

Quad Ethics & Compliance Hotline

Frequently Asked Questions

Making an Ethics and Compliance Report

What kind of reports should be made through the Quad Ethics & Compliance Hotline?

- You may report a violation of Quad's Code of Conduct or any other question or concern you may have regarding suspected unethical behavior related to the company, its employees or suppliers.

Will my report be confidential?

- Quad handles all reports as confidentially as possible. The identity of an individual who reports a concern will be kept confidential, except to the extent disclosure is necessary to investigate the concern or the company is required by law to disclose the individual's identity.

Can I make my report anonymously?

- Yes, where permitted by law. If you choose to submit your report anonymously, please provide as much detail as possible so that we have enough information to initiate and conduct a thorough investigation.

Should I make a report?

- We each have a responsibility to ensure compliance with Quad's Code of Conduct, company policies and the laws and regulations that apply to the company. We ask that you immediately report any unethical behaviors, whether confirmed or suspected.

I am not sure if what I have observed or heard involves unethical conduct or violates the Code of Conduct or company policy, should I still make a report?

- Yes. We want you to report any suspected unethical behavior or violation, even if you are unsure whether it is an actual violation of our Code of Conduct, company policy or a law or other regulation.

Are all reports investigated?

- Yes, Quad will investigate all reports.

What if I was told not to make a report?

- Quad needs anyone who is aware of unethical behavior, whether confirmed or suspected, to come forward and make a report. A Quad manager or employee cannot tell you not to make a report; so please make your report. If an employee is aware of unethical behavior or misconduct and the employee fails to report it, that also may violate Quad's Code of Conduct and lead to disciplinary action.

Can I be retaliated against for making a report?

- Quad strictly prohibits retaliation against any individual who makes a report, including through the Ethics & Compliance Hotline. If you feel you are being retaliated against for making a report, please report that immediately through the Ethics & Compliance Hotline or through any of the alternate means identified below.

Are there other ways I can make a report besides the Ethics & Compliance Hotline?

- Yes, you can also make a report to any of resources listed below:
 - Any manager or supervisor;
 - Your local Human Resources representative, or myQuad at 1-866-275-3737 or myQuad@quad.com;

- Quad's Compliance Department: 1-414-566-2056 or compliancedept@quad.com
- the Employee Advocate: advocate@quad.com

Following Up on Your Report

What if I have additional information to provide after I file my report?

- When you file a report through Quad's Ethics & Compliance Hotline, whether online or by phone, you receive a unique, randomized number for your case (called a "Report Key") and are asked to choose a password. You can return later to the Ethics & Compliance Hotline again online or phone, and provide your Report Key and password to access your original report. You can add more detail, answer any follow-up questions from the Quad Compliance team or to receive information from the Compliance team. Even if you do not have more information to report, Quad strongly encourages that you return to your report in the Ethics & Compliance Hotline periodically to review any additional questions or information from the Compliance team regarding your report.

What if I lose the Report Key for my report or forget the password I created?

- To ensure that security and confidentiality is maintained, if you lose your Report Key or password, you will need to file a new report in the Hotline. In your new report, please mention that it is related to a report you previously submitted.

Hotline – Security

How is my personal data processed when making a report?

- Please refer to Quad's [Ethics & Compliance Hotline Privacy Statement](#) for information on how your personal data is processed when making a report.

Where do reports submitted to the Quad Ethics & Compliance Hotline go? Who can access them?

- Reports are entered directly on a secure server of NAVEX, Quad's independent third-party ethics and compliance partner. NAVEX makes the report available only to specific individuals in Quad's Compliance team in the United States who are responsible for managing the investigation of reports. The Compliance team will share information provided on a need-to-know basis only in order to investigate the report.

If I send my report from a Quad computer, will this show up on a server log that could identify me as the reporter?

- NAVEX, our independent third-party ethics and compliance partner, does not generate or maintain any internal connection logs with IP addresses. There will be no information that links your work computer to the hotline. If you feel uncomfortable making a report from your work computer, you may use a computer outside of our work environment to access the secure Ethics & Compliance Hotline website or make a report by phone.

Can I file a report from home and still remain anonymous?

- You may report anonymously from any location, where permitted by law. An anonymous report from home, work or any Internet access point will remain secure and anonymous. NAVEX, our independent third-party ethics and compliance partner, removes Internet addresses so anonymity is maintained.

I am concerned that if I report anonymously, information I provide could still reveal my identity.

- Quad respects individuals' choice to submit reports anonymously. The Compliance team will conduct the investigation in a manner that protects your anonymity as much as possible. For example, if the Compliance team needs to ask you a follow-up question, they will not ask you to identify yourself.

Is the telephone toll-free hotline confidential and anonymous too?

- Yes. You will be asked by a NAVEX Communication Specialist to respond to the same questions that you would answer through the online form. The Communication Specialist will document your responses and send the report in the Hotline system to the Quad Compliance team. Reports made by telephone have the same security and confidentiality measures applied to them during delivery of the report from NAVEX to the Quad Compliance team.

Are follow-ups on reports as secure as the first one?

- Yes, all reports in the Quad Ethics & Compliance Hotline are held under the same security and confidence.