RRD has over 42,000 employees with operations in North America, Latin America, Asia and Europe, 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 and Inclusion, Education and Training, Community, Ethics and Compliance, Environmental Health and Safety, and Sustainability. The individual actions of our employees make a difference by considering the environment, by helping their fellow employees, and by being good citizens in their communities. We all contribute whenever we turn off unused lights, follow safety precautions, volunteer in our communities or solve client problems. We take these actions not because we must but simply because we care, we want to create positive results in the world, and we are given choices and opportunities to make a difference. When all of our efforts are reviewed, they reveal our ongoing commitment to operational and social responsibility.
A place where everyone belongs

At RRD, we strive to make each facility a place where every employee feels they belong. Whether you’re a new employee, are applying for a new job in the company, are seeking a mentor or sponsor, transferring to another location, or leading a new team, in whatever role you have or are aspiring to have we want you to feel that YOU belong. Our Diversity & Inclusion strategy includes every decision, practice, or policy that touches our employees, clients, suppliers, and communities to ensure that we are always valuing inclusion.

- **Vision:** Diversity & Inclusion is a critical part of our culture driving business success and ensuring that all our employees feel they belong at RRD. Our clients, suppliers, and communities benefit from the wealth of ideas, innovations and focused solutions driven by our diversity.

- **Mission:** We work to create and sustain an actively inclusive environment that embraces, respects and leverages the diversity of our employees, clients, suppliers and communities.

- **Commitment:** We are committed to advancing our vision and mission.
Workplace Initiatives

- **Inclusion Councils**: Inclusion councils are self-initiated, voluntary groups of employees that create workplaces where differences are embraced and respected by every employee.

- **Business Resource Groups**: Our business resource groups enable the development of diverse talent. For both the Global Women's Business Resource group and the Business Resource Group for Professionals of Color-the strategy is designed to create synergies and business impact through alignment with our business goals around helping drive talent attraction, development, retention and inclusion.

- **Learning Resources**: We want to make sure that all of our employees have opportunities to learn and grow in their understanding of diversity and inclusion, the role it plays in our business and our expectations of all employees. We have a variety of learning resources, including online/in-person training, online resource library, specific learning for supervisors and managers, best practice webinars, and a monthly email inclusion newsletter.

- **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 around the empowerment of women. “Born To Lead” is a unique program launched for young daughters/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 such as financial independence, leadership, networking, and breaking stereotypes.
RRD’s Learning and Development team is dedicated to helping create a competitive advantage for our organization by developing skills, transferring knowledge and sharing the expertise of our most important asset – our people. We offer employee development solutions in the areas of sales, service, manufacturing, professional development and leadership. Development solutions are available 24/7 to all employees through RRD Learning Connection.
RRD is dedicated to offering our employees the opportunity to enhance their skills and knowledge. These training and learning development solutions are available 24/7 to RRD employees online via Learning Connection.

- **Sales:** We offer 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 also offer general business courses to round out a sales professional’s knowledge and skills base.

- **Service:** The Delivering Service Excellence Program is an intense program that equips our employees with the skills and knowledge to deliver quality service to each other and to our external clients. Participants in the program engage in a series of structured courses to develop specific service-oriented competencies.

- **Manufacturing:** To support our print professionals, we offer learning programs in the areas of General Print Skills, Finishing, Flexographic, ProteusJet, Sheetfed Offset, Web Offset and Universal Print Skills. In addition to these programs we coordinate with our print partners to offer digital print training.

- **Leadership:** The Leadership Essentials program was designed to create a series of collaborative learning experiences targeted directly to front line managers, supervisors, and team leads. A local leader, referred to as a Field Coach, supports participants through the program. The Field Coach partners with each participant to explore eight core leadership competencies presented in the courses.

- Each course may include some or all of the following learning elements: Online Coaching, Individual or Group Activities, Scenario-based Activities, Animation, Video, Job Aids, Infographics, and the sharing of ideas via Social Learning within the “Leader’s Lounge: A Digital Hangout.”

- 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.
Community Relations Activities
Support Youth, Education, Inclusion, and Diversity.

Through sponsorships and alliances, RRD strives to build strong relationships with its employee, community, and marketplace partners.

Every year, volunteers around the world in North America, Europe and Asia take part in service projects during our Global Community Connect event. RRD employees work with multiple different charities including local food and blood banks, homeless shelters, schools for children with disabilities, libraries, recycling projects, building and repairing homes, and more.

Irish Cancer Society, Cork, Ireland

Noguchi Children’s Home, Colombo, Sri Lanka

Mobile Food Pantry, Bolingbrook, IL

Employees at RRD devote many hours every year to community projects. Last year our employees donated thousands of community service hours through community outreach programs.
Employee Wellness Program
The health and wellness of our employees is one of the three pillars of REACH alongside caring for the environment and giving back to the community we work and live in. REACH teams across regions engaged in various activities to promote health and safety. Blood donation drives helped blood banks replenish their stocks and health camps encouraged employees to consciously migrate towards healthy living.

Working in the Environment
Our employees care about the environment. From planting saplings, to cleaning roadside areas and public railway platforms, to improving awareness through topic specific training sessions and recycling campaigns, our employees routinely seek opportunities to improve their surrounding environment.
Community

An organization becomes truly global when it aspires to change lives of the disadvantaged. Constantly aspiring to make a difference, REACH teams across regions visited multiple orphanages, consciously engaging children with basic learning and development skills molding them for the future, supported the elderly through donations and social visits, managed health awareness events for local communities, and initiated hair donation drives for cancer patients undergoing Chemotherapy.

Aeta Community Support, Manila, Philippines

Hair Donation for Cancer Patients, Trivandrum, India

Kidathon Fundraiser, Chennai, India
ETHICS & COMPLIANCE

Operating with integrity and exhibiting the highest ethical conduct is the cornerstone of RRD’s values. Our Principles of Ethical Business Conduct (PEBC) apply to everyone at RRD and govern all areas of professional conduct, ethics and compliance. These principles do not represent “concepts on a shelf.” They are very much a part of daily life at RRD. While the PEBC govern all our business, it is integrity and depth of character that compel us to do the right thing. Our PEBC handbook addresses these important areas:

- **Employee Safety and Health Laws**: Providing a safe environment has always been RRD’s first priority. We must comply fully with all federal, state and local health and safety laws, rules, and regulations.

- **Ethical and Lawful Behavior**: We conduct our business honestly, ethically and in strict compliance with all laws, rules and regulations, free of any interest that may impact our undivided loyalty to RRD.

- **Conflicts of Interest**: Employees must avoid any behavior in their business or personal life that conflicts with, or appears to conflict with, their commitment to RRD.

- **Competing Fairly and Complying with Antitrust Laws**: RRD deals with suppliers, clients, and competitors in a fair and honest manner, in accordance with the law.

- **Environmental Laws**: RRD’s policy is to obey the laws that protect the environment. All employees have a responsibility to follow environmental laws, not only because it makes sense, but also because a violation can be a crime and subject the Company or individuals to serious consequences.

- **Employee Working Conditions**: RRD only employs workers with a legal right to work and does not employ child or forced labor.

- **Computer Systems**: Our computer systems, including email, must be secured and protected against intrusions damage, alteration, theft, fraudulent manipulation, or unauthorized access which could result in the disclosure of confidential company or client information.
ETHICS & COMPLIANCE

- **Discrimination**: RRD is committed to providing a work atmosphere free of discrimination in any form and free of sexual harassment.

- **Governments and Government Agencies**: We will be fair and accurate in our dealings with the government, both as a regulator and as a client.

- **Anti-Bribery Laws Including the Foreign Corrupt Practices Act**: We cannot and will not, directly or indirectly, pay bribes to or otherwise improperly influence government officials, political parties or candidates for political office.

- **Securities Laws and Confidential Information**: Employees who, through their employment, obtain confidential information about RRD, its clients, suppliers or others with whom we may negotiate, may not use the information for their own or others’ personal advantage, including trading in the securities of RRD, its clients, suppliers or other business partners.

In order to promote a culture of adherence to our **Principles of Ethical Business Conduct** and to prevent, detect and correct illegal or unethical conduct, we have an **Ethics and Compliance Program** comprised of these key elements:

- **Risk Assessments**: We seek to ensure compliance in every area of our business based on a detailed assessment of risks and management of those risks.

- **Training**: We train employees to understand the risks associated with violating the law and are aware of the company’s ethical requirements including their impact on everyday decisions.

- **Monitoring, Auditing and Evaluating**: We measure compliance across our business platforms which must adhere to a variety of laws, rules and regulations.
The Board of Directors, primarily through its Corporate Responsibility and Governance Committee, is responsible for overseeing implementation of the Ethics and Compliance Program and compliance with the Principles of Ethical Business Conduct. The Board has assigned operational responsibility for the Ethics and Compliance Program to our Ethics and Compliance Committee, comprised of executives from all parts of RRD who meet on a regular basis to monitor the Ethics and Compliance Program. It remains, however, the responsibility of every officer, director and employee of RRD to work with the highest of integrity.

Our ethics and compliance policies apply wherever we operate, assuring behavior that builds trust. Our Open Door Policy is among our oldest and most important practices. It is based on a shared belief that all employees should be able to raise issues and speak their minds to make our company the best it can be. The ‘open door’ also encourages us to treat one another with respect and reminds us that we are united in the same business goals, values and ethical standards. Our determination to operate ethically applies everywhere we do business, and is a commitment we make not only to our employees, but also to our stakeholders. We build excellence throughout the company on this foundation.

- **Reporting Violations:** We use multiple processes that encourage employees to voice concerns about potential ethics and compliance violations.
- **Corrective Action:** We take swift action to correct and remediate any compliance weaknesses that are identified by the Ethics and Compliance Program.
- **Incentives and Discipline:** We demand ethical behavior and discipline those who fail to comply, or who violate ethical standards.
- **Government Investigations:** Our policy is to cooperate with every reasonable request of government investigators and work together with any regulatory agencies to demonstrate our continued commitment to operating a company of the highest ethical standard.
RRD’s Policy is to strive to continuously improve global Environmental Health and Safety (EH&S) 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. Clients are pursuing these same kinds of goals and they are increasingly seeking to work in cooperation with their key suppliers to improve sustainability and reduce costs.
ENVIROMENTAL HEALTH & SAFETY

At RRD, we have developed a comprehensive management system that enables us to effectively control our EH&S impacts worldwide using a model consistent with well-accepted international management standards. Our EH&S Management system has positioned many of our worldwide locations to achieve external certifications through 3rd party organizations such as the International Organization for Standardization (ISO). For a complete listing of currently certified sites, please visit our website.

It is RRD’s practice to manage risk as necessary to protect the health, safety, welfare and quality of life of our employees, clients, and the public. It is also our practice to make all reasonable efforts to protect our property, assets, and client products, deliverables, and commitments. One way we do this is by clearly defining EH&S roles and responsibilities. We empower teamwork on EH&S issues by having open lines of communication all the way from facilities to senior management. Any RRD business unit can quickly deal with an EH&S issue and can just as quickly take advantage of new opportunities to improve the environment, safety and well-being of our people. Every level of our organization has EH&S responsibilities. Regional EH&S teams provide strategic direction and improve decision-making with issues relevant to our global operations.

We have also created an environment in which every employee, every day, looks out for their safety as well as the safety of others. This program and our employees’ dedication have allowed us to earn a recordable case rate that is more than 60 percent below the corresponding industry average. We routinely recognize locations that have achieved significant milestones for the amount of time that they’ve worked without an injury. For additional details regarding RRD’s EH&S performance, you can read more on the EH&S section of our website.
RRD is an integrated multichannel marketing and business communications solutions company. We have built our practices around sustainability because we understand that it is cost-effective and critical to the health of our environment. We focus on four areas:
**SUSTAINABILITY**

**Resource Efficiency:** We identify measure and improve how we use energy, raw materials, water and other resources.

**Procurement:** We help our supply chain adopt sustainable practices. We guide our clients in choosing sustainable options, including use of increased certified and/or recycled content in paper based materials.

**Waste Minimization:** Every day, we reduce, reuse and recycle in all of our facilities.

**Stewardship:** We find, learn and share best practices and demonstrate our commitments to sustainability.

RRD is pursuing energy efficiency programs involving several different technologies that we are installing in our plants worldwide. **We reuse, repair, repurpose and recycle** our process materials and by-products to limit what enters the waste stream. We work with our clients and suppliers to make packaging environmentally responsible. RRD has extensive supply-chain expertise and continues to focus on environmentally responsible products. We collaborate with our clients and suppliers to help minimize our combined effects on the environment - our collective efforts help each of us to minimize the environmental footprint of products produced.

For additional detail regarding our company sustainability initiatives you may visit the sustainability section of our website.