LETTER FROM THE CEO

In times of frequent change, our Company has remained steadfast in its mission to help our clients better connect with their customers through marketing and business communications. We achieve our mission by operating ethically and making the safety of our employees our top priority. RRD’s century plus legacy has withstood the test of time through our employee commitment to engage in corporate citizenship and sustainability goals.

In 2020, we not only faced the economic challenges from a global health crisis, but a social crisis rooted in racial injustices. We take seriously the challenge to continue to foster an environment where all our employees understand and believe they belong at RRD. Our efforts were recognized in 2021 when RRD was named to Forbes America’s Best Employers for Diversity List. This award reflects our values and the culture of inclusion we’ve worked hard to cultivate. As the world around us evolves, so does our journey to ensuring we embrace and respect the diversity of our employees, clients, suppliers, and communities.

The attached Global Social Responsibility Report provides a transparent view into the strides we’re making on a daily basis. Throughout 2020 and 2021, we have demonstrated our commitment to being environmentally sustainable and socially responsible with a fine point on the following key areas:

• **Employee Health & Safety**
  We would not be able to meet our overall company performance goals and objectives if not for our commitment to the health and safety of our global workforce. While this is always our top priority, it was especially critical over the last year. Through our COVID-19 Task Force, we’ve continuously monitored CDC guidelines, implemented flexible remote working policies, including staggered shifts, and manufactured or procured personal protective equipment to keep our manufacturing employees safe, all while adhering to personal hygiene best practices. RRD’s health and safety performance far exceeds the U.S. print industry average, for which we have internally recognized a number of our worldwide locations with performance awards. We are also proud to share that our Recordable Case Rate is the lowest it has been in our Company’s history.

• **Community Involvement**
  Given RRD’s global footprint, our employees have the unique opportunity to drive impact across the globe in the communities where they work and live. Since the beginning of the pandemic, employees across the company shared how they were exemplifying #RRDSTRONG and giving back to their communities. Among our traditional volunteerism, employees sewed masks, donated PPE, and ran errands for vulnerable community members.

• **Sustainability Priorities**
  In an effort to reduce our impact on the environment, we conduct all activities with sustainability in mind. We’ve identified initiatives to minimize our energy and water consumption, as well as to reduce, reuse, and recycle wastes produced. 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.

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 33,000 employees with operations in Asia, Europe, North America, and Latin America, and is committed to operating responsibly throughout the world. This Global Corporate Social Responsibility Report reflects our initiatives in a variety of important areas, including Diversity, Equity, & Inclusion, Education & Training, Community Relations, Ethics & Compliance, Environmental Health & Safety, and Sustainability. The individual actions of our employees make a difference by giving priority to protecting the environment, helping their fellow employees, and being productive citizens in their communities. We all contribute whenever we turn off unused lights, follow safety precautions, volunteer in our communities or collaborate with our clients. We take these actions not only because we must, but also because we care. Our collective efforts reveal an ongoing commitment to operational, environmental and social responsibility.
"When thinking about Diversity, Equity, & Inclusion, we often make the mistake of focusing on the vision or destination. In reality, it’s a journey that includes a series of steps that we, our teams, and our organization can take to be more intentional about creating a culture where everyone feels safe, seen, heard, valued, and belongs."

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

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

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

WORKPLACE CULTURE

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

Inclusion Councils

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

Business Resource Groups

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

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

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

- **Valuing Inclusion Learning Program:** A three-phased training approach. This program addresses employee developmental needs, specific situational challenges, and provides ongoing opportunities for leading by example.
  - **Phase 1 – Valuing Inclusion:** A learning module that provides basic information employees are expected to know and understand about the importance of Diversity & Inclusion.
  - **Phase 2 – Valuing Inclusion & Taking Action:** A facilitated session that builds on basic elements and influences positive behavioral changes by providing experiential learning, self-assessment, and a plan for action.
  - **Phase 3 – Valuing Inclusion Leadership:** The course is embedded in our Leadership Essentials Program for all managers and supervisors. Participants explore how values and beliefs about diversity and inclusion are established, identify personal beliefs and biases and how they translate to behaviors, recognize the impact those behaviors can have on others and our business, and develop best practices to promote and support an inclusive environment.

- **Employee Roundtables:** The employee roundtables create a safe forum for employees to participants with space to listen, learn, and participate in difficult, but necessary conversations about race, ethnicity, gender, bias and other differences. For example, "Courageous Conversations" is a forum that encourages open discussion by utilizing inclusive communication and focusing on understanding and active listening.

- **WoN – Women’s Own Network, Diversity Forum at Global Outsourcing Solutions, Asia Pacific Region:** WoN teams across the Asia Pacific region actively engage in activities that increase awareness and empower women. "Born To Lead" is a unique program launched for young daughters and sisters of RRD employees to create awareness about various career opportunities available in the industry and the skills required to succeed. The sessions cover topics on financial independence, leadership qualities, the importance of networking and breaking stereotypes.
EXTERNAL PARTNERSHIPS

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

- **100K Mentor Challenge**: The aim of the 100K Mentor Challenge is to provide underrepresented college students with an equal access to professional opportunities through an innovative mentoring tool.

- **DePaul University**: DePaul University provides professor-led seminars on leadership, communication, and diversity, equity, and inclusion. RR Donnelley employees are eligible for tuition discounts and application fee webinars for their graduate, undergraduate and certification programs.

- **Out & Equal**: Out & Equal is the premier organization working exclusively on LGBTQ workplace equality. Out & Equal helps LGBTQ people thrive and support organizations creating a culture of belonging for all.

- **National Diversity Council (NDC)**: The NDC serves as the umbrella organization to support their statewide and regional affiliates, which foster an understanding of diversity and inclusion as a dynamic strategy for business success and community well-being through various initiatives with a specific focus on LGBTQ and Veteran’s workplace inclusion.

- **Catalyst**: Catalyst is dedicated to creating workplaces where employees representing every dimension of diversity can thrive. Catalyst invites women, men, and organizations to join with them in building the inclusion that will change business, society and lives for the better by providing research, resources, webinars events and practical tools for their member organizations.
SUPPLIER DIVERSITY

https://www.rrd.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

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

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

- **Sales:** We offer training courses to equip our sales professionals with the skills and knowledge required to bring value to our clients and build long-term relationships. We offer product and solution courses that introduce our suite of capabilities as well as sales courses that focus on the development of selling skills and sales methodology. We offer general business courses to round out a sales professional’s knowledge and skills base. Sales professionals are provided with salesforce tools and training to further enable their success.

- **Service:** Another training program equips our employees with the skills and knowledge to deliver quality service internally as well as to our external clients.

- **Manufacturing:** To support our print professionals, we offer learning programs in the areas of general print skills, finishing, flexographic, ProteusJet, sheetfed offset, web offset and universal print skills. We continue to develop apprenticeship paths focusing on skills development promoting career and operational success.

- **Leadership:** We offer a series of collaborative learning experiences targeted directly to front line managers, supervisors, and team leaders. As a part of the program, a local leader partners with participants to explore eight core leadership competencies. The eight primary leadership essentials explored in the program are: establishing credibility; dealing with stress; listening actively; communicating effectively; navigating conflict; coaching for performance; financial literacy; and client focus.

- **Tuition Reimbursement:** RRD supports employees who wish to continue their education and certifications to secure increased responsibility and growth within their professional careers. In keeping with this philosophy, RRD has established a reimbursement program for expenses incurred through approved institutions of learning.

**EDGILE, ASIA PACIFIC REGION:**

Edgile is a leadership and learning series for our employees to improve their practical knowledge and skills, be mentored, and develop business acumen. Our leaders hosted sessions on Managing Team Profit & Losses, Top Technology Trends of 2020 and Data Visualization, Sustainable Road to Diversity, Unleashing the Blockchain, and 3D and the Spatial Web.
COMMUNITY RELATIONS
UNITED STATES

More than 100 IT employees participated in 10 community service projects in the Chicagoland area, Houston and Logan, Utah.

2019 Activities:

- Landscaping at two homeless shelters
- Serving a meal at a homeless shelter
- Making blankets for hospital patients
- Volunteering at Feed My Starving Children
- Volunteering at a food pantry

2020 Activities:

Due to COVID19 we were limited in our ability to support onsite events, but our employees continued to give back virtually. Nearly two dozen employees posted about the good they were doing individually. Activities included:

- Making blankets
- Sponsor a child via Save the Children® Federation, Inc.
- Donating plasma
- Delivering meals
- Make-A-Wish Foundation volunteer event planner
- Toys for Tots donations
- Donating to Goodwill and The Salvation Army
RRD employees routinely work to make a positive difference in the worldwide communities in which they work and live. Examples include:

**Chennai, India**

**Thiramai, Para Sports Event:**
RRD conceptualized and organized Thiramai, a first-of-its-kind para-sports event in Chennai. It attracted participation from 99 para-athletes and 170 volunteers. Some of the participants who trained during this event went on to win regional sports championships.

**For the Animals:** Employees volunteered with a recognized animal welfare group. Our volunteers cleaned the premises and engaged in other support activities, clocking 250 volunteer hours.

**Cultural event for Underprivileged Children:**
Our employees volunteered at the annual day celebration of a non-profit charitable organization that works with underprivileged children with special needs.

**Kidathon:** A local club organized an event to promote health and fitness for over 2,100 children. For three years in a row, 130 volunteers from RRD have supported the event and ensured a fun experience for the children.
**CycloFun**: RRD volunteers assisted the Madras Esplanade Club in organizing CycloFun, a fundraising event promoting education and women empowerment by building classrooms for the underprivileged. Our volunteers helped children on the cycle track, managed the crowds, and handed out drinks at hydration counters.

**Feed Chennai**: Volunteers collaborated with Feed Chennai, a coalition of non-governmental organizations (NGOs) and government bodies to support struggling migrant laborers with daily essentials. Our volunteers contributed 250 hours of online support through research and outbound calling. They created a database of 500+ NGOs with the infrastructure to help oppressed communities in and around Chennai.

**Remote Volunteering for Senior Citizen Support during the Pandemic**: We partnered with United Way’s ‘Sahaya’, a small volunteering initiative to provide emotional and social support to senior citizens during the pandemic and lockdown. Twenty volunteers connected with 26 senior citizens over three months via 115 calls. After collecting additional details regarding their needs and interests, the volunteers assisted with the documentation necessary to take advantage of various available benefit opportunities.

**Trivandrum, India**

**Community Services**: We aided in World Vision’s development and relief efforts as part of its flood rehabilitation efforts in Kerala.

**Special Home for Children**: Volunteers gathered to clean and repaint rooms in a home for children.

**Back to School**: Our teams extended their support to 1,200 economically disadvantaged students by donating 8,000 items including books and stationary.
Columbo, Sri Lanka

**Desktop and Laptop Donation Drive:** We provided computers and laptops to support student enrollment at a local university. Also, a short training session was held to educate students on current trends in the IT and business process management industry.

**Beach Clean Up with Project Management Institute:** Volunteers from RRD, along with the Project Management Institute (PMI), cleaned 100 kilograms of trash on Mount Lavinia Beach in Colombo.

**Reduce Single-Use Plastic Campaign:** We held awareness sessions for our workforce on the harmful environmental effects of single-use plastics and distributed cloth bags.

**TechKids:** We partnered with SLASSCOM, an industry body, to organize a coding program. Our technology volunteers took part in the program to teach coding to the children of the Sri Jinananda Children’s Home.

**Books and Stationery Collection:** Books and stationery items were collected and donated at the Bellanwila temple benefiting 60 economically disadvantaged children.

**Donation of Computers:** Fifty computers were donated to Sri Lanka Unites, a youth development entity. We donated desktops to a wellness center that cares for disabled veterans.

**Beach Clean Up with Project Management Institute:** Volunteers from RRD, along with the Project Management Institute (PMI), cleaned 100 kilograms of trash on Mount Lavinia Beach in Colombo.

Manila, Philippines

**Back-to-School Outreach Program:** The team provided school supplies to help needy students and conducted learning activities.

**Community Outreach:** We organized a donation drive of essentials for families affected by a massive fire in Barangay Addition Hills.

**Community Connect:** A webinar was conducted for students and their parents to drive home the importance of personal hygiene to prevent disease spread. As a token of gratitude, we distributed hygiene bags to mothers attending the program.
The global pandemic is and has been a poignant reminder to all of us of the importance of prioritizing our health each and every day. RRD provides its employees the opportunity to select health and benefits packages that fit best for themselves and/or their family. In the U.S., we provide access to quality programs that include but aren’t limited to preventative care, cost-sensitive medications and personalized case management. We also offer coaching to employees and their families who may be facing a diabetes or hypertension diagnosis or working to quit smoking. Outside of the U.S., RRD employees receive medical coverage and life insurance, along with location specific benefits. The health and safety of our employees is a top priority for executive leadership, and we are continually striving to ensure our benefits offerings help our employees make their health the top priority.

Deb Steiner, Executive Vice President, Chief Administrative Officer, General Counsel, Corporate Secretary and Chief Compliance 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 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.

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

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

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

Sole Survivor Season 2, Chennai: As part of #Wellness, WoN had launched Sole Survivor with a 5K walkathon in March 2019. More than 120 employees have walked 21,651 km in 3 months.

POSH (Prevention Of Sexual Harassment) Awareness, Trivandrum: We initiated POSH awareness sessions to create awareness on the prevention of sexual harassment in the office.

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

WoN #bethechange, Asia Pacific Region: Is an initiative to inspire our employees to commit to one act of change and start taking action towards being more empathetic and kind. The campaign was executed over four weeks and had seven main events in which 2,000 employees participated.
ETHICS & COMPLIANCE

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

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

- **Ethical and lawful behavior:** The Company has earned a reputation for providing top-quality marketing and business communications services in an honest, ethical fashion. We conduct our business honestly, ethically and in strict compliance with all laws, rules and regulations.

- **Anti-corruption laws:** The Company will not, either directly or indirectly, pay bribes to or otherwise seek to improperly influence government officials, political parties or candidates for political office. Further, the Company strictly prohibits facilitating payments of any kind absent express, written approval of the Chief Compliance Officer.

- **Protect proprietary and confidential information:** In helping our clients better connect with their customers, we interact with significant amounts of confidential data. All employees are required to protect confidential company assets and proprietary information.

- **Conflicts of Interest:** Outside work or service opportunities must not conflict with an employee’s ability to perform her duties at the company with undivided loyalty.

- **Gifts:** Employees must not accept gifts, favors, loans, entertainment or other gratuitous services from competitors, clients or suppliers of RRD. Cash payments or gifts must never be given to clients and other gifts, favors and entertainment must be legal and reasonable.

- **Antitrust laws:** RRD deals with suppliers, clients, employees and competitors on a fair and honest basis, at arm’s length.

- **Environmental laws:** RRD conducts its global business in accordance with environmental laws and strives to continuously improve global EHS performance using practices that protect employees and the environment.

- **Employee working conditions:** We employ only workers with a legal right to work. RRD does not employ children under the age of 15 (or as the law provides) or forced labor. RRD fairly compensates its employees in compliance with local and national laws in the subject jurisdiction. RRD also maintains work hours in compliance with local laws in the jurisdictions where we do business.

- **Discrimination:** RRD selects, places and manages all employees without discrimination based on race, religion, color, national origin, sex, gender identity or expression, age, disability, perceived disability, sexual orientation, veteran status, genetic information or on the basis of any other status protected by law.

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

- **Government investigations:** The Company and its employees shall cooperate with government investigations.
Part and parcel to a global company’s successful operation is the flow of information from our 33,000 employees back to corporate leadership. To that end, we have an Open Door Policy that ensures we treat one another with respect and are aligned globally in our business goals, values and ethical standards. All employees, no matter their job responsibilities, geographic locations or positions, should have opportunities to raise issues and speak their minds to drive the Company forward to operations that are beyond repute.

The Board of Directors, 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 committee of leaders from a cross section of functional and business areas to monitor and shape the Program. Here are some of the areas the Program monitors:

- Ethical and Lawful Behavior and Conflicts of Interest
- Anti-Corruption
- Financial Reporting
- Antitrust Laws
- Environmental, Health and Safety Laws
- Employment Practices
- Government Relations and Contracting
- 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

**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 ten times in 2019 and thirteen times in 2020 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. Our operational excellence is built on this foundation.
ENVIRONMENTAL, HEALTH & SAFETY

https://www.rrd.com/about/ehs
"Above all else, we remain focused on maintaining the health and wellbeing of every RRD employee during this unprecedented time."

**Dan Knotts**  
President and Chief Executive Officer

**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:

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. Our full year 2020 RCR finished at 0.70, which is a record low for the Company! Over 50 facilities also completed the year without a single OSHA recordable case. While we continue to be extremely proud of our results, especially during a challenging year, our continued goal is to achieve zero work related injuries or illnesses.
Milestones

Multiple of our worldwide locations were recognized for achieving a significant milestone relative to the amount of recordable cases experienced. Examples include:

**2 Years Without a Recordable Case**
- Greenville, SC (Keys Innovative Solutions)
- Hyde Park, MA
- Oshawa, ON, Canada
- Tulsa, OK (CP Solutions)
- West Chester, OH

**3 Years Without a Recordable Case**
- Dallas, TX (Jarvis Press)
- Laurel, MD (Mount Vernon)
- Macedonia, OH (AGS Custom Graphics)
- Singapore
- Vista, CA (Precision Litho)
- West Columbia (Wentworth), SC

**4 Years Without a Recordable Case**
- Madison Heights, MI (EGT Printing Solutions)
- Mississauga, ON, Canada (Vipond)

**6 Years Without a Recordable Case**
- Futian, Shenzhen, China
- Yamagata, Japan

**Large Facilities With a Recordable Case Rate Less Than Half of the 2020 Company Average**
- Humen, China
- Lodz, Poland
- San Jeronimo, Mexico
- Shanghai, China
- St Charles, IL (Wallace Ave)

**EHS External Certifications**

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

https://www.rrd.com/about/external-certifications
RRD COVID-19 Response

As COVID-19 spread globally in 2020, the health and safety of RRD’s employees, clients, partners and suppliers was and continues to be our first priority. There is nothing more important than the safety and wellbeing of our more than 33,000 employees around the world.

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

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

In response to an unprecedented demand for personal protective equipment, RRD manufactured or procured what was needed to keep our team members safe, including.

- **58,000** cloth masks  
  (43,000 produced internally);

- **140,000** disposable masks;

- **40,000** face shields produced internally;

- **800** thermometers secured
We manufactured and distributed educational materials to all of our domestic operations including:

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

Employee engagement was included in our communication and education programs. Internal social media campaigns and contests such as #RRDSTRONG recognizing our frontline workers, #FACEMASKSELFIE encouraged the use of face coverings and #MYSHOT encouraged getting vaccinated.

RRD also developed a series of all employee email communications to share stories of the impact of COVID-19 on our team members. Our colleagues graciously told their first-hand experience with COVID-19 and its impact on their lives.

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

- **Vaccine awareness** – direct mail programs, digital communications, employee training materials, content and creative translations
- **Clinician and retailer operational needs** – signage and wayfinding, prep kits, temperature labels, POP displays, branded promotions and labels
- **Post-vaccination support** – care kits, proof of vaccination, second shot reminders, tip sheets
As states and local governments begin to reopen, it is critical that we act cautiously and purposefully, just as we have done throughout this process. In support of this approach, RRD developed an Ending Work From Home playbook, not only for our use, but free to clients. The playbook provides helpful cues to safely bring those employees who have been working from home in response to COVID-19 back to offices and facilities.

RRD is also taking action to encourage vaccination of our employees, including sharing vaccine information in multiple languages, providing flexibility to get vaccinated during working hours and arranging for onsite vaccination events at several locations.

We have vaccinated over 5,000 employees in our GO operations and a large number in Mexico.

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

Over the last 156 years, RRD has faced many challenges including the Great Depression, plagues, and periods of social unrest. And throughout it all, which is very different from many other companies, RRD not only survived but became even stronger because of the leadership, dedication and resolve of those who came before us. They succeeded, now it’s our turn to do the same.
SUSTAINABILITY

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

Elif Sagsen-Ercel
Executive Vice President, Chief Strategy and Transformation Officer

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.
Resource Efficiency

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

- RRD routinely works to reduce the amount and types of by-products produced, and reuse and recycle those that are. Our largest by-product, paper, is systematically segregated and recycled at all of our worldwide manufacturing locations.

- While specific initiatives will vary by site and manufacturing process, examples include: Recycling of paper, including add roll trim, 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.

- We partner with a single by-products broker for US manufacturing sites. Materials recycled include, but are not limited to: Coated board stock, old corrugated containers, mixed paper, sorted office waste, metals and plastics. In the previous 12 months (May 2020 thru May 2021), RRD US Manufacturing locations recycled over 100 thousand tons of by-products produced. This is equivalent to the avoidance of over 1.7 million trees, 579 million kWh electricity, 100 thousand tons of CO2 emissions, 719 million gallons of water, and 9 million cubic feet of landfill space.

- Several locations have installed on demand corrugated box making equipment, allowing for the onsite production of specific box sizes to match the product shipped, resulting in less corrugated material, less waste material, and minimized use of non-recyclable box fillers.

- We use a licensed external vendor to manage our IT equipment at it’s end of life. They are R2 (Responsible Recycling) Certified, meaning they utilize the Reuse, Recycle, Recover hierarchy. They are 3rd party audited annually, with all of their downstream vendors also vetted. In addition to reselling reusable assets they donate good working equipment to charities. Ultimately their goal is to extend the life of used assets and if necessary recycle them in a manner that is environmentally responsible.

- Processless Plate Initiative: Seventeen RRD print sites have fully implemented the processless plate technology and seven sites are in the testing phase. Processless plate production represents the simplest way to make litho plates. Once the plate has been imaged in a plate setter, it is mounted directly on the press where the removal of the plate coating has been integrated into the start-up of the press. There is complete elimination of the plate processor, associated chemistry, energy required to power the processor, water and waste from plate production.
**Responsible Procurement**

- RRD currently maintains more than 100 Forest Stewardship Council® (FSC®), Sustainable Forestry Initiative® (SFI®), and Programme for the Endorsement of Forest Certification (PEFC) chain of custody (CoC) certified sites worldwide in North America, Latin America, Europe, and Asia. In 2020, RRD locations produced 100,000 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.

- For inks and coatings used, we routinely collaborate with our vendors to ensure alignment with applicable industry requirements, while also considering the best new and evolving technologies and solutions with increased environmental attributes (such as by minimizing or removing hazardous constituents, and identifying the optimal amount of vegetable based content).

- RRD’s suppliers can provide paper to support all of our clients’ sustainability goals, including paper that includes certified fiber, recycled content, and hybrid products containing both certified fiber and recycled content.

**Client Sustainability Collaboration**

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

- The use of wood fiber sourced from forestry operations certified by the FSC®, SFI®, or PEFC, and as required by our clients, the use of paper products processed without chlorine or chlorine compounds in paper.

- Increased Recycled Content: the paper mills selected by RRD offer products with various percentages of PCW (post consumer waste) content, usually ranging from 10% to 30%, with a few specialty products at 100% levels of PCW.

- Use of materials that are highly recyclable, and/or do not inhibit the recyclability of the product at it’s end of life.

- We also support our 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.
Worldwide Sustainability

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

Houston, TX

- In January of 2020 the site identified an alternative cleaning solution with lower environmental impact compared to the product previously in use (the new material is not classified as flammable per regulatory definitions). After testing in the production process there was no noticeable difference in performance as compared to the previous cleaning solution. With acceptance of the new press wash by key stakeholders, the site switched to the new product. As a result, the site reduced their annual hazardous waste generation from 4,800 lbs to zero. In addition to the reduction in environmental impact, the site also realized reduced disposal costs, and reduced mandatory compliance actions (e.g., waste reporting, manifest management, flammable storage).

China

- Shanghai and Humen: Roof mounted solar panel installations. The average solar power generation for each site is anticipated to be approximately 1 million kWh/year.
- Shanghai, Liaobu, Chengdu, and Humen: LED lighting installations, resulting in over 1.9 million kWh/year electricity savings
- Shanghai: Regenerative Thermal Oxidizer (RTO) waste heat collection and utilization for building heat resulting in over 28,000 cubic meters natural gas savings per month
- Shanghai, Liaobu, Chengdu, and Humen: Air compressor and vacuum centralized circulation network converted to demand only (vs. always on), resulting in electricity savings of over 5 million kWh/year
- Liaobu, Chengdu, Shanghai, and Humen: Alcohol-free centralized dampening system installation resulting in waste water reductions of 200 tons/year, and air emission reductions of 13 tons/year
- Liaobu, Shanghai, and Humen: Centralized ink supply monitoring system for the sheet-fed presses reduces waste ink and containers by over 20 tons/year, and air emissions by 0.12 tons/year
- Chengdu: As a result of a renewable energy agreement entered with an external power supplier, the site used over 3.5 million kWh of renewable energy in 2020.
- Chengdu: Site installed a new waste solvent recycle station, reducing associated waste amounts produced

Singapore

- Repurposed by-products for use in day-to-day operations: Created different types of containers, foot rests and waste bins from recycled boxes; angle bars and plastic sheets used to make curtains between workstations; foam packaging converted into storage containers
- Partnered with a raw material supplier to segregate wastes produced for collection and recycling
Lodz, Poland
The ventilation in the battery room has been reworked so that it only turns on when needed (demand based), instead of running continuously.

Prague
- Replacing fluorescent lamp lights on the production floor with LED lighting technology. Energy consumption for installed LED lights is 60% lower.
- Initiated a program to collect and recycle packaging cardboard, resulting in the following amounts of cardboard recycled: 0.6 tons in 2018, 2.26 tons in 2019, 1.08 tons in 2020.

Reynosa, Mexico
- A timer was installed on air conditioning units to control operational time and minimize electricity consumption during periods when supply is not needed.
- HVAC equipment serviced monthly to improve efficiency and reduce energy consumption.
- Replacing fluorescent lamps with energy efficient LED.
- Installed an irrigation timer system to save water used for landscaping.
- Recycling of paper tear off, office paper, cardboard, plastic wrap, aluminum printing plates, metal and wood pallets.
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>2021</td>
<td>America's Best Employers for Diversity</td>
<td>Forbes</td>
<td>US</td>
<td>RRD was named to the Forbes America's Best Employers for Diversity 2021 list. RRD’s commitment to diversity, equity, and inclusion (DEI) takes many forms. To benefit the company’s employees, RRD launched RRD UNITED (Understand, Nurture, Include, Together, Equal and Diverse), which brings together leaders from throughout the organization to champion, advise, and provide support to achieve DEI goals by leading programs and facilitating alignment with other RRD initiatives.</td>
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<tr>
<td>2020</td>
<td>Leading Consumer Data Service Provider</td>
<td>Forrester’s</td>
<td>US</td>
<td>RRD was recognized as an industry leader in the Forrester's report “Now Tech: Consumer Data Marketing Services, Q3 2020.” RRD was named to the category whose vertical market focus includes retail, financial services, and automotive.</td>
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<tr>
<td>2020-2021</td>
<td>Best Places to Work for Disability Inclusion</td>
<td>Disability: IN and the American Association of People with Disabilities (AAPD)</td>
<td>US</td>
<td>RRD was recognized as one of 2020's Best Places to Work for Disability Inclusion because of the numerous practices on the Disability Equality Index that have been established within the company. According to Maria Town, President and CEO of American Association of People with Disabilities, “The Disability Equality Index top scoring companies represent those businesses that have invested in accessibility and inclusion across their enterprise.”</td>
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<tr>
<td>2020</td>
<td>Global Impact Sourcing Award</td>
<td>IAOP®</td>
<td>US</td>
<td>RRD was awarded the 2020 Global Impact Sourcing Award (GISA) in the purchasing organization category by the International Association of Outsourcing Professionals (IAOP®) and the Rockefeller Foundation. The GISA recognized RRD’s Impact Sourcing program, which has helped create significant business process outsourcing jobs within underserved communities.</td>
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<tr>
<td>2020</td>
<td>3M Supplier of the Year Award</td>
<td>3M</td>
<td>US</td>
<td>RRD was awarded the 2020 3M Supplier of the Year Award in recognition of the company’s contributions to improving 3M’s competitiveness. With thousands in its global supply base, 3M recognized 20 suppliers supporting the U.S. and Canada for world-class performance in providing products and services.</td>
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<td>2020</td>
<td>Ad Age Agency Report Rankings</td>
<td>Ad Age</td>
<td>US</td>
<td>RRD’s Marketing Solutions group was recognized in Ad Age's 76&lt;sup&gt;th&lt;/sup&gt; annual Agency Report, a ranking and analysis of the leading advertising and marketing services agencies based on U.S. and worldwide revenue. This is the second year in a row that RRD has been named on the list, ranking seventh amongst the top U.S. agency companies.</td>
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<tr>
<td>2020</td>
<td>Sustainable Footprint Award</td>
<td>Enel X</td>
<td>US</td>
<td>RRD noted for exceptional contribution to supporting a stronger, more resilient and sustainable energy grid through demand response.</td>
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<td>2020</td>
<td>Green Printhouse of the Year Award</td>
<td>GPwA</td>
<td>Hungary</td>
<td>Earned by the RRD Debrecen site after receiving a perfect score during an onsite evaluation performed, this award is presented in recognition of the environmentally conscious efforts of the paper, printing and packaging industries.</td>
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<tr>
<td>2020</td>
<td>HPR Award</td>
<td>FM Global</td>
<td>US</td>
<td>Earned by the Angola, IN site, the Highly Protected Risk (HPR) award is granted when a location has no human element recommendations, no uncontrolled high risk exposures such as ignitable liquids and no other major loss exposures after a formal FM Global review.</td>
</tr>
<tr>
<td>2019</td>
<td>Promoting Social Inclusion Award</td>
<td>Community Business' D&amp;I in India</td>
<td>India</td>
<td>We won the award for Promoting Social Inclusion in India for our impact sourcing program. In partnership with B2R, our program aims to bring sustainable employment to the rural youth, especially women, in the Himalayan villages of Uttarakhand, India.</td>
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<tr>
<td>2019</td>
<td>Excellence in Inclusion of Persons with Disability Attraction &amp; Retention Award (Nomination)</td>
<td>NASSCOM</td>
<td>India</td>
<td>RRD earned a nomination for Project Udaya, an inclusion initiative by Reach for providing equal employment opportunities to the orthopedically challenged. The program has so far graduated 99 persons with disabilities (PwDs) in six batches, all of whom have found full-time employment at RRD and other companies.</td>
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<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>
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<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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</tbody>
</table>