsible entities. As a socially responsible company, our requirements for compliance with sustainable development norms include the possession of up-to-date certificates that confirm suppliers' compliance with specified standards.

## Transportation

Sustainable development applies to every aspect of Quad Europe's operations. We also plan the transportation of our products in a way that minimizes the impact on the natural environment. That's why we assemble our POS displays into cardboard packages. By doing so, we reduce the carbon footprint associated with their transportation and optimize logistics costs. By 2024 our company plans to undertake actions in the field of transportation management. Our primary goal is to implement a new system that will significantly enhance our efficiency and effectiveness in cargo space management. Our aspiration is clear: we aim to achieve a minimum of 70% cargo space optimization. Looking ahead to the year 2024, we are focused on continuing our efforts in the realm of sustainable domestic transportation. Our objective is for at least 80% of our vehicles to comply with the stringent emission standards of EURO 5 and 6. Transforming our fleet in an ecofriendlier direction aligns not only with our vision of social responsibility but also helps us meet regulatory requirements and environmental standards. We are also committed to achieving 100% compliance with EURO 5 and 6 standards for all our international transports.





## Customer Satisfaction Survey Results 2022

Every day, we see the strong emphasis our customers place on sustainable development in their corporate missions, and it is crucial for Quad Europe to grow alongside our clients. Therefore, we shape our initiatives through sincere collaboration with the entities we transact with. Furthermore, we assist our customers in implementing sustainable development practices and complementing their reporting cycle with relevant information.

We conducted a satisfaction assessment among all the customers we collaborated with in 2022. We sent out various surveys to different business areas. In total, 140 individuals participated in the surveys regarding Print Solutions and Quad POS. The results are highly satisfying: approximately 90% of the respondents who participated in the Print and POS surveys expressed satisfaction and high satisfaction with our company's collaboration over the past year. This demonstrates the high quality of our services and our commitment to meeting customer expectations. We are delighted that our efforts have yielded such positive results, and we will continue working on improving our services to maintain this high level of customer satisfaction. Moreover, our customers are equally eager to recommend us to other companies, as the recommendation rate stands at nearly 90% for both divisions. This data confirms the high satisfaction of our customers with the printing solutions and Quad POS services. These results serve as a strong recommendation for other companies seeking a partner in these areas. As a company striving for excellence, we take pride in the results of our customer satisfaction assessment and will continue to ensure high-quality services and the satisfaction of our business partners.

*We would like to express our gratitude to all our customers for their trust and support, which motivated us to further enhance our offerings.*

## Ethics and Compliance

Our company has a Policy on Employee Rights, which includes principles regarding the prohibition of child labor, forced labor, discrimination, freedom of association, payment of at least minimum wages, keeping records of working hours, and ensuring safe and hygienic working conditions. Additionally, our commitment to environmental protection is reflected in our policies.

We also take responsibility for overseeing our supply chain. We require our contractors to meet specific criteria related to management systems, such as possessing certifications or meeting ecological requirements. We also conduct trade risk assessments of our business partners. In the case of key suppliers, often large global corporations, they have their own corporate social responsibility programs in place. We also review our supplier evaluation system and plan to strengthen criteria related to sustainable development. When sourcing materials from smaller suppliers, we prefer to work with local companies.

Furthermore, we have implemented a social responsibility management system that aligns with the principles of the ETI Base Code. This system is based on various internal regulations, such as the employee handbook, guide for new employees, employee rights policy, anti-bullying policy, code of conduct, and supplier code of conduct.

Our company has been undergoing regular SMETA audits for years, which is of utmost importance to our operations. Going through the SMETA audit is evidence of our commitment to social and ethical practices, as well as our concern for good working conditions and sustainable development of our business.

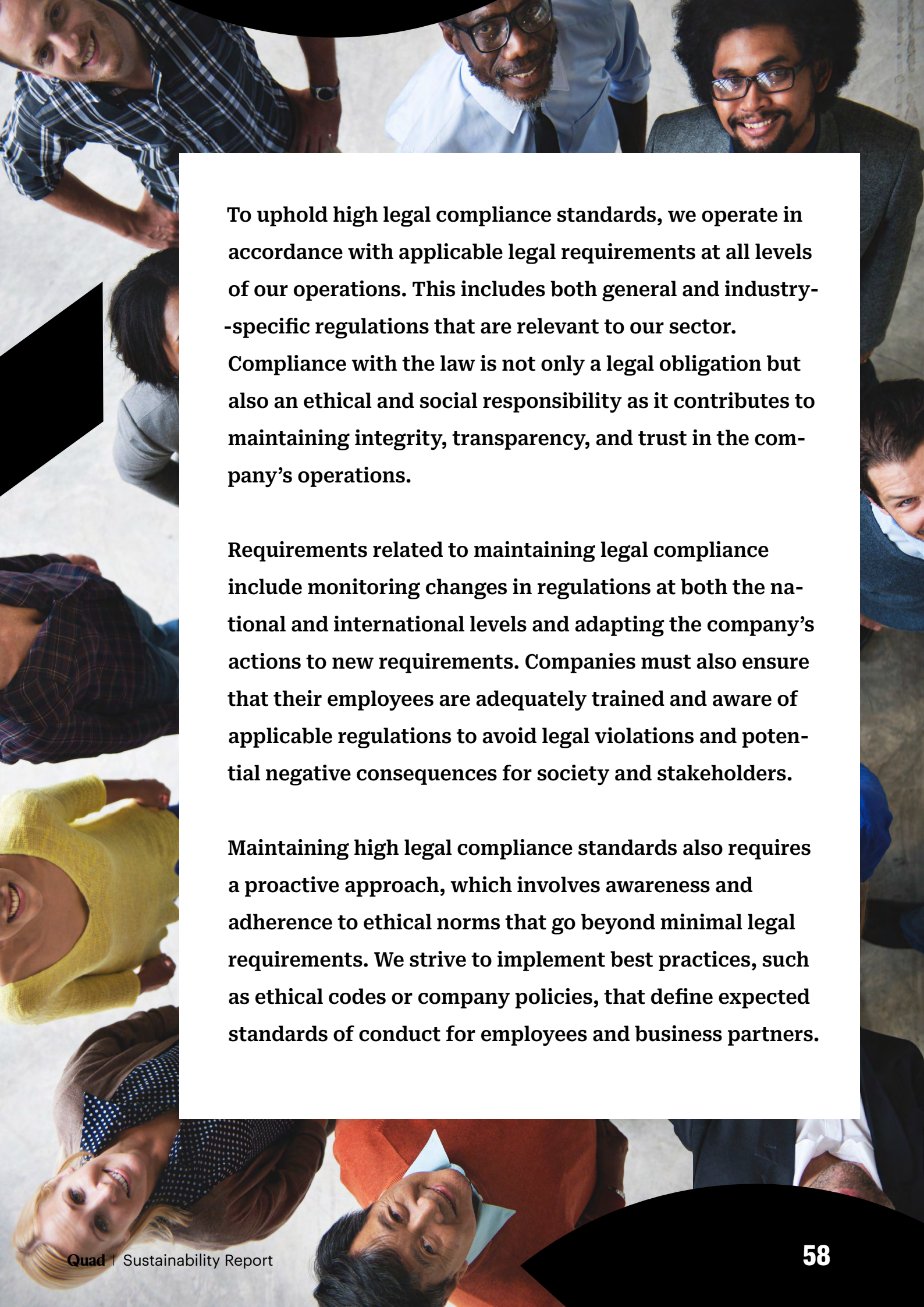
Conducting SMETA audits allows us to assess our practices and actions in the areas of labor, safety, business ethics, and environmental protection. These audits help us identify areas where we can make improvements, both within our company and throughout our supply chain. This enables us to ensure that our employees are treated with respect, working conditions are safe, and our operations align with applicable social, ethical, and environmental standards.



One of our top priorities in this area is to ensure safe and healthy working conditions for our employees. We strive to maintain high occupational health and safety (OHS) standards to minimize the risk of accidents and protect against hazardous substances. Compliance with safety regulations and procedures is an integral part of our organizational culture. We conduct regular occupational risk assessments and take actions to prevent potential hazards to the health and safety of our employees.

We invest in appropriate OHS training to ensure that our employees are well-prepared to perform their duties safely. We also encourage employee involvement in identifying and reporting potential hazards and improving working conditions. We regularly conduct audits and inspections to monitor the state of safety and health in the workplace and implement necessary improvements.

Furthermore, in the context of governance maintaining high compliance standards with laws and regulations is a key element. Social responsibility refers to an organization's commitment to its impact on society, including its employees, local communities, and stakeholders.



**To uphold high legal compliance standards, we operate in accordance with applicable legal requirements at all levels of our operations. This includes both general and industry-specific regulations that are relevant to our sector.**

**Compliance with the law is not only a legal obligation but also an ethical and social responsibility as it contributes to maintaining integrity, transparency, and trust in the company's operations.**

**Requirements related to maintaining legal compliance include monitoring changes in regulations at both the national and international levels and adapting the company's actions to new requirements. Companies must also ensure that their employees are adequately trained and aware of applicable regulations to avoid legal violations and potential negative consequences for society and stakeholders.**

**Maintaining high legal compliance standards also requires a proactive approach, which involves awareness and adherence to ethical norms that go beyond minimal legal requirements. We strive to implement best practices, such as ethical codes or company policies, that define expected standards of conduct for employees and business partners.**

## About report

We are committed to furthering sustainable development and taking actions to protect the environment and promote community development. Collaboration and engagement of all stakeholders are crucial in achieving positive changes. We believe that by working together, we can continue our efforts and create a better future for our planet and society.

### **Bartłomiej Cymer**

Director of Communication Strategy and Marketing

Email: [bcymer@quad.eu](mailto:bcymer@quad.eu)



The report for the review period of 2022 provides a comprehensive summary of our company's activities over the past year. It is an important document that presents key data and information regarding our achievements and initiatives in the areas of development and sustainable growth.

We take pride in our company's accomplishments, and this report serves to transparently and accurately communicate our actions, results, and objectives to our stakeholders, including customers, employees, and the community.