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LETTER FROM THE CEO

For more than 150 years, RRD has helped businesses connect with their customers through communications. And while the number of communications channels has continued to expand and complexity has increased, our core mission to build connections through the power of words and images has remained the same. Today, we help our clients better connect with their customers across the full range of print and digital communications touch-points—from the marketing programs they use to acquire new and inspire repeat customers, to the business communications they use to service, inform and transact with those customers over time.

Within RRD, we believe that diversity of experience and thinking are fundamental to a thriving work environment, and we are intentional about fostering a culture of continual innovation and growth. This key priority is bolstered by our employee-led inclusion councils, business resource groups, and extensive training across the globe. We are a members of CEO Action for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace, and founding members of the ParityPledge™, which paves the way for women in leadership positions. The Women’s Forum of New York has named RRD a Corporate Champion in recognition of the fact that women fill more than 25% of our board seats.

We know, however, that building a strong internal culture is just the first step. We take seriously our responsibility to be a good corporate citizen and operate with consideration for environmental and sustainability standards around the world. We continuously seek opportunities to minimize our energy and water consumption, as well as to reduce, reuse, and recycle any waste that is produced in our facilities. We offer paper sourced from raw materials that are harvested and prepared in accordance with third-party forestry management best practices, and we have facilities across four continents that have been certified to Forest Stewardship Council®, Sustainable Forestry Initiative®, and Programme for the Endorsement of Forest Certification chain of custody standards.

Above all other responsible business practices, we are committed to the safety of our employees. We are proud that RRD’s safety performance is dramatically better than the U.S. print industry average, for which we have been recognized with a number of top safety performance records worldwide. We are also proud that our Recordable Case Rate is currently the lowest it has been in our Company’s history.

The enclosed Global Social Responsibility Report details the many ways that our employees are embodying our core values by operating with ethics, safety, and integrity, and by giving back to the communities in which we reside around the world. While we are proud of all we have accomplished, we are looking forward with an eye toward creating an even brighter future for our employees, our stakeholders, and the communities in which we operate.

Sincerely,

Dan Knotts
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 39,000 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 & 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 & INCLUSION

https://www.rrdonnelley.com/about/diversity-inclusion/
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 & 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.
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.

- **Green Zone Veteran's Training Program:**
  In 2018, RRD launched and enhanced an effort to recruit, retain and develop veterans through our Green Zone Veteran's Training Program. With an external learning partner, we have developed two online modules in the program geared toward recruiters and hiring managers. The courses are designed to equip RRD supervisors, managers, leaders and human resource professionals to understand and interpret military experience and ranks when considering veterans for hire, as well as to enable them to better support veterans working in our organization.

- **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.
EXTERNAL PARTNERSHIPS

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

• **Empowering Women Network (EWN):** EWN is a professional development organization dedicated to the advancement of women in corporations.

• **The Consortium of Latino Employee Organizations (CLEO):** CLEO is an organization that supports Latino Employee Resource Group leaders at Chicago-area corporations who meet to share best practices, professional and leadership development and networking.

• **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.

• **National Veterans Employment & Education Commission:** The National Veterans Employment & Education Commission and its two standing subcommittees – Employment & Veterans Preference and Veterans Education, Other Benefits & Homelessness – are responsible for ensuring that America’s veterans have the opportunity to provide, with honor and dignity, the economic necessities of life for themselves and their families. In July of 2018, RRD received the Employer of the Year Award from the State of Illinois Department of Employment Security and the American Legion.

• **Urban League’s Center for Student Development:** The Center for Student Development is an organization that offers a continuum of services for middle school through college students that prepares them to compete in a growing global economy. RRD partners with the Chicago Urban League’s Center for Student Development for a high school student career mentoring day. In 2018, students toured our Warrenville, Illinois offices and participated in a Q&A session with employees. In 2019, students toured our St. Charles, Illinois manufacturing facility and learned about our printing and design capabilities for our in-store marketing clients.
SUPPLIER DIVERSITY

http://www.rrdonnelley.com/about/external-affairs/
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 four years, our reported spend with diverse suppliers totals more than $300 million, with year-over-year increases to meet client requirements. 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:

• National Minority Supplier Development Council (NMSDC)
• Women Business Enterprise National Council (WBENC)
• National Gay & Lesbian Chamber of Commerce (NGLCC)
• Veteran Affairs (VA)

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
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. In addition to these programs, we coordinate with our print partners to offer digital print training.

- **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.

### RRD ASIA SET STRATEGIC PARTNERSHIP WITH XI’AN UNIVERSITY OF TECHNOLOGY

On December 26, 2018, RRD Liabou, China held an award ceremony with the Xi’an University of Technology to celebrate recent graduates of the School of Printing, Packaging and Digital Media that will be joining the RRD team. Xi’an is a premium university in China with a strong academic background in printing and packaging, and has partnered with RRD for years in providing skilled trainee talent to the RRD Asia Packaging & Label Team. In an effort to further the relationship, moving forward RRD will expand technical exchanges with Xi’an, helping to further prepare students for the production and project management skills that will be required when entering the workforce.
Every year, RRD employees participate in service projects during our Global Community Connect event. RRD employees volunteer with a variety of charities, including local food and blood banks, homeless shelters, schools for children with disabilities, libraries, recycling projects, building and repairing homes, and more.

**Focus Areas**

- Education
- Sports
- Environment
- Reducing Inequalities

81 Programs
1,598 Participants
10,086 Hours
RRD employees routinely work to make a positive difference in the worldwide communities in which they work and live. Examples include:

- Chennai, India delivered 30 study tables and 10 floor mats for the children’s study area at the MERT30 welfare center.
- Blood donation drive across all Asia global outsourcing sites were conducted in partnership with regional blood banks.
- Manila, Philippines donated items and organized bonding exercises with the inmates of the Emmaus House of Apostolate.
- Colombo, Sri Lanka donated sports shoes to Batuwandara Junior College to help them aspire for zonal, provincial and national level sports meets.
- Books and stationery collected from Trivandrum, India employees and distributed to five different schools/institutes.
- Manila focused on the Sitio Alunan, an indigenous community of 600 people. Volunteers distributed a water pump, school kits for teachers and students from grades 1 – 6, nutrition support, footwear, clothes and toys. A photo booth and face painting stalls were also set up.
- Trivandrum organized a large-scale flood relief program to tackle the aftermath of one of the biggest natural calamities in India. Food, water, medical kits, and other essential supplies were distributed.
- Trivandrum conducted yearlong monthly breakfast drives to the inmates of Sadhana Renewal Center. In addition, the employees donated cloths, groceries, footwear and toiletries to the inmates.
- Volunteers from Chennai prepared seed balls with seed, soil and manure and scattered them on the Trishulam mountain and around Thirunindravur Lake near Veppampattu, 45 kilometers from the city.
- Trivandrum observed Environment Day by procuring and distributing 800 saplings among RRD employees and Technopark campus staff.
- In their third year of partnership with FEED Inc. (Fostering Education & Environment for Development) and UPLB (University of the Philippines Los Baños) Land Grant Management Office, Manila employees planted 200 seedlings and made donations to the scholarship and maintenance programs at FEED Inc.
- Trivandrum donated a water purifier to the Government Poor Home for Boys. 65 boys who previously did not have access to clean drinking water benefitted.
- The Chicago, Illinois Inclusion Council volunteered with their local Ronald McDonald House Charity. On two nights, RRD employees came together to make a home-cooked meal and serve families staying at the Ronald McDonald House.
- RRD partnered with the Chicago Urban League’s Center for Student Development for a high school student career mentoring day. The Center for Student Development is an organization that offers a continuum of services for middle school through college students that prepares them to compete in a growing global economy. Students spent the day touring the facility and attending presentations to learn about the in-store marketing business and learning from employees about their careers.
- Employees located in RRD’s Phoenix, Arizona office participated in a Spring Clean Donation Collection. Employees donated a carload of clothes, shoes, books, CDs, tools, paintings, toys, appliances, toiletries, and kitchen goods. All of the donations went to organizations that support their community.
In the spirit of the holidays, members of the RRD New York, New York team participated in the Dear Santa program. Through the Dear Santa program, letters were answered from 280 pre-K through fifth grade students. RRD employees fulfilled the needs of a child as expressed in their letter to Santa’s Helpers.

RRD employees in Bolingbrook, Illinois collected bins of food donations for Power Connection Pantry.

New York employees volunteered to sort and organize donated art supplies and other materials for Materials for the Arts, a non-profit located in the Long Island City neighborhood of Queens, New York. The art supplies will be given free to schools and non-profit organizations with arts programming.

For several years, Breinigsville, Pennsylvania employees have been volunteering with a local organization, Lehigh Valley Center for Independent Living (LVCIL), which has clients who have various disabilities. Each LVCIL participant is provided with a job coach, with whom they visit RRD’s Breinigsville facility to learn about our company. It provides those with disabilities exposure to a manufacturing environment, potential careers, and some on-site experience. This on-going program helps LVCIL’s clients to assess their skills for job goals either currently or in the future. For their participation in this program, the Breinigsville facility was awarded the Lehigh Valley Employment Coalition recognition for supporting a disability friendly workplace.

New York employees volunteered with The Center for Employment Opportunities for their mock interview program. The Center is dedicated to providing immediate, effective and comprehensive employment services to men and women with recent criminal convictions. Employees conducted mock interviews with individuals who have had a recent criminal conviction. Volunteers practiced both the commonly asked questions in an interview and helped participants navigate questions about their criminal record.

RRD Illinois Logistics employees volunteered with their local United Way to distribute fresh food at Illinois Food Bank’s mobile food pantry to families in need. 5,337 pounds of food were distributed and helped a total of 58 families and 260 individuals.

RRD employees in Elk Grove/Glendale Heights, Illinois participated in a Senior Lawn Care day where employees raked leaves and cleaned up senior home landscaping.

Employees at the Appleton, Wisconsin facility participated in organizing and packing food for Feeding America Food Bank.

RRD employees in Buffalo Grove and Warrenville, Illinois volunteered for Project Linus, a non-profit organization providing homemade blankets to children in need.
HEALTHCARE PRIORITIES

RRD recognizes the value of its employees by providing them with health and benefits packages at all locations that meet or exceed local regulatory requirements. In the United States, we ensure our employees and their families have access to high quality programs, including in-network preventive care coverage, cost-effective blood pressure, cholesterol, and diabetes medications, and personalized support such as condition and case management. We also provide personalized coaching and resources for employees and their families struggling with diabetes and/or hypertension as well as providing tobacco cessation support. Around the world, RRD employees are covered by medical and life insurance and enjoy location-specific benefits.

RRD also looks after the interests of employees by managing benefit vendors, holding them accountable for service levels, tracking their performance metrics, and analyzing the data they provide to better direct programs to our employees and their families.

- Sheila Rutt,
  Executive Vice President, Chief Human Resources Officer
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 therapies.
- Free information and support for medical conditions from Consumer Medical, including second opinion support, cancer treatment information, and surgery decision support information, as well as assistance with explanations of benefits and billing questions.
- Free preventive health checkups onsite at approximately 20 of our U.S. work locations; these 45-minute checkups are conducted by licensed nurse practitioners and include creating a personal action plan for improving the employee’s health.
- We also provide free video counseling for mental health issues through our Employee Assistance Program.

In the UK and Ireland, we are partnering with Mental Health UK, who work all year round to support those living with mental illness. Over the next two years, we will be raising money for the charity with events and fundraisers across the UK and Ireland. We will also be working with the charity to help the mental health of our employees, including training mental health first aiders at each of our sites.
ETHICS & COMPLIANCE

https://investor.rrd.com/corporate-governance/governance-documents
For over 150 years, the name RRD has been synonymous with integrity and ethical business operations. This focus on integrity continues today codified in our Principles of Ethics Business Conduct. These Principles apply to all employees throughout RRD and govern every area of professional conduct.

A consistent set of ethical practices is key to operating at the highest levels of integrity in every place where we do 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 printing and communications services in an honest, ethical fashion. We must conduct our business honestly, ethically and in strict compliance with all laws, rules and regulations.

- **Protect proprietary and confidential information:** In helping our clients better connect with their customers, we interact with significant amounts of confidential data. It is imperative that all employees 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 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 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.

- **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.

- **Securities laws:** RRD communicates with transparency and fairness to the investor and shareholder community. Confidential information obtained by employees may not be used for personal advantage. Insider trading is strictly monitored and prohibited.

- **Government investigations:** The Company will cooperate with every reasonable request of government investigators.
Part and parcel to a global company’s successful operation is the flow of information from our 39,000 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 to like 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, through its Corporate Responsibility & Governance Committee, 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 board of more than 10 executives 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
- Financial Reporting
- Antitrust Laws
- Environmental, Health and Safety Laws
- Employment Practices
- Government Relations and Contracting
- Anti-Corruption
- Securities Laws
- Information Technology
- Intellectual Property
- Product Safety
- Import/Export Controls
- Postal Affairs
- Centers for Medicare and Medicaid Services (CMS) Compliance
- Record Retention
- Tax Compliance
- Logistics Compliance

**Governance**

The leading edge of a strong governance culture is its Board of Directors. At RRD, our Board is an asset to the Company and provides expert oversight and guidance on governance matters and strategy. The majority of the Board members are independent as required by the New York Stock Exchange (NYSE). The Board met 12 times in 2017 and 11 times in 2018 to work together with management to advance our strategic vision and review significant developments.

Our board has three standing committees: Audit, Human Resources, and Corporate Responsibility and Governance Committees. Each committee is governed by a written charter that is publicly available on our website at rrd.com/investors. Under the guidance of our Board, we are continuously seeking to drive forward the strategy of RRD while continuing to enhance the workplace for our employees and leaving a positive impact on the communities where we work.

Our Principles of Corporate Governance require the Board of Directors to be diverse, engaged, and independent. When reviewing candidates, the Corporate Responsibility and Governance Committee of 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. We build excellence throughout the company on this foundation.

Operating ethically is the cornerstone of how RRD has grown. Since its founding the Company has placed a consistent emphasis on integrity—an emphasis reflected in the PEBC.
ENVIRONMENTAL, HEALTH & SAFETY

https://www.rrdonnelley.com/about/ehs/
"As a company, we are focused on continuously improving our global Environmental, Health and Safety (EHS) performance. We do so by working diligently to further reduce our injury and illness rates, by engaging with our manufacturing locations to identify best practices, by providing robust training sessions to motivate our employees to conduct their activities in a safe and responsible manner, and by collaborating with our clients to enhance their product’s environmental attributes."

- RRD EHS Directors: Dennis Aler, Chris Gemgnani, Paul Haase, Edgar Santiago

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, developing opportunities for recycling and pollution prevention and using paper, energy, and other resources more efficiently;
- Partner with our clients to ensure that we manufacture, source, and distribute products that meet all applicable safety regulations;
- 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.

The Corporate Responsibility and Governance Committee (CRG) of the Board of Directors maintains overall responsibility for EHS policies.

The CRG Charter may be viewed at:

https://investor.rrd.com/corporate-governance/governance-documents
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 the following:

- **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. While we are proud of our results, or continued goal is to achieve zero work related injuries or illnesses.
**Milestones**

Many of our worldwide locations have achieved significant milestones relative to the amount of time without experiencing a recordable case. Here are the facilities that have met or exceeded 5 years.

- Ballymount, Ireland (11 yrs)
- Brno (6 yrs)
- Droitwich, UK (7 yrs)
- Eindhoven, Netherlands (15 yrs)
- Graphics Group, Dallas, TX (5 yrs)
- Louisville, KY (6 yrs)
- Sandyford, Ireland (5 yrs)
- Warsaw, Poland (9 yrs)

**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:

Site EHS Initiatives

- **Temecula, CA:** Purchased ergo lifts for all of its departments. The site also installed a conveyor reduce lifting and manual movement of product. A new racking system will reduce forklift traffic providing for a safer work environment.

- **T/O Printing, Westlake Village, CA:** Installed Cutter Blade repositories throughout the facility.

- **Chanhassen, MN:** The facility is contracted with a workplace ergonomics company that monitors and assists the facility with ergonomic injuries, injury assessments and ergonomic injury prevention.

- **Osage, IA:** Added pallet lifts and turntables to improve ergonomics, improved accident investigation processes, safety committee and employee safety inspections.

- **Milwaukee, WI:** Improved communication process for site safety related issues to increase employee awareness.

- **Monroe WI:** To improve employee ergonomics, installed vacuum lifter for lifting full cartons onto pallets in offline packaging area.

- **PCA, Timonium, MD:** Increased the containers for the safe disposal of sharps.

- **Shakopee, MN:** Safety committee redesigned to further engage the entire site workforce.

- **San Diego, CA:** Initiated a new safety committee and better site housekeeping practices.

- **Emerald City Graphics, Kent, WA:** Improved safety committee with more employee engagement, increased communication of site safety related issues experienced.

- **Hickory Printing, Conover, NC:** Steadily decreased safety related incidents through improved safety meetings, signage, personal protective equipment enforcement, and in-plant communications.

- **Pittsburgh, PA:** Safety Committee meetings are held once every month. The minutes from these meetings are posted throughout the facility for all employees to read and stay up to date with safety issues. The site has improved their incident investigation process by using a web-based module for Incident Investigation and Reporting.

- **Shanghai Qingpu, Liaobu, Humen, Chengdu and Kunshan China sites:** Have taken steps to reduce their environmental impact through centralized distribution of chemicals, elimination of alcohol in fountain solution, and air emissions reduction through the installation of pollution control devices on all web and sheet fed presses, and lamination and perfect binder equipment.

- **Trenton, Canada:** Uses an enclosed system to clean anilox cells without using a chemical solution, which can cause chemical burns and can produce harmful gases.
SUSTAINABILITY

https://www.rrdonnelley.com/about/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, sustainability is ingrained in everything that we do.

The RRD Global Environmental, Health & Safety (EHS) Policy outlines our commitment to utilize practices that protect the environment, including reducing the quantity of emissions, developing opportunities for recycling and pollution prevention and using paper, energy, 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.

“The greatest risk to our planet is to believe that someone else will save it. At RRD, sustainability is all of our responsibility. It is about changing our behaviors and mindset to reduce power and water consumption.”

**Glynn Perry**

EVP, Operations & Chief Supply Chain Officer
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: To ensure a brighter future, 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. Moving forward, this data will help to support our annual Carbon Disclosure Project (CDP) Supply Chain Module response, and the 3-year company energy reduction plan by establishing a company GHG baseline.
• SmartWay: RRD has joined the U.S. Environmental Protection Agency (EPA) and Natural Resources Canada (NRCAN) SmartWay Transport Partnership. The SmartWay program is a voluntary partnership between the EPA/NRCAN and the freight industry intended to increase energy efficiency while considerably trimming down greenhouse gas emissions and air pollution. The Partnership brings key freight shippers, trucking companies, railroads, logistics companies and trade associations together to follow mutually advantageous efficiencies.

• Site-specific energy reduction examples: replacing fluorescent lamps with energy efficient LED and T-5 lamps and adding motion sensors in manufacturing, warehouse, and production areas (multiple sites); stem battery peak electrical load management (Temecula, CA); press drives being converted over from DC to AC drives to reduce energy consumption (Osage, IA); Air compressor heat will be recaptured to heat the warehouse (Osage, IA); installed technology to compress cold outside air and use in airlines in lieu of conditioned air (Osage, IA); the energy generated from the facility’s regenerative thermal oxidizer is used to heat water in a boiler system that assists with heating the facility during cold weather (Chanhassen, MN); a liquid propane system is used to power the plant during during high energy demand times in the winter (Chanhassen, MN); replaced older air compressor and boiler with modern energy efficient versions (Milwaukee, WI); installed low flow faucet aerators (Kent, WA); replaced burner control on original 1966 steam boiler to increase energy efficiency (Monroe, WI); all HVAC equipment serviced quarterly to improve efficiency and reduce energy consumption (St Charles, IL); Developed an electrical pump to replace the previous compressed air version used in UV ink and glue applications, reducing annual energy consumption by 90%, while also reducing repair and cleanup time and cost (Elk Grove Village, IL); Continued reduction in carbon emissions associated with electricity and natural gas consumption reduced by 17.85% from 2017 to 2018 (across all RRD UK and Ireland sites). As part of lease extension negotiations with the landlord, agreed to an additional shed for bicycles, solar panel installations, and two electric vehicle charging stations (Lodz, Poland); RRD’s King Yip (Humen) Plant, in Dongguan City, China operates a rooftop solar (photovoltaic) panel installation. Funded by the Chinese government, the solar panels are installed and operated by a 3rd party, and integrated into the national power grid.
Waste Minimization

- A circular economy is one that produces no waste, but keeps its by-products at their highest use and value at all times, while requiring fewer new resources and energy. 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 external vendors for decontamination and reuse; returning forklift batteries to battery vendor for recycling; sending used oil to a third party for recycling; and repairing broken or damaged pallets for reuse.

- One dedicated waste hauler is responsible for handling recyclable by-products produced at 18 RRD locations in the United States and one in Mexico. In 2018, these sites recycled 37,464 tons of paper by-products, cardboard, plastics and aluminum printing plates, conserving: 447,990 mature trees, representing enough saved timber resources to produce 7,615,830,000 sheets of print and copy paper; 134,675 metric tons of GHG emissions (MTCO2E); 131,777 cubic yards of landfill space (enough to fulfill the annual municipal waste disposal needs for 169,233 people); 260,741,460 gallons of water (enough saved water to meet the daily fresh water needs of 3,476,552 people); 72,789,877 kw-hrs of electricity (enough power to fulfill the annual electricity needs of 6,978 homes).

- Retail Solutions Chicago, St Charles, IL: Through an improved waste collection and segregation process, including better sorting in process areas (marked waste collection boxes, storyboards, employee training), and a new recycling room, the site achieved a 39% increase in amounts recycled from 2014 to 2018.

- Temecula, CA: All cardboard and paper waste was recycled in 2018.

- Osage, IA: Reusing oil mats (waste oil is pressed out, mats are cleaned and returned for reuse).

- Emerald City Graphics, Kent, WA: We recycle all metals including but not limited to, ink cans, steel drums, press plates and other scrap metals.

- Monroe, WI: Send paper end rolls to sister plants for reuse as packaging filler. Also cut surplus cartons into smaller pieces to use as carton filler.

- 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 virgin corrugated material, less waste material, and minimized use of non-recyclable box fillers. This solution has been implemented at the Meisel (Carrollton, TX), Wetzel (Cudahy, WI), Genesis (Lemont, IL), Anderson (Los Angeles, CA), Reynosa, Mexico, Angola, IN and Retail Solutions Chicago (St. Charles, IL) locations.
• All production sites within RRD UK and Ireland now reuse or recycle 100% of wastes produced. Ballymount, Barnwood, Droitwich, Huntingdon, Lancing, Leicester, Sandyford and Tewkesbury now have their ‘general’ waste redirected to a material recovery facility where the waste is screened and as much recyclable material is removed before the residue is collected and sent for incineration at a waste-to-energy facility.

• Employees at the Prague, Czech Republic site can bring waste electrical and electronic equipment (e-waste) from home and properly recycle/dispose using the site e-waste container.

• The Shanghai Qingpu, Liaobu, Humen, Chengdu and Kunshan, China sites have taken steps to reduce their water consumption and waste production by recycling fountain solution through filtering systems, centralized distribution of chemicals to minimize amounts used, elimination of alcohol in fountain solution, and installation of pollution control devices on manufacturing equipment to reduce air emissions.

• In Toronto, Canada, we collaborated with a supplier to filter solutions on our sheet-fed presses and ultimately reduced hazardous waste by approximately 4,000 gallons each year.
Procurement

- RRD currently maintains more than 120 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 2018, RRD locations produced 174,830 US Tons of finished certified product.

- 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.

- The amount of coated and uncoated paper purchased from our preferred merchants and mills with post-consumer waste recycled content increased over 42% from 2017 to 2018.

Client Sustainability Support

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 customers, 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.

- We also support our customers 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.
AWARDS & RECOGNITION
<table>
<thead>
<tr>
<th>Year</th>
<th>Award Name</th>
<th>Organization Granting Award</th>
<th>Country</th>
<th>Short Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Hormel Foods Spirit of Excellence Award</td>
<td>Hormel Foods Corporation</td>
<td>US</td>
<td>The award honors RRD's superior work with Hormel Foods on the labeling of their products.</td>
</tr>
<tr>
<td>2019</td>
<td>XPLOR19 Application of the Year Award</td>
<td>XPlor International</td>
<td>US</td>
<td>Xplor International, the worldwide document systems association, granted RRD with the 2019 Technology and Application of the Year Award. This award recognizes companies that have developed an original concept leading to a significant advancement in the industry.</td>
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<tr>
<td>2019</td>
<td>ET NOW CSR Leadership Award</td>
<td>World CSR Congress</td>
<td>India</td>
<td>RRD's REACH Program was recognized for its efforts in outreach programs and education.</td>
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<tr>
<td>2019</td>
<td>National Best Employer Brand Award</td>
<td>World HR Congress</td>
<td>India</td>
<td>RRD was recognized for employing successful HR practices that improve employee engagement.</td>
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<tr>
<td>2019</td>
<td>Best Organization for Woman's Empowerment</td>
<td>Woman's Empowerment Summit and GIWL Awards</td>
<td>India</td>
<td>RRD was recognized for creating a culture that empowers women and bolsters gender inclusion.</td>
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<tr>
<td>2018</td>
<td>Entrepreneurial Spirit Award</td>
<td>The Home Depot</td>
<td>US</td>
<td>RRD was granted Home Depot's Entrepreneurial Spirit Award in the area of core merchandising services. The Home Depot provides the Entrepreneurial Spirit Award to one of its vendors each year as a way of recognizing that vendor's ability to continually adapt to the pace of change in the retail industry and to deliver high-volume and complex programs.</td>
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<tr>
<td>Year</td>
<td>Award Type</td>
<td>Company</td>
<td>Country</td>
<td>Description</td>
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<tr>
<td>2018</td>
<td>ETQ Innovation Excellence Award</td>
<td>ETQ</td>
<td>US</td>
<td>ETQ, a leading provider of quality management software, grants an award each year that recognizes customer ingenuity in implementing ETQ Reliance software. RRD won the award for using ETQ software in a unique manner to turn quality programs into measurable business advantages.</td>
</tr>
<tr>
<td>2018</td>
<td>Leadership in Quality Award</td>
<td>Johnson Controls</td>
<td>US</td>
<td>RRD was recognized by the Johnson Controls Building Technologies &amp; Solutions division with a 2018 Leadership in Quality Award for supplier excellence. The award was presented to RRD’s Supply Chain Solutions executives at the Johnson Controls annual Supplier Recognition and Procurement Excellence event, which recognizes key suppliers for outstanding performance and contributions.</td>
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<tr>
<td>2018</td>
<td>NASSCOM Customer Service Excellence Award</td>
<td>NASSCOM</td>
<td>India</td>
<td>RRD won the 2018 NASSCOM Customer Service Excellence Award in the “Process Efficiency” category. The award was presented at the 20th NASSCOM BPM Strategy Summit in Bangalore, India, which is one of the largest Business Process Outsourcing (BPO) and Information Technology Outsourcing (ITO) events in the world.</td>
</tr>
<tr>
<td>2018</td>
<td>SLASSCOM Innovation Awards: Best Innovation in Internal Processes and Best Client Delivery Innovation</td>
<td>SLASSCOM</td>
<td>India</td>
<td>RRD was recognized by SLASSCOM as an innovator in the IT/BPM industry.</td>
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