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Dear all,

To achieve our vision to be the driving force behind the world’s most meaningful customer experiences, we often have to make challenging decisions. Our choices impact not only our customers, but also our partners, communities, and one another.

Our Code of Ethics provides guiding principles to help us act in the best interests of Quadient so that we all succeed. This instrumental booklet describes best practices and policies that we believe will elevate our company’s reputation and set us on a path of continued growth. In short, our Code of Ethics stands as a testament to doing what we know is right.

The Code is firmly anchored in who we are today - and who we want to be tomorrow. Acting as one unified company and team, aligned with our long-term strategy, we are “Quadient. Because connections matter.” We lead by example, doing business with integrity and honesty and pursuing the highest standards of excellence in everything we do.

Our four values - Empowerment, Passion, Inspiration, and Community - give us focus and confidence to better serve our customers and propel their success. When we embody these four values every day, we become “Epic. Together.” as we deliver our brand promise to the market and secure our own success for the future.

Please take the necessary time to read our Code of Ethics. We all have a part in making our business both ethical and sustainable. I am deeply committed to supporting each of you as we build our company culture based on our Code of Ethics.

Let’s be Epic together!

Geoffrey Godet
Chief Executive Officer

Message from Geoffrey Godet
Chief Executive Officer

Executive Committee

Stéphanie Auchabie
Chief People Officer
Brandon Batt
Chief Transformation Officer
Laurent du Passage
Chief of Staff
Zbyněk Hodic
Chief Technology Software Officer
Christelle Villadary
Chief Financial Officer
Thierry Le Jaouédour
Chief Technology Hardware Officer
Jeff Crouse
Chief Solution Officer - Mail Related Solutions
Chris Hartigan
Chief Solution Officer - Customer Experience Management
Daniel Malouf
Chief Solution Officer - Parcel Locker Solutions
Ian Clarke
Chief Operating Officer of International Operations
Dror Allouche
Chief Operating Officer for Germany, Austria, Switzerland and Italy
Benoît Berson
Chief Operating Officer for France and Benelux
Alain Faisse
Chief Operating Officer for North America
Duncan Groom
Chief Operating Officer for the United Kingdom & Ireland

Quadient’s reputation is our joint and shared responsibility. We must protect and enhance it by using common sense and sound judgment when making decisions that affect our fellow employees, business partners, suppliers, customers and communities.
Our EPIC values define what we stand for as a business. They are the ‘rules we live by’ every day in how we approach each other our work, customers, partners and communities.

Epic. Together.

When the first letters of our four values – Empowerment, Passion, Inspiration and Community – come together, they spell EPIC in English. When we live our values through the way we work, we become Epic. Together.
EMPOWERMENT

We believe every Quadient employee is empowered to make a difference in our business. Our company, customers and teams thrive when each employee—regardless of position—takes ownership, acts to serve customers and creatively responds to our changing world.

Our Attributes*

• We are adventurous, creative and open-minded.
• We embrace and drive change.
• We act with knowledge, trust and confidence to better serve our customers.

PASSION

Passion is contagious, and an attitude of positivity and excitement makes work that much more satisfying. When enthusiastic people come together to create passionate teams, the potential to make a difference skyrockets. When employees feel strongly about what they do, they are motivated to do it better, take the extra step to delight customers and make work feel more like play.

Our Attributes

• We are determined to drive customer success.
• We make work fun, fulfilling and exciting by being part of a team that makes a difference.
• We are passionate in all that we do.

* Attributes are the skills and behaviors necessary to live our values.
INSPIRATION

Inspiration is the spirit of always improving. We are creating an organization where we challenge the status quo, encourage leadership from every employee, no matter their position, and continue to chase what is next. Every day, we’re inspired to bring great ideas to life for our customers and our community.

Our Attributes
• We all strive, regardless of level or title, to exhibit leadership in our personal and group activities.
• We bring ideas to life.
• We lead by example and constantly innovate.

COMMUNITY

Across all languages, areas of responsibility and experience levels, Quadient employees are united by one vision and one set of values. As one company, we are free to think beyond our own teams to solve problems, innovate together and “collaborate like crazy.” We care about our impact on our communities and the environment, and use our collective strength to make our neighborhoods and our world better places to live and work.

Our Attributes
• We think beyond our own teams – for the company, customers, partners and community.
• We care about our communities and the environment.
• Together, we share, learn and succeed.
• We collaborate like crazy.
Our Code of Conduct

WHY DO WE HAVE A CODE OF ETHICS?

Our Code of Ethics is a guide to help us live our values every day through the decisions we make and the actions we take on behalf of Quadient. It provides a framework to ensure that we conduct our business in ways that are fair and ethical to both our customers and each other. While no Code of Ethics can cover every possible scenario, our employees are empowered to use their best judgment and to speak up with any questions or concerns.

WHO SHOULD FOLLOW THIS CODE?

All employees, regardless of their individual role or position, must follow our Code of Ethics when working for or representing Quadient.

We also expect our suppliers and business partners, including joint venture partners and third parties, to act in a way that is consistent with our Code. If we believe our partners or suppliers have not met our expectations or their contractual obligations, we will take appropriate measures.

WHAT ARE MY RESPONSIBILITIES AS AN EMPLOYEE?

At Quadient, each of us is part of a larger community. We’re responsible to our coworkers and our customers to do the right thing. This includes complying with all laws, rules, and regulations that govern any aspect of our business – research, development, manufacturing, marketing, sales and distribution, and any other associated services and solutions.

Failing to comply with laws and regulations can result in fines, lawsuits, loss of business privileges, termination and, in some cases, imprisonment.

We expect each employee to read, understand, and respect this Code of Ethics. Also, be aware that disciplinary actions may be taken in case of a breach of the Code.

WHY? WHAT? HOW? TO WHOM?

It is essential to read, understand and comply with this Code, and to be especially aware of the policies that are relevant to your function.

Specifically, we strongly condemn:

• Modern slavery and the trafficking of human beings
• All forms of illegal, forced, or compulsory labor, particularly child labor
• Discrimination in hiring and the working environment
• Restriction of the freedom of association and the right to collective bargaining

We demonstrate these principles through our employment practices, our position on labor relations, and our relationships with partners, suppliers, and customers.

To ensure our operations comply with our Code of Ethics, we have procedures and internal control systems in place. These include regular operating reviews, risk management, internal audits, and supplier assessments.

As a community, we are committed to respecting and protecting Human Rights wherever we do business.
Our employees’ health is important to us, and we strive to ensure that all workplaces are safe, secure, and free of danger, harassment, intimidation, threats, and violence.

We work diligently to prevent accidents, injuries, and unsafe working conditions. We achieve this by providing safety training for employees, establishing safety procedures, and maintaining strict respect for those measures.

Although we work in many different locations, we are one community. We strive to protect all employees during times of crisis, wherever they work. In the event of criminal acts or unstable political situations, watch for announcements from Quadient that provide safe procedures.

**HEALTH AND SAFETY COME FIRST**

Our employees’ health is important to us, and we strive to ensure that all workplaces are safe, secure, and free of danger, harassment, intimidation, threats, and violence.

We work diligently to prevent accidents, injuries, and unsafe working conditions. We achieve this by providing safety training for employees, establishing safety procedures, and maintaining strict respect for those measures.

Although we work in many different locations, we are one community. We strive to protect all employees during times of crisis, wherever they work. In the event of criminal acts or unstable political situations, watch for announcements from Quadient that provide safe procedures.

**GOLDEN RULES**

- Follow all safety instructions and personal protection rules at all times. We trust you to use good judgment when ensuring your safety and the safety of others.
- Understand the hazards and risks involved in your work roles, and always observe all safety provisions. Help others follow them, too.
- Stay alert and never work under the influence of alcohol or drugs.
- Report all hazardous situations, injuries, and accidents to your local management.
A CULTURE OF DIVERSITY, FAIRNESS, AND RESPECT

Our employees come from diverse backgrounds, work in different countries, hold different positions and think in different ways. But what binds us together as a community is our passion for our work and our desire to make meaningful connections for our customers. Every unique Quadient employee is valuable to our success as a business and should be treated with fairness and respect.

We offer equal employment opportunities to all employees and applicants. We do not tolerate discrimination with reference to age, race, gender, ethnic or social origin, nationality, language, religion, health, disability, marital status, sexual orientation, political or philosophical opinion, veteran or other status, trade union membership or other characteristics protected by applicable laws and regulations. All employees, regardless of job title or level, must be treated fairly in matters affecting promotion, training, hiring, compensation and termination.

We have set high ethical standards for everyone who acts on behalf of Quadient, and we strictly prohibit any acts of violence, harassment and bullying, whether done by a employee or a non-employee. Harassment and bullying are offensive, intimidating, malicious or insulting repetitive behaviors involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened.

We respect the cultures in which we work. We foster diversity within our workforce in an inclusive environment that helps each of us to fully participate in and contribute to Quadient’s success.

EXPLORING DEVELOPMENT OPPORTUNITIES

Our people are our greatest asset at Quadient. Employees are empowered to set their own direction for learning and development. The job of leadership is to support these efforts. Managers and leaders conduct regular feedback and performance reviews for employees to develop and define their goals, track progress, learn about training and advance in their careers.

Growing and Learning
We have high expectations for job competencies and support the development of employees through internal training programs. Skills training helps employees find and keep more fulfilling work. We encourage employees to seek out new positions in the company by communicating job opportunities internally.

Flexible Options
Quadient encourages a healthy work-life balance through remote working and working from home, flexible working time and overtime compensation, as long as the options are compatible with the nature and the aim of a given work position and comply with applicable laws.

As a business, we must provide employees with the keys to succeed. Employees are empowered to open the door, taking charge of their career paths through goal-setting and skills training.

GOLDEN RULES

• Encourage an inclusive work environment by valuing the opinions of others.
• Treat every employee, partner and customer with dignity, fairness and respect.

GOLDEN RULES

• Seek out opportunities for ongoing learning and development and talk to your manager about your career aspirations.
• Managers conduct regular feedback and performance reviews with employees to evaluate performance, set goals and recommend training opportunities.
THE IMPORTANCE OF OPEN DIALOGUE
At Quadient, connections matter. Creating an open dialogue and fostering relationships with our employees is crucial to our work as a company.

One way we encourage open dialogue with employees is through our annual engagement survey, when employees are invited to express their opinions about the company. Based on the results, we develop an action plan focusing on areas to sustain as well as areas to improve.

As part of our ongoing dialogue, we respect the right of our employees to form and join trade unions and workers’ organizations of their choice and to bargain collectively.

When applicable, and in keeping with local regulations, union officials negotiate openly to address issues of collective interest to employees and the company. This includes all negotiation, consultation, or exchange of information among representatives of Quadient and workers on matters of competing and mutual interests, particularly as they relate to economic and social concerns.

For our European locations, we have formed an information exchange committee. Its goals are to enhance the level of information, dialogue, and exchange of views between management and the majority of the European employee representatives of Quadient. It addresses economic, financial, and social issues.

GOLDEN RULES

• Engage in open dialogue – local management and HR managers should encourage employees to share their thoughts and opinions through regular meetings.

Building a constructive dialogue based on the mutual interests of Quadient and our employees is essential to achieving valuable and long-lasting outcomes, which benefits all of us.

WHAT DOES IT MEAN FOR ME?

I am searching for a new sales representative. I’m concerned that my potential clients will not be comfortable with people who have a different ethnic background. Can I consider only native applicants for this position?

My manager is very demanding and intimidating. He often asks me questions not related to business, contradicts me and mocks me in front of my colleagues. What should I do?

As a group, we have identified various issues at the office, but we do not have an employee representative. How can we ensure that the management is informed about these issues?

No. Hiring or not hiring someone based on their ethnic background is discrimination. Your search must focus on the qualifications, skills, and experience of the candidates and how they meet the essential functions of the position.

If you feel that you or another member of your team are not treated professionally, respectfully, and courteously, speak to your HR or Compliance representative. Or, contact the Quadient Ethics Helpline, where you may report your concern anonymously if you prefer.

We’re committed to setting up an open dialogue with our employees in all of our locations. You should first address these issues with your manager and/or your HR representatives. Then, if needed, report the issues to the Quadient Ethics Helpline.
GOLDEN RULES

- Avoid any formal or informal communication that could be misinterpreted as intent to act in an anti-competitive way.
- Be careful about the information you share with competitors so that your actions don’t lead to the appearance of improper agreements, such as price-fixing, bid-rigging, or allocation of customers or markets.
- Keep internal business information confidential, such as pricing, market, projects, and customer information.
- Seek advice from our legal department if you learn that one of your partners, customers, or suppliers is a competitor.

ANTITRUST LAW AND FAIR COMPETITION

Among other things, antitrust laws prohibit agreements leading to unfair competitive advantages that may arise in dealings with customers, suppliers, and competitors.

It is imperative that we refrain from engaging in, or being complicit in, anti-competitive practices such as fixing prices, rigging bids and tenders, or sharing market, customers, and territories.

Violations of fair competition laws can result in serious penalties, including substantial fines both for Quadient and individual employees.

We always respect antitrust laws and adhere to fair competitive practices. Our success depends on it.
As a company, we demonstrate integrity in our business practices. Corruption is not tolerated. Corruption often involves the misuse or abuse of a position of trust in order to gain an undue advantage for oneself or for someone else. Examples of corruption include bribery, extortion, fraud, embezzlement, and money laundering. Under most circumstances, these activities constitute criminal offenses.

**BRIBERY AND IMPROPER PAYMENTS**
Quadient complies with the anti-corruption laws of the countries in which we operate. In all our activities, we prohibit improper payments to governments or international agencies, and in the private sector. We require proper accounting for all financial transactions, including payment of commissions, fees, and gratuities. We maintain a system of internal and external controls to ensure that financial transactions are properly and fully recorded.

**GIFTS AND ENTERTAINMENT**
In some countries and certain cultures, business gifts and entertainment are considered appropriate for developing good working relationships with clients and other business partners. In such instances, modest gifts can be accepted by an employee after being approved by their manager.

Quadient rejects all forms of corruption in all of our business transactions.

**AVOIDING A CONFLICT OF INTEREST**
Integrity in our business relationships – and our relationships with one another – is of utmost importance to who we are as a company. Conflicts of interest arise when an employee’s interests (or those of family or relatives) contradict or are incompatible with the interests of the company. When you work at Quadient, you commit to avoiding any conflict of interest. One way we protect our integrity is by having all managers sign a disclosure form annually.

**INSIDER TRADING**
Insider trading is the act of buying or selling a company’s securities based on information that may affect their value but which was not provided to the public before the trading. Quadient employees may have access to insider information that must be kept confidential until it is disclosed publicly. Acting on this information for personal gain or sharing it with anyone else before it is officially released may be a violation of securities laws.

**MONEY LAUNDERING**
Money laundering tries to conceal the origin of illegal and criminal funds. Quadient does business with reputable partners that are compliant with laws and regulations. Our corporate reputation can be severely damaged if we do not detect relationships and transactions that place us at risk. Therefore, we systematically conduct proper due diligence before dealing with new partners.

Quadient employees make business decisions in the best interest of the company, not based on personal interest.
GOLDEN RULES

- Respect Quadient’s rules regarding gifts, entertainment, and bribery prevention.
- Exercise your freedom of personal opinion, but do not participate in personal political activities as a representative of Quadient.
- Refrain from using company funds or resources to support personal political activities.

POLITICAL INVOLVEMENT

Depending on the country, local laws may allow companies to contribute to a political organization. However, these contributions can be seen as a source of corruption or be perceived as a questionable practice.

Quadient prohibits any financial or in-kind donations and contributions to political parties or to individual candidates, anywhere in the world. Employees may not contribute or participate in political activities on behalf of Quadient under any circumstances.

Please note that the company’s assets and property, such as facilities, office supplies, email, and photocopiers, must not be used in support of political activities.

We want our employees to exercise their freedom of opinion and engage in political activity, provided it is outside the scope of their employment contract, at their own expense, and on an exclusively personal basis.

We deliver transparent and accurate communications to all our stakeholders, partners, and customers—because connections matter.

COMMUNICATION

Making connections is our business. We achieve meaningful connections by delivering reliable, complete, and transparent communications to our stakeholders and customers. We are committed to providing true, accurate, and consistent information at all times.

We communicate with our customers through numerous channels, including mail, electronic documents, instant messaging, websites/social media, postings on networks, paper documents, and voice mail recordings. Employees must exercise the utmost care to ensure the quality and the accuracy of the information they share.

Employees may use social media for business purposes according to our social media policy. When you use social networks in your own time, please also behave responsibly if you are identified as a Quadient employee or if the company name or brand is mentioned.

GOLDEN RULES

- Be aware that all messages, posts, and comments are attributable. Consider any potential negative impacts your communications could have on Quadient’s image and reputation.
- Never send or verbally express any obscene, defamatory, threatening, or discriminatory statements to individuals, brands, or entities.
- Keep information confidential unless you have permission to disclose it.

While we encourage all employees to be involved in their communities, Quadient does not contribute to political parties, politicians, or related institutions.
Anything that is intended to distort competition is illegal. It is also possible the customer list is the confidential information of the previous employer. Inform your colleague about the potential consequences for her and for the company. Seek advice from the Legal department if you have additional concerns.

It’s tempting. You may think you know how to handle this complaint, but that can actually cause more trouble. We have processes in place to address social media comments, and only community managers are authorized to respond to social media comments related to Quadient.

It may be acceptable for Quadient to purchase furniture from your brother’s company given the competitive price and good quality. However, it would not be right for you to have a say in the matter, as there is an obvious conflict of interest. As a supplier, your brother’s company will have to be integrated into the selection process and evaluated based on the same criteria applied to all other potential suppliers.
Every moment, around the world, Quadient is enabling companies to connect with people to deliver great experiences through exceptional, meaningful, and personalized omni-channel communications.

When it comes to our customers, nothing is more important than earning their trust. Employees should provide sincere, thorough, and clear information. Do not make any misleading or fraudulent statements concerning our solutions, methods of production, or product performance. It’s also important that our customers understand all the terms of a contract with Quadient before signing it.

Our solutions must meet with any and all regulations regarding safety. We systematically perform all required tests before placing our solutions on the market.

- Always deal with customers ethically and responsibly – as you would want to be treated.
- Listen to your customers and work with them in the spirit of mutual collaboration.
- Openly communicate with your customers. Ask your manager how to properly disclose sensitive information.
- Protect all customer data. Special care is required while working remotely (home office, public transport, etc.).
OUR BUSINESS PARTNERS
Our success relies on creating mutually beneficial relationships with our business partners, including postal organizations, joint ventures, sales partners, and suppliers. We want to do business with them in a responsible, ethical, and sustainable manner. We work only with business partners who share our values and have high standards of conduct.

OUR SUPPLIERS
We expect our suppliers and contractors to perform their work with the same integrity with which we conduct our own business. This means complying with our responsible procurement policy, as well as the suppliers’ Code of Conduct, which outlines policies on fundamental Human Rights, such as modern slavery and human trafficking, forced labor, child labor, employee health and safety, and environmental and ethical issues.

We also expect our employees to work with suppliers and subcontractors in a fair way, with honesty and respect. These business partners are selected based on their ability to meet our requirements, which include quality, price, capacity, service, reliability, technology, and ethics.

To ensure strong, reliable relationships with our suppliers and subcontractors, we avoid situations of mutual dependence in terms of turnover, technology, and know-how. When we have new material needs or negotiate a contract renewal, we usually proceed with a call for tenders so that all suppliers and subcontractors have an equal opportunity to partner with us.

In order to secure our supply chain, we have limited the number of exclusive suppliers we use, and we have developed business continuity plans and alternative suppliers.

OUR JOINT VENTURE AND SALES PARTNERS
Our sales and business partners are essential to our ability to do business and to meet our stakeholders’ expectations. That is why we carefully choose partners, including joint venture and sales partners, using an objective selection process. In short, we seek out partners who share our commitment to safety, ethics, and compliance.

We treat all our partners with complete equality in all countries in which we do business. Sales, marketing, and services guidelines ensure that our employees behave with integrity and respect in all Quadient economic or trade relations.

In addition to their complementary offerings, some of these third parties also sell products or services that compete with Quadient’s solutions. Under these circumstances, Quadient employees must follow our established guidelines for dealing with competitors.

OUR COLLABORATION WITH POSTAL ORGANIZATIONS
Quadient has long-standing, important relations with postal organizations. This is essential to our core business, including the production and distribution of postage meters. Postal organizations give Quadient authority to market postage meters and collect postal revenue for them.

In each country where Quadient has a presence, our entities have signed partnership agreements with their postal organizations. Regular meetings are organized by the company with postal organizations. Internal and external audits help to ensure compliance with best practices and postal requirements.

GOLDEN RULES
- Select suppliers on the basis of open competitive bidding. Ensure that all supplier offers are compared and considered fairly and without favoritism.
- Conduct due diligence when selecting a new business partner or supplier to avoid complicity in Human Rights violations.
- Ensure that our business partners and suppliers understand and respect our ethical expectations wherever they operate.
- Help business partners and suppliers meet Quadient’s expectations regarding honesty and integrity. Set a good example.
GOLDEN RULES

- Ensure that accurate business records, including financial and non-financial reporting, are maintained at all times.
- Do not communicate financial information about the company externally, unless the information is published and you have approval from the Head of Investor Relations.

OUR SHAREHOLDERS AND FINANCIAL PARTNERS

We comply with all the French Market Authority regulations and ensure that our shareholders are equally treated. We also keep a close watch on financial and governance best practices and update our processes accordingly.

Our financial communications provide objective information to shareholders and promote our financial image to all existing and potential shareholders, all financial market operators, and the public.

Only our Chief Executive Officer, Chief Financial Officer, and the Head of Investor Relations are authorized to publicly communicate financial information.

WHAT DOES IT MEAN FOR ME?

Quadient strongly condemns child labor and requires our suppliers and contractors to comply with our responsible procurement principles. Discuss your observations with your manager and/or purchasing department to determine if further investigation is necessary.

No. Accepting the offer would likely make it difficult to remain impartial when you arrange future hotel accommodations for Quadient. Even the appearance of such a conflict of interest is inappropriate and should be avoided by politely declining the offer, and making clear why you’re doing so. If you think that your refusal would harm your business relationship, ask your manager for help in finding an appropriate way to manage the situation.

Our relationships with our customers start with trust. It’s essential that our customers are fully aware of all the terms of a contract with Quadient, and that they are completely informed about any changes.

I suspect that one of our suppliers is using child labor. What should I do?

I organize numerous business meetings, trips and conventions. Now a hotel where I often book rooms for Quadient employees has offered me a free weekend for my wedding anniversary. Can I accept it?

My customer is about to sign a new contract with us. It seems that they didn’t read all the terms of the new contract, some of which have been updated. What should I do?
Company and Third Party Assets

GOLDEN RULES

When you’re an employee with Quadient, you are entrusted with a number of company assets. These can include physical property, such as facilities, buildings, and equipment, or intellectual property, such as the know-how, ideas, and concepts developed by employees in the course of their work. Company assets may also include funds, financial information, information systems, data, and patents.

We hold our employees accountable for protecting and appropriately using company assets. Only employees or others authorized by Quadient are allowed to access company assets.

Employees should be alert to any situations or incidents that could lead to the loss, misuse, or theft of company assets. In addition, Quadient assets must not be used for illegal purposes and should only be used for purposes related to company activities.

When employees leave the company, all rights to property, technology, and information generated or obtained as part of their duties remain the exclusive property of Quadient.

PROTECTING OUR COMPANY ASSETS

- Protect Quadient’s assets against waste, loss, damage, misuse, theft, misappropriation, or infringement.
- Only use company assets for Quadient business, and only for legal and ethical activities.
- Ensure that employees leaving the company return equipment allocated to them and that all access has been deactivated.

It’s everyone’s responsibility to protect the security of Quadient assets as well as the assets of any third parties with whom we work.
DATA PRIVACY AND PROTECTION

Our customers trust us with their sensitive data, and we must honor that responsibility.

According to our data privacy policy, we collect, use, and retain personal data when it is necessary to ensure the effective operations of Quadient. Only authorized persons within the company have access to this data on a need-to-know basis.

We especially protect and respect the privacy of all personal data for our employees, customers, suppliers, and other partners. Be sure to read the previous section regarding confidential information.

Personal data must not be disclosed outside of Quadient by an employee unless authorized or subject to legal requirement.

INFORMATION SECURITY

We live in a digital world, and protecting our assets against cyber-security breaches is paramount. We count on our employees to exercise caution and implement best practices when collecting, storing, managing, or transferring electronic information. Be sure to keep your IDs and passwords secure, and beware of email scams like phishing.

• Report any loss or potential loss of Quadient information or contact your local IT support team immediately.
• Protect all information you handle, especially with confidential information. Encrypt information when required, and share it only with authorized parties.
• Avoid using personal devices, like external drives, smart cards, or USB keys, for storing confidential information.
• Ensure that any cloud solution you use to store, transfer, or process confidential information is provided by or endorsed by Quadient. If you’re not sure, ask IT for advice.

We protect confidential information entrusted to us by our customers, suppliers, and other business partners as carefully as we protect our own information.

GOLDEN RULES
GOLDEN RULES

- Obtain the right to use third-party assets before incorporating them into your work.
- Respect all laws governing copyright and fair use or fair dealing of copyrighted materials.

What is Quadient’s definition of personal information?
I want to install some applications (WhatsApp, Snapchat, Instagram) on my professional mobile phone. These applications are free and will not be invoiced. Is this a problem?

My printer at home is out of paper, and I have noticed that there are paper reams stocked at the office. Can I take one or two of them home for my personal usage?

INTELLECTUAL PROPERTY

Inspiration powers innovation at Quadient. That innovation leads to intellectual property that is a valuable asset for our company.

We apply for patents, trademarks, and copyrights to ensure that our intellectual property is protected. To safeguard trade secrets and other proprietary information, we require employees to sign a non-disclosure agreement and follow all other policies and procedures regarding confidential information.

We also respect the intellectual property rights of our customers, suppliers, business partners, and other third parties. This includes any proprietary or confidential information an employee may have about a previous employer or business partner.

When we envision new projects or business, we evaluate them with existing patents in mind. In cases where a third party’s intellectual property is required, we regularly and systematically ask for a license agreement.

The exact definition of personal information can vary from country to country. Generally, it is information that directly identifies an individual or could be used to identify an individual. Some examples include name and initials, date of birth, images, biometric information, contact information, health-related information, genetic information, and personal characteristics. This is not an exhaustive list. Be sure to ask your manager or data protection contact if you have any questions about what constitutes personal information.

No. Even if it does not represent an important cost for the company, reams of paper are company assets and must be used only for business purposes.

Some applications collect personal user information such as phone numbers as well as call durations. These apps also may have access to your contact lists, pictures, messages, microphone, your location, and/or other information. Before installing any application on a work device, please consult with your IT Department for further guidance.

I want to install some applications (WhatsApp, Snapchat, Instagram) on my professional mobile phone. These applications are free and will not be invoiced. Is this a problem?

What does it mean for me?

We protect our intellectual property rights and respect the intellectual property rights of others.
GOLDEN RULES

• Favor the purchase of materials, products and equipment that are environmentally friendly or recognized with an eco-label.

• Consider how you can reduce Quadient’s effect on the environment by cutting out unnecessary travel, saving water and energy and avoiding waste generation.

• Respect procedures and instructions established to manage environmental effects such as waste sorting and recycling.

PROTECTING OUR ENVIRONMENT

Our environmental policy and practices aim to protect, conserve, and sustain natural resources in harmony with our people, our customers, and the communities where we live and operate.

First and foremost, we design our products to minimize their impact on the environment throughout their lifecycle. We give careful consideration to energy efficiency, use of hazardous substances, recyclability, modularity, and the upgradability of our products. The high level of sustainability and reliability of the parts and components we use enables us to adopt the principles of circular economy. This virtuous loop promotes the repair, re-use, and eventual recycling of materials from used equipment rather than disposing of them.

At our factories, all of which are certified ISO 14001, we are committed to manufacturing and assembling our products to the highest industry standards, respecting responsible environmental practices. We are always looking for ways to improve energy efficiency, lower our greenhouse gas emissions, reduce waste, and reduce water consumption and waste to landfill.

In keeping with our own sustainable practices, we work closely with our logistics partners and vendors to minimize and consolidate shipments, use environmentally friendly modes of transportation, and encourage efficient operations.

Quadient is a responsible company committed to reducing the impacts on the environment from any pollution or other effects related to its activities, services and products.

Responsible Citizenship
COMMUNITY INVOLVEMENT

Our employees consistently inspire us, and one way they do that is by participating in activities to make our communities better places to live and work.

Although we can’t support every worthy charity, we absolutely encourage our employees to take an active role – either volunteering on behalf of Quadient or not, during time allocated by the company or on their own time.

Another way we foster community involvement is by hiring and integrating local workers into our teams and, whenever possible, contracting with local suppliers.

Please keep in mind that charitable and sponsorship contributions made in Quadient’s name must comply with local applicable laws and regulations and should be approved by your local management team.

GOLDEN RULES

- Obtain prior approval if you are planning to volunteer on behalf of Quadient.
- Make sure that any charitable contributions made in Quadient’s name, including in-kind contributions of goods or services, comply with applicable laws and regulations, and are authorized and properly recorded.
- Ensure your charitable efforts reflect Quadient’s values and ethical principles.
- Do not compel employees or business partners to donate gifts or funds to a philanthropic project supported by Quadient.

WHAT DOES IT MEAN FOR ME?

Yes. In a company of our size, individual contributions make a big difference. Intentional conservation efforts help reduce our annual electricity consumption and carbon footprint.

First of all, make sure that your business trip is necessary and that you are authorized to travel on behalf of the company. We offer various tools for conducting internet and audio conferences from the office. If you can’t avoid traveling for business, select the mode of travel that is the most efficient and, whenever possible, that has the least impact on the environment.

We allocate time off so employees can volunteer. Please check with your local HR department to find out specific details for your work location.

I am always told to switch off my computer and to print on both sides of paper. Will my behavior really make a difference?

I need to go to another Quadient location. I have a choice between train, plane or car. Which one should I use?

I would like to volunteer for a local charity during the week. Does Quadient allocate time for this kind of activity?

We are eager to be active in the communities in which we live and operate.
ABOUT QUADIENT®

Quadient is the driving force behind the world’s most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and is part of the CAC® Mid & Small index.

For more information about Quadient, visit quadient.com.