



# RRD ASIA CORPORATE SOCIAL RESPONSIBILITY REPORT



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# ABOUT RRD ASIA-PACIFIC

RRD is a leading global provider of marketing, packaging, print, and supply chain solutions that elevate engagement across the complete customer journey. With 18,000+ clients, including 92% of the Fortune 100, and 28,000 employees across 26 countries, RRD brings expertise, execution, and scale designed to transform customer touchpoints into meaningful moments of impact.

RRD entered China in 1993, and since then has expanded its manufacturing and service operations in Beijing, Shanghai, Guangzhou, Shenzhen, Chengdu, Kunshan, Dongguan, Shandong, Henan, Taiwan, HongKong, Japan, Singapore, Thailand, Vietnam, and Australia. For 30 years, RRD APAC has provided integrated marketing, publishing, packaging, and labeling solutions that enable brands to improve their user experience at every step.

Today, we offer comprehensive services to clients worldwide. Packaging and labels solutions encompass a wide array of options, including packaging design and a variety of boxes, trays, labels, manuals, and more — all ensuring products are presented well in alignment with brands' values. Publishing services bring ideas to life, catering to a wide variety of genres and publication types, such as juvenile, trade, education books, and Bibles. Our marketing solutions excel in marketing promotions, in-store materials, and project management, leveraging self-developed digital systems to provide transparency and efficiency in every dollar spent.

RRD APAC is building a winning culture through HAI (high performance, accountability, and innovation) core values that drive transformation and accelerate growth and profitability in all markets of the region. With this specific culture, all RRD employees are committed to supporting our customers' evolving needs in any environment, delivering industry-leading practices and, together with our customers, shaping the future.





**DIVERSITY,  
EQUITY & INCLUSION**



RRD is committed to ensuring that every employee at every level is respected, valued, and included. 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 every day 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 are committed to equal opportunities for everybody, regardless of gender, race, age, nationality, or other similar aspects relating to a person; and we provide pathways for all 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 succeed and thrive.

We are proud that, at RRD, the power of women is respected and recognized. We believe in the significant impact that women bring to our organization, and this is reflected in our workforce composition and leadership structure. With female employees comprising 44% of our total workforce, we are committed to fostering an inclusive environment where women thrive and excel. Moreover, our leadership teams, where women hold over 45% of the positions among middle and senior management, ensure diverse perspectives and decision-making at the highest levels of our organization.

### Female Workers' Committee

The Female Workers' Committee protects the legal and special rights and interests of female workers. The committee not only regularly organizes various activities for female workers to participate in, aiming to improve their engagement and workplace skills, but also provides care and support activities for pregnant women, new mothers, and female workers in difficulties.

We also support various volunteer groups and sport clubs, which advocate for better working conditions. These groups play a crucial role in our community, providing platforms for open dialogue and collective action.



## Learning Resources

We have a blended learning delivery platform and a variety of learning resources. These include online eLearning, in-person facilitated training, an online resource called “Smart Learning & Happy Sharing” offering videos, articles, and recommended reading, group learning exercises, expert Q&As, targeted learning for leaders, best practices, and live broadcasts.

Examples include:

- ▶ **Inclusive Leadership Workshop**  
The Inclusive Leadership program provides all people leaders with opportunities to build their cultural intelligence and inclusive leadership skills. Participants learn about their role in leading inclusive workplaces, managing diverse teams, and creating equity across the talent lifecycle.
- ▶ **Diverse Voices Panel Series**  
The Diverse Voices Panel Series brings together RRD colleagues to share their unique personal and professional journeys. Topics include culture, traditions, professional skills, and how they leverage their unique backgrounds and perspectives to advance their career. Employees are encouraged to participate in these events, ask questions, and then use the resources provided for further learning.
- ▶ **Employee Roundtables**  
Employee Roundtables create a safe and open forum for employees. They provide opportunities to listen, learn, and participate in diverse conversations about bias, opportunities, and other differences.

## External Partnerships

We actively support and partner with organizations that focus on the standards and norms of the industry or community, professional development, and advancement of diverse talent. These partnerships include:

- ▶ **China Packaging Federation**  
As a key member, RRD actively participated in the formulation of several major industry standards. These initiatives include carbon reduction assessment, excessive packaging restrictions, childproof packaging, etc. Our contribution underscores our commitment to the sustainable development of responsible and effective packaging solutions.
- ▶ **Shenzhen Polytechnic University**  
RRD has established a strategic partnership with Shenzhen Polytechnic University to enhance the professional development of our employees and contribute to the advancement of industry-relevant courses. This collaboration allows our employees to pursue higher education and obtain degrees while continuing their on-the-job training; the partnership also enables students to have internship opportunities at our sites.

# SUPPLIER DIVERSITY



## Trace: An RRD Responsible Sourcing Initiative, Supplier Diversity, Supplier Code of Conduct, and Supplier Monitoring

RRD believes that the social and environmental footprint from our business practices is critically important to our organization. We believe that increasing diversity within the supply chain will stimulate job creation, economic growth, and community development – all while aligning our supply base with our consumer base.

### Our Commitment

RRD's goal is to create strong, long-term relationships with our suppliers with a focus on respecting and evolving the people along the supply chain and the planet throughout our manufacturing and purchasing practices. We know that it is imperative to develop and nurture an inclusive supplier network to provide ample growth opportunities for small and diverse businesses across the supply chain.

### 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 the communities we serve.

- ▶ Over the last two years, our Supplier Diversity program has evolved, and we are seeing the impact of our implemented changes as they support small and diverse businesses.
- ▶ 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 that both supplier and client needs are met.



### Supplier Diversity Certification Partners

RRD is dedicated to maintaining high standards of diversity not only within our organization but also throughout our supply chain. We consider memberships and certifications by NMSDC (National Minority Supplier Development Council), WEC (Women Empowerment Council), WBENC (Women's Business Enterprise National Council), and Disability:IN, along with NGLCC, state-level and local governmental certifying bodies, and SAM (System for Award Management) as accepted in our program.

### Supplier Sustainability and Code of Conduct

RRD's Trace program sits within Procurement, allowing for seamless integration into our Strategic Sourcing Process. All suppliers commit to adhering to the RRD Supplier Code of Conduct when signing business contracts. RRD's Supplier Code of Conduct is the basis for the entire Trace program and has three main pillars: Integrity and Legal Compliance, Responsible Business Practices, and Responsible Treatment of Individuals. It is expected that suppliers cascade the code throughout their supply chains.

### Supplier Monitoring

RRD continues our commitment to supplier adherence to our Code of Conduct through supplier monitoring. We partnered with leading CSR ratings and ESG performance assessment platforms to assess suppliers' practices in four areas: Labor and Human Rights, Environment, Ethics, and Sustainable Procurement. Less than a year into our partnership, we have seen significant adoption of the platform by our suppliers and expect large increases in the number of suppliers within our EcoVadis network in the next several years.



# 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:** To equip our sales professionals with the skills and knowledge required to bring value to our clients and build long-term relationships, we offer two primary categories of training: product and solution courses that introduce our suite of capabilities; and sales courses that focus on the development of selling skills and sales methodology. We also 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.

▶ **Manufacturing:** To support our print professionals, we offer training plans for front-line leaders, front-line technicians, key machine captains, and inspectors to help them improve professional skills and career developments.

We continue to develop apprenticeship paths focusing on skills development and promoting career and operational success.

▶ **Leadership:** We offer a variety of leadership development courses to all leaders at different levels. During the year, our Leadership Conference, with the participation of the middle and senior management teams, is one of the key events. Major projects of the year, together with key initiatives, are pinned down and kicked off at the conference. We also place a high priority on the high-potential (HIPO) leaders.

Our Leadership Excellence Program (LEP) helps identify the HIPO at the grassroots level and designs the journey to grow through on-the-job learning.

In terms of leadership pipeline, we have programs for young talent development as well, including the "Trainee Program" for undergraduate graduates and the Leadership Associate Program (LAP) for MBA graduates.

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

## TRAINING AND DEVELOPMENT

A critical component of our investment in our employees is the provision of virtual and self-directed learning and development. This training covers such topics as compliance programs, IT security, sexual harassment prevention, and a wide variety of anti-corruption/anti-bribery and compliance programs, in addition to programs supporting job and professional skills and employee wellness.

A photograph showing several people's hands reaching towards wooden human figures on a white table. The figures are arranged in a circle, and the hands are positioned around them, suggesting a collaborative activity or discussion. A large red triangle is overlaid on the top left, and a smaller yellow triangle is overlaid on the bottom left.

# COMMUNITY RELATIONS

RRD's vision is to strengthen the communities in which our employees live and work. We strive to give back and to make a positive difference in the communities. Multiple community activities were performed and are highlighted below:



### Shenzhen: Mountain Forest Cleanup

More than 100 RRD employees participated in clean up activities organized by our local community along the Shenzhen Yinhu Mountain area. The activities netted over 20 bags of trash, including bottles, plastic bags, and other debris cluttering local forests.



### Shenzhen/Dongguan: Life with Love Donation

Our employees collected and donated to the "Life with Love" program organized by the local welfare charity association for seriously ill children in local poverty areas.



### Shenzhen: Caring to Deal with the Heat Wave

RRD joined this program organized by a local community fighting the heat wave, with special care given to people who work outdoors. Over 20 boxes of summer emergency supplies and drinks were distributed.





### Shanghai: Eco-Run Cleanup Challenge

RRD joined the special 3K-run organized by the local community. As our employees ran, they diligently picked up trash along the way, demonstrating the dedication to making a tangible difference in our community and the proactive approach to protect the environment.



### Kunshan: Great Love of the City

331 RRD employees joined the donation activity named "Great Love of the City," which is organized by Kunshan Charity Federation. It aims to provide financial support to seriously ill patients, disabled, children in need and others.



# HEALTHCARE PRIORITIES



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. 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. Commercial insurance covers all of our employees, including life, critical illness, and accident insurance.

### **Occupational Health**

Good safety management focuses on eliminating hazards at the source versus asking employees to use protective equipment or follow administrative instructions. Some examples of this process in RRD Asia:

- 1) Substituting materials using chemicals that have lower risk
- 2) Collection and treatment of any emissions at the source
- 3) Noise reduction in air-processing equipment such as ventilation and pneumatic operated equipment
- 4) Noise and vibration reduction in our mechanical and electromagnetic equipment

### **First Aid and the Facilities**

At all our sites, we have an authorized and regularly trained team of qualified members. Additionally, each of RRD locations is equipped with first-aid kits and automated external defibrillators (AEDs) to help reduce response time and improve the chances of survival in an emergency.

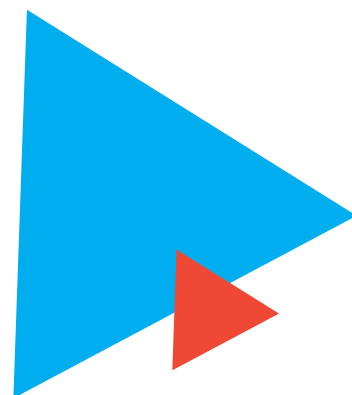
Other examples of Asia Pacific Region healthcare training and/or events include:

**Healthy Mind Toolkit:** Boosting Your Mental Health: Many people become concerned about meeting other peoples' needs and expectations at the cost of neglecting their own. This empowering session was attended by over 75 employees. It introduced various coping strategies for dealing with adversity in a constructive way and developing structured approaches for building better mental health.

**Tackling Sleep and Stress Fatigue:** Sleep is an essential function that allows your body and mind to recharge, remain healthy, and stave off diseases. Many factors can impact the quality and duration of your sleep, such as the amount of time you spend at a monitor, the amount of physical exercise you do, and your level of stress. This session, attended by more than 80 employees, covered various topics including understanding why sleep is important, exploring different types of sleep and sleeping disorders, understanding the relationship between stress and sleep, learning about the stages and symptoms of stress, and developing strategies to cope with stress fatigue and improve sleep quality.

### **Traditional Chinese Medicine (TCM)**

**Consultation:** Partnering with the local TCM hospital and/or institute, the Shanghai and Humen offices arrange regular complimentary TCM consultations for RRD employees, from dietary recommendation to body's condition insights, and therapeutic services. More than 800 employees have TCM health assessments and/or consultation quarterly.



# ETHICS & COMPLIANCE





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, and agents of RRD, as well as to RRD’s Board of Directors, 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 as well as the confidential information of our customer, suppliers, and others.
- ▶ **Conflicts of interest:** Outside work or service opportunities must not conflict with an employee’s ability to perform their 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. Strictly abiding by the laws and regulations of the country where it is located, RRD does not employ children 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, perceived or actual disability, perceived or actual sexual orientation, military or veteran status, genetic information, pregnancy, or on the basis of any other status protected by law.
- ▶ **Securities laws:** RRD communicates with transparency and fairness to external stakeholders. Confidential information obtained by employees may not be used for personal advantage.
- ▶ **Government investigations:** The Company and its employees shall cooperate with government investigations.

Part and parcel to a global company's successful operation is the flow of information from our 28,000 employees back to corporate leadership. To that end, we have an Open Door Policy that ensures we treat one another with respect and are aligned globally in our business goals, values, and ethical standards.

All employees, no matter their job responsibilities, geographic locations, or positions, should have opportunities to raise issues and speak their minds to drive the Company forward to operations that are beyond repute.

The Board of Directors oversees the Ethics and Compliance Program at RRD. The Program is led by our Chief Compliance Officer who meets regularly with a committee of internal 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
- ▶ Information Technology
- ▶ Intellectual Property
- ▶ Product Safety
- ▶ Import/Export Controls
- ▶ Postal Affairs
- ▶ Tax Compliance

## Governance

The leading edge of a strong governance culture is its Board of Directors. Continuing the culture of a public company since becoming a private company in February 2022, a new Board consisting of members of our owner, Chatham Asset Management, is providing expert oversight and guidance on governance matters and strategy.

Our board has two standing committees: Audit and Human Resources. Both committees are governed by a written charter that is publicly available on our website at [rrd.com](http://rrd.com). Under the guidance of our Board, we are continuously seeking to drive forward the strategy of RRD while enhancing the workplace for our employees and leaving a positive impact on the communities where we work.

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

Each employee at RRD is personally accountable for operating with integrity. Employees receive annual training to ensure they have an understanding of the important policies, laws, rules, and regulations that impact our businesses around the world. The training covers 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 online or via phone.

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



## 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 confirms the commitment of RRD to:

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



## EHS Management System

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

### The elements of our EHS Management System include:

- ▶ **EHS Policy:** A corporate policy defines the EHS principles that guide the conduct of RRD operations worldwide.
- ▶ **Programs and Standards:** Define the elements of our management system to protect the safety of employees, contractors, and visitors. These also include our environmental management expectations to ensure compliance with legal requirements.
- ▶ **EHS Roles and 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 toward 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.

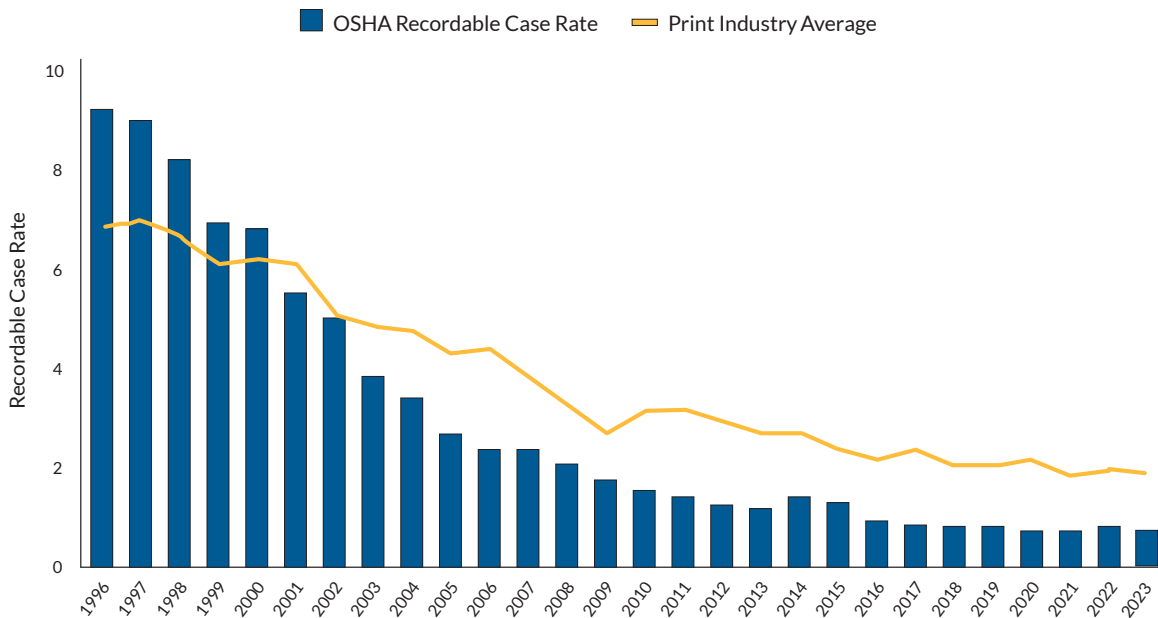


# Recordable Case Rate

Our health and safety results mean the most to us because they help us 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 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 global full-year 2023 RCR finished at 0.8, which is more than 60% lower than the current U.S. print industry average. RRD APAC finished 2023 with an amazing 0.1 RCR! Multiple facilities also completed the year without a single recordable case. While we continue to be extremely proud of our results, our continued goal is to achieve zero work-related injuries or illnesses.

## OSHA Recordable Case Rate and Print Industry Average



**APAC full year 2023 RCR finished at 0.1, which is a record low for our operations!**

RRD APAC 2023 Injury Rate = 0.1

Injury Rate Industry Average Benchmark is 2

## 2023 Milestones

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

### 1 Year Without a Recordable Case

Shanghai China  
Yamagata Japan

### 2 Years Without a Recordable Case

Weifang China

### 5 Years Without a Recordable Case

Liaobu China (label)

### Large Facilities With a Recordable Case Rate Less Than Half of the 2023 Company Average

Chengdu, China  
Humen, China  
Kunshan, China  
Liaobu, China

## EHS External Certifications

Our company EHS Management System has positioned many locations to earn certification from third-party organizations including ISO 14001 and ISO 45001. For a complete listing by site, please visit:

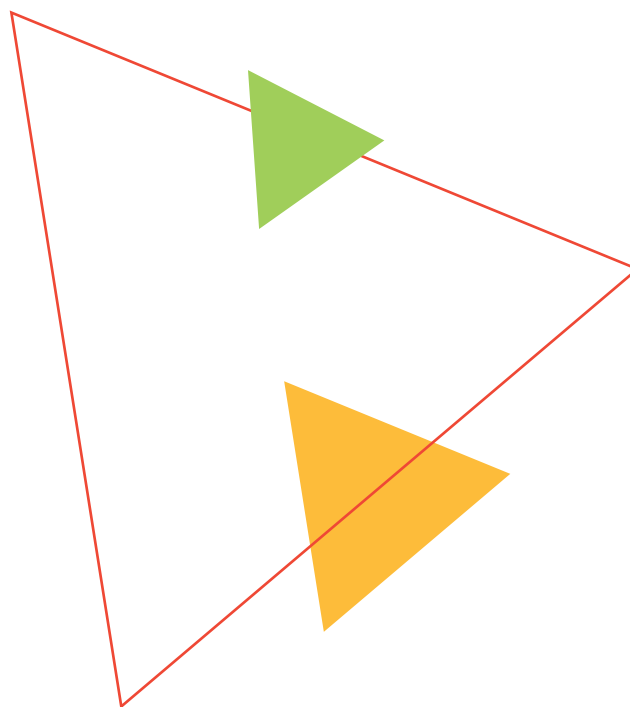
[www.rrd.com/about/commitments/external-certifications](http://www.rrd.com/about/commitments/external-certifications)

## APAC Health & Safety

Each of our APAC locations works to continuously improve their health and safety performance.

Examples include:

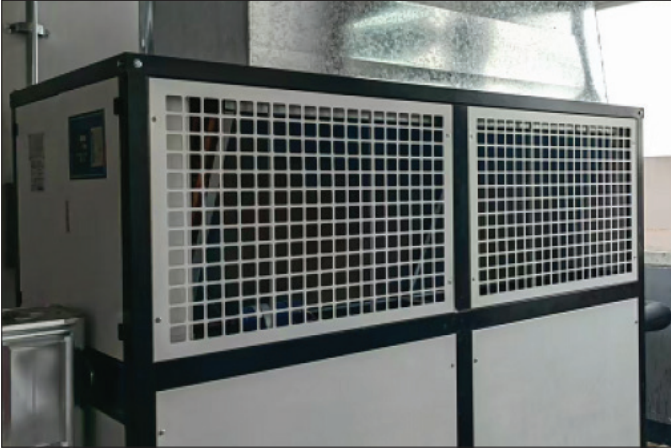
- ▶ Anyang & Humen: local teams completed assessments of 146 pieces of equipment and put 156 improvements in place to reduce employee exposures to hazards.
- ▶ Several sites put new engineering controls in place to reduce employee noise exposure, including Chengdu, Liaobu, and Vietnam.
- ▶ Indoor air-quality improvement projects were executed in Shanghai and both Liabou print and packaging sites.
- ▶ Kunshan: Improvements to the exhaust cooling system have reduced the risk of heat accumulation and fire hazards.



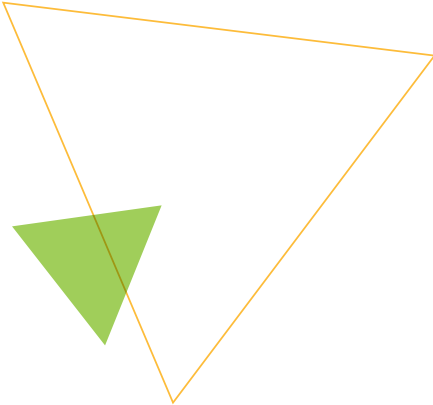
Controls to reduce employees' noise exposure  
Chengdu plant: engineering methods



Liaobu plant (Zhuyuan): upgrade decentralized chillers to centralized chillers



Foam plate at Bac Ninh plant to cover the air emission duct

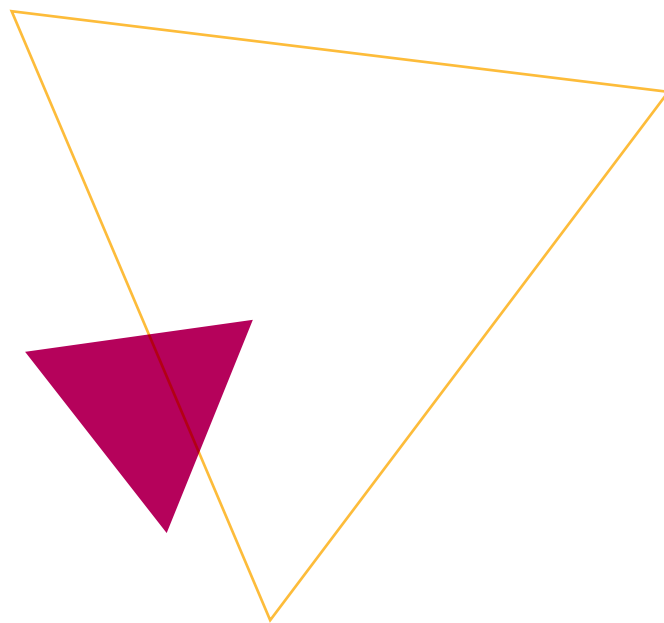




Controls to improve indoor air quality  
Shanghai Plant: Fresh air ventilation system



Liaobu plant (site 1&2): Exhaust gas collection and purification facilities





# SUSTAINABILITY

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

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

In addition, aligning with global practices, RRD Asia also has updated initiatives in the following perspectives:

### Resource Efficiency

We identify, measure, and continuously improve efficiencies associated with the 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, via onsite physical installations, and through power purchase agreements.
- ▶ **Greenhouse gas (GHG) emissions tracking:** We’ve partnered with an external organization to track our energy consumption and GHG emissions by site. This data supports our annual Carbon Disclosure Project (CDP) Climate Change questionnaire response and company-wide energy reduction initiatives. We’ve also identified an internal Sustainability Metrics Dashboard to track our performance by site.

## Greenhouse Gas (GHG) Emissions Reduction Target

As officially announced earlier in **RRD's Global Corporate Social Responsibility Report**, RRD's goal is to achieve a 25% absolute reduction of global manufacturing combined Scope 1 and 2 GHG emissions over the next 10 years. This goal is inclusive of our APAC operations and is reported through the CDP annual questionnaire. GHG emission reductions from 2022 to 2023 for our **China operations was 44%**.

The annual emissions data and reduction in emissions are third-party verified and will be disclosed in the 2024 response to the Carbon Disclosure Project (CDP), a nonprofit that runs the global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts.

RRD's 10-year roadmap will lower emissions across its operations by implementing energy-efficiency programs and technologies, including:

- ▶ Energy-efficient lighting initiatives, including conversion to LED lighting.
- ▶ Heat recovery, a proprietary process that captures waste heat for reuse.
- ▶ Heating, ventilation, and air conditioning (HVAC) upgrades.
- ▶ Optimizations in pneumatic systems – use of gas or pressurized air in mechanical systems.
- ▶ Alternative energy, via physical installations, power purchase agreements, and renewable energy credits (RECs).
- ▶ Demand response programs with local utilities, to reduce RRD's energy consumption during periods of peak demand.

## Waste Minimization

- ▶ RRD routinely works to reduce the amount and types of by-products produced and reuse and recycle by-products. Our largest by-product, paper, is systematically segregated and recycled at all of our China (VN) manufacturing locations.
- ▶ While specific initiatives will vary by site and manufacturing process, examples include: recycling of paper, including ad 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; sending used oil to licensed third parties for recycling; and repairing broken or damaged pallets for reuse.
- ▶ We partner with a national by-products broker for manufacturing sites. Materials recycled with this broker include, but are not limited to: coated board stock, old corrugated containers, mixed paper, sorted office waste, metals, and plastics. In 2023, RRD China and Vietnam manufacturing locations recycled over 27,250 tons of by-products produced. This is equivalent to the avoidance of over 463,000 trees, 111 million kWh of electricity, 114,000 tons of CO2 emissions, 190 million gallons of water. Data equivalency conversions from: US EPA Facts and Figures about Materials, Waste, and Recycling.
- ▶ We use a licensed external vendor to manage our IT equipment at its end of life. They are R2 (Responsible Recycling) certified, meaning they utilize the Reuse, Recycle, Recover hierarchy. Ultimately their goal is to extend the life of used assets and if necessary recycle them in an environmentally responsible manner.
- ▶ All China and VN manufacturing implemented on-site physical classification collection, credible measurement basic data record traceability, recycler disposal method verification and declaration, and waste management procedures upgrade. Our three Liaobu sites and Kunshan site have obtained UL Zero Waste Landfill Platinum certificates.

## Responsible Procurement

- ▶ RRD Asia currently maintains more than 18 Forest Stewardship Council® (FSC®) and Programme for the Endorsement of Forest Certification (PEFC) chain of custody (CoC) certified sites worldwide in Asia. In 2023, RRD Asia locations sold almost one million tons of certified material
- ▶ We have robust environmental specifications that are part of our purchasing program. These Regulated Product and Material (RPM) safety specifications outline commonly supplied product and material categories in an effort to assist raw material suppliers in meeting their obligations to comply with applicable regulations. RRD has also developed additional requirements that in many instances are more protective than applicable laws
- ▶ For inks and coatings used, we routinely collaborate with our vendors to ensure alignment with applicable industry requirements. We also consider 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 consists of certified fiber, recycled content, and hybrid products containing both certified fiber and recycled content
- ▶ RRD manufactures products that are intended for children 0-12 years old. With suppliers, we have implemented a comprehensive program that meets or exceeds regulatory and client requirements, such as EU71 and the Consumer Product Safety Improvement Act. For example, some products intended for children ages 0-3 must be tested by an independent laboratory prior to being sold in the marketplace
- ▶ Special products require special attention. RRD sources, manufactures, and distributes a large array of products. Our services include handling items such as medical devices, pharmaceuticals, candy, pet food, vitamins, and more. We also have a promotional business that sources many unique products, such as apparel, electronics, magnets, etc. For these specialty items, our product safety team has implemented programs to support these businesses and ensure our entire line of products meets applicable regulatory requirements

## Client Sustainability Collaboration

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

- ▶ The use of wood fiber sourced from forestry operations certified by the FSC® 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 15% to 60%, 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 its end of life

- ▶ We also support our clients who wish to exclude fiber from sources 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 the materials that we source

## APAC Sustainability

Our initiative on sustainability integrates into every aspect of daily operations, from the centralized product design and material identification, to the facility-specific engineering process, energy savings, renewable energy consumption, and the waste management.

All sites in the APAC region are committed to continuously improving their sustainability performance. Examples include:

### Green Materials:

- ▶ **Plastic Elimination:** implemented UV printing technology, leading to the elimination of 563 tons of lamination plastic consumption
- ▶ **Recycled Fiber Usage:** utilized 89%-100% post-consumer waste (PCW) fiber for Gray Back Card Paper, saving 15,996 tons of new wood fiber consumption
- ▶ **Paper Fiber Dye Upgrade:** upgraded paper fiber dye processes, reducing traditional dye usage and significantly lowering wastewater pollution factors: COD from 68 mg/L to 13 mg/L and BOD from 16 mg/L to 2 mg/L, resulting in at least an 80% reduction in pollution

### Renewable Energy:

- ▶ **Onsite Solar Energy:** generated 2,442 MWh of solar energy at our Humen and Shanghai plants in China
- ▶ **Five plants achieved RE 100% (100% renewable energy usage):** Huaxian, Kunshan, Liaobu (Zhuyuan), Shanghai in China, and Bac Ninh in Vietnam

### Facility-Specific Energy Savings:

- ▶ **Bac Ninh, Vietnam:** the plant installed LED lighting and saved 139,680 KWH per year
- ▶ **Humen, China:** optimized the Web Press M500 printing Engineering process. The plant also replaced hot drying ink with cold drying ink, thus saved natural gas 200,000m<sup>3</sup>
- ▶ **Liaobu, China:** three sites all upgraded our compressed air systems as required and have saved approximately 204,000 kWh of electricity per year
- ▶ **Shanghai, China:** permanent magnet motor upgrade improved energy efficiency and saved 69,279KWH

### Facility-Specific Waste Management:

- ▶ **Bac Ninh, Vietnam:** the plant classifies and segregates wastes more accurately to optimize the amounts recycled. And wastes previously sent to the landfill are now being sent to a waste-to-energy facility
- ▶ **Chengdu, China:** the proportion of reused raw material packaging materials increased from 40% to 55%
- ▶ **Huaxian & Kunshan, China:** reuse the release liner waste paper at least 3 times by staggering the position of the die-cut line

Rooftop solar panels (Humen, Shanghai)



BacNinh LED lighting



Liaobu (zhuyuan) upgraded compressed air systems



Shanghai permanent magnet motor





# AWARDS & RECOGNITION

We invite you to learn what many industry leaders throughout China have already recognized.





## Governance

Year	Award Name	Organization Granting Award	Country	Short Description
2022- 2024	Safety Enterprise	Humen Town Safety Production Committee	China	For excellent performance on safety organization management, daily safety risk management, safety awareness education and training, hazard exposure control, emergency response plan, occupation disease prevention, and safety culture construction.
2023	UL Zero waste Land Fill Platinum Certificate	UL Solutions	US	RRD Kunshan and three Liaobu sites received the UL Zero Waste Land Fill Platinum Certificate, which is a new milestone for RRD China in the field of sustainable development, extending resource recycling and environmental protection.
2023	TOP 100 Employer Excellence	51 job	China	For the fourth consecutive year, RRD Asia received a 'Top 100 Employer Excellence of China' award. The award recognizes companies whose Human Resources practices made a significant contribution to their corporate development. In addition, RRD Asia was also recognized as a model employer for Human Resources Digitalization. The 2023 awards were selected from a vast number of companies and are initiated annually by 51 job, China's leading human resource service provider.
2023	Chinese College Students "Favourite Employer"	51 job	China	For three consecutive years, RRD Asia has won the title. The employers on the list, including RRD, are not only leading in their industries, but also have a positive impact on young talent in many fields of society.

## Governance

Year	Award Name	Organization Granting Award	Country	Short Description
2023-2025	High-tech Enterprise	Local government of Guangdong Province	China	Humen plant received the “High-tech Enterprise” recognition for RRD’s strong technological innovation and high-end technology development capabilities.
2022	Leading Green Enterprise	China Environmental United (Beijing) Certification Center	China	This recognition was for RRD’s excellent achievements in low-carbon environmental protection, energy conservation and emission reduction, green supply chain, and sustainable development of materials.

## Design & Print

Year	Award Name	Organization Granting Award	Country	Short Description
2023	Pack Star (China)	China Packaging Federation, China National Packaging Corporation, China National Export Commodities Packaging Research Institute	China	The Pack Star (China) award is recognized by the World Packaging Organization (WPO) as a recommended award for packaging design and is an important gateway to the WorldStar Packaging Award. ID team won four awards of Excellence, plus one Silver and three Bronze.
2023	Merit Award	Graphic Arts Association of Hong Kong	China	RRD product ‘Divine Rivals’ won the Merit Award in Book Printing: Mono/Duotone (Color Book).
2023	Bronze Award	Printing and Printing Equipment Industries Association of China	China	RRD product ‘Silk’ won the Bronze Award in Casebound Books (4C) Category in China Print Awards for excellent printing quality.

## Design & Print

Year	Award Name	Organization Granting Award	Country	Short Description
2019-2023	CGAD Visual Awards	China Graphic Design Association	China	China Graphic Design Association (CGDA) is a non-profit academic community whose purpose is to boost communication among designers around the world. Since 2019 SS design team has been participating in CGDA design competitions. A grand total of 1 award of excellence and 2 finalist awards were won in 2023.
2023	Hong Kong Contemporary Design Award	Hong Kong Arts Development Council, Hong Kong Art & Design Association	China	The Hong Kong Contemporary Design Award was open to entries from China Hong Kong, China mainland, China Taiwan, and China Macau. 2023 SS design team won 1 Silver and 3 Bronze awards for the 4 posters they entered in the competition.
2023	SGADC	The Singapore Fine Arts Research Association/ Singapore Fine Arts Development Association	Singapore	The Singapore Art Design Competition (SGADC) is an event sponsored by the Singapore Sands Art Museum and co-organized by the SGFARA and the SGFADA. 2023 SS Design Team's entry won two Silver Awards and a Bronze Award.



## Learn More

We invite you to view our current **Global Corporate Social Responsibility Report**, which reflects our initiatives in a variety of important areas, including: diversity, equity, and inclusion, education and training, community relations, ethics and compliance, environmental health and safety, and sustainability.

