Message from Geoffrey Godet  
Chief Executive Officer

Dear all,

As part of our strategy, we want to focus our efforts on driving continued growth for the organization and value for our internal and external stakeholders comprised of our fellow employees, customers, partners, suppliers and our communities. To achieve this ambition, we need to decide and act in the best interests of Quadient, following our Code of Ethics. This instrumental booklet should be our guiding principle, whatever the business we are in or the job responsibilities we have.

The Code is firmly anchored in who we are today, and who we want to be tomorrow. Being “Quadient. Because connections matter.” is acting as one unified company and team aligned with our long-term strategy. Being Quadient is also being “Epic. Together.” embodying our four values every day and in everything we do to deliver our brand promise to the market and securing our success for tomorrow.

With Empowerment, Passion, Inspiration and attention to Community, we act with a focus and confidence to better serve our customers and drive their success. We lead by example by doing business with integrity and honesty, and by pursuing the highest standards of excellence in everything we do.

Please take the necessary time to read through our Code of Ethics, as we all have a part in making our business both ethical and sustainable. I am deeply committed to support each of you in setting our Code of Ethics as the foundation of our company culture, and the way we behave with our internal and external stakeholders.

Let’s be Epic together!

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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.
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 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.
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.

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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.
WHY DO WE HAVE A CODE OF ETHICS?

Our Code of Ethics serves as a valuable resource to help Quadient’s employees and stakeholders. Our Code provides an ethical framework on which we base our decisions and conduct our business. It includes references to relevant Quadient requirements, practices and other helpful tools and resources. Because no Code of Ethics can cover every possible situation, Quadient relies on you, as an employee, to use good judgment and to speak up when you have questions or concerns.

TO WHOM DOES IT APPLY?

Every employee, regardless of his or her individual role or position, must follow our Code of Ethics when working for or representing Quadient.

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

WHEN ARE MY RESPONSIBILITIES AS AN EMPLOYEE?

Quadient expects you to comply with applicable laws, rules and regulations governing all aspects of our business including research, development, manufacturing, marketing, sales and distribution of products and associated services and solutions. Penalties for failure to comply with laws are severe and can result in fines, lawsuits, loss of business privileges termination and, in some cases, imprisonment of individuals.

Quadient also expects each employee to read, understand and respect this Code of Ethics and be aware that disciplinary actions may be taken in case of a breach of the Code.
Quadient runs its business with great respect for the fundamental principles set forth in the United Nations Universal Declaration of Human Rights and the labor standards of the International Labour Organization. We are particularly respectful of laws governing Human Rights.

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 working environment
• Restriction of the freedom of association and the right to collective bargaining

We support these principles in our Code of Ethics, in our position on labor relations, in our employment practices and in our relationships with partners, suppliers and customers.

We ensure that our operations comply with our Code of Ethics through our procedures and internal control systems including regular operating reviews, risk management, internal audits and suppliers’ assessments.

We are committed to respecting and protecting Human Rights wherever we conduct business.

If you have questions, need guidance or have grounds to believe that a provision of this Code has been breached, you may contact one of the following:
• Your direct manager
• The manager of your direct manager
• Your Human Resources representative

If you think that your concern cannot be addressed locally, you may contact the Director of CSR and Compliance.

In case of bribery or corruption, you must contact the Corporate General Counsel.

WHAT SHOULD I DO IF I HAVE AN ETHICAL CONCERN?

WHAT IS THE RISK IF I REPORT A POSSIBLE BREACH OF THE CODE OF ETHICS?

As an employee, you can report a possible breach of the Code. To the extent it is reasonably possible to do so, given Quadient’s need to thoroughly investigate such matters, your confidentiality and anonymity will be maintained. You will not be penalized and no retaliatory action will be taken against you or anyone who reports or inquires about potential breaches of the Code or seeks guidance on how to handle suspected breaches.

GOLDEN RULES

• Ensure that the actions you take throughout your daily operations comply with Human Rights.
• Complete due diligence to avoid complicity in Human Rights violations while performing business operations.
• Promote our principles with partners and suppliers by encouraging them to treat their employees fairly, and to interact within their communities in a manner that respects Human Rights.
• Report any violation of Human Rights principles.
Quadient provides workplaces that are safe, secure and free of danger, harassment, intimidation, threats and violence.

Quadient has the duty, beyond its obligation to comply with local regulations, to ensure the workplace health and safety of its employees by implementing the relevant actions, rules and procedures applicable to its activities.

Quadient places great emphasis on the prevention of accidents, injuries and unsafe work situations. This is supported by safety training for employees, the implementation of safety procedures, and strict respect of these measures.

Quadient does its utmost to protect its employees wherever they are working. In the event of criminal acts or unstable political situations, we issue instructions to inform our employees and set out appropriate procedures.

**HEALTH AND SAFETY AT WORK**

- Ensure your own safety and the safety of others, understand the hazards and risks involved in your roles.
- Safety instructions and personal protection rules must be adhered to at all times.
- Do not override or interfere with any safety provision, nor allow anyone else to override or interfere with them.
- No one may work under the influence of alcohol or drugs.
- Report all hazardous situations, injuries or accidents to your local management.

**GOLDEN RULES**

Providing a safe workplace for our employees, contractors and guests, and safeguarding them from injuries or accidents are key priorities for us.
GOLDEN RULES

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 an 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.

DIVERSITY, FAIRNESS AND RESPECT

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.

PEOPLE DEVELOPMENT

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.

GOLDEN RULES

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

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.

• 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.
Quadient fosters open dialogue and relationships with its employees wherever it operates. We are responsible for setting up communication with our employees and building a constructive dialogue.

In addition to the communication delivered and the various meetings with employees, the Company conducts an engagement survey which enables each employee to express his or her opinion about the company. Based on the results, we draw up an action plan focusing on areas to sustain and those needing improvement.

We respect the right of our employees to form and join trade unions and workers’ organizations of their choice and to organize and bargain collectively.

In line with local regulations and when applicable, union officials fulfill their role and negotiate openly to address issues of collective interest. This applies to all negotiation, consultation or exchange of information among representatives of employers and workers on matters of competing and mutual interests relating to economic and social concerns.

At the European level, an information exchange committee has been set up. Its goals are to enhance the level of information, dialogue and exchange of views between the management and the majority of the European employee representatives of Quadient. It addresses economic, financial and social issues.

**GOLDEN RULES**

- Local management and local HR managers are requested to foster dialogue through regular meetings with their employees.

**OPEN DIALOGUE**

Building a constructive dialogue based on mutual interests of the company and its employees is essential to build valuable and long-lasting outcomes which should benefit all of us.

**WHAT DOES IT MEAN FOR ME?**

I am searching for a candidate to hire as a sales representative. I believe that people with ethnic background will not be well perceived by my potential clients. 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?

We have identified with our colleagues various issues at the office and we do not have an employee representative. How can we ensure that the management is informed about these issues?

If you feel that you or another member of your team are not treated professionally, respectfully and courteously, speak directly to your manager. If that makes you uncomfortable, please contact your Human Resources representative.

Quadient is committed to set up a dialogue with its employees in all the countries we are present. You should first address these issues to your manager and/or to your HR representatives.

No. You are not permitted to search only for native applicants nor may you reject the applications of people with different ethnic background simply on the basis of their origin; that would be discrimination. Your search must focus on the qualifications, skills and experience of the candidates and how they meet the essential functions of the position.
GOLDEN RULES

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

Thus, we must 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 such as substantial fines both for Quadient and individual employees.

ANTITRUST LAW AND FAIR COMPETITION

• Do not engage in communication with competitors that could result in the appearance of improper agreements (price-fixing, bid-rigging, allocation of customers or markets).

• Avoid any formal or informal communication that could be misinterpreted as intent to act in an anti-competitive way.

• Internal business information such as pricing, market, projects and customer information must not be shared with competitors.

• In a case where one of your partners, customers or suppliers turns out to be your competitor, seek advice from our Legal Department.

We aim to be successful in our business by always respecting antitrust laws and adhering to fair competitive practices.

Business Integrity
CORRUPTION AND BRIbery

Corruption can be defined as a lack of integrity, misuse or abuse of a position of trust in order to gain an undue advantage for oneself and for someone else. It includes bribery, extortion, fraud, abuse of power, embezzlement, and money laundering. These activities constitute criminal offenses under normal circumstances.

Bribery and Improper Payments

Quadient complies with anti-corruption laws of countries in which it operates, prohibits improper payments in all our activities, to governments, international agencies and in the private sector. We require proper accounting for all financial transactions, including payment of commissions, fees and gratuities, as well as proper record-keeping. We maintain a system of internal and external controls to ensure they are properly and fully recorded.

Gifts and Entertainment

In some countries and certain cultures business gifts and entertainment can be perceived as appropriate to 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 the manager.

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

Golden Rules

- Do not offer, pay, make, seek or accept a personal payment, gift or special treatment to gain any business advantage. This excludes “goodies” used to promote a product launch, an event, etc.
- Do not offer, promise or give money to a representative of a public authority, political party or politician, trade union or person involved in trade unions.
- Inform your manager before accepting a gift. Local procedure may apply for gift processing.
- In case of suspected bribery or corruption, you must contact a member of the legal team.

Conflict of Interest

A conflict of interest may arise when an employee engages in a situation in which his or her concerns or aims (or those of their family or relatives) are incompatible with those of the company. Integrity in business relationships with our partners, suppliers, customers and competitors is an ongoing concern to which we pay particular attention. In this regard, all employees commit to avoiding any form of conflict of interest. Our internal controls include a requirement that managers annually sign a specific disclosure form.

Insider Trading

Insider trading is the act of buying or selling a company’s securities on the basis of information that may affect their value but which was not disclosed to the public before the trading. Employees of Quadient may have access to insider information that must be kept confidential until it is disclosed publicly. Acting on this information for personal gain or disclosing it to anyone else before it is officially released may be a violation of our 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 to regulations. Our integrity and 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

- Do not represent Quadient in any way when you participate in personal political activities.
- Do not use company funds and resources to support personal political activities.
- Strictly respect Quadient’s rules regarding gifts and entertainment and bribery prevention.

POLITICAL INVOLVEMENT

Depending on the country, local laws may allow companies to contribute to a political organization. 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. Under no circumstances may employees contribute or participate in political activities on behalf of Quadient. Thus, the company’s assets and property such as facilities, office supplies, email, fax and photocopyers must not be used for that purpose.

Quadient employees can exercise their freedom of opinion and political activity outside the scope of their employment contract, at their own expense and on an exclusively personal basis.

COMMUNICATION

Quadient delivers reliable and transparent communications. The aim is to enable our stakeholders to be accurately informed of the company activities. We are committed to provide true, accurate and consistent information through any form of written or oral communication.

We communicate through numerous channels including mail, electronic documents, instant messaging, websites and 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 Quadient’s social media policy. When they use social networks in their own time, employees must also behave responsibly if they are identified as Quadient employees or if the company name or brand is mentioned.

GOLDEN RULES

- Be aware that all messages, posts and comments are attributable and could negatively affect Quadient’s image and reputation.
- Never send or verbally express any obscene, defamatory, threatening or discriminatory statements to individuals, brands or entities.
- Never disclose confidential information without prior permission.
A new sales professional joined the organization. He previously worked for the competitor. After his first month of employment, I heard from the team about a customer list that he copied from the previous employer. Is it legal?

I saw a client complaining about Quadient products on the social media and I would like to answer the client directly. Is it appropriate?

We need to purchase new furniture for the office. My brother owns a company that could provide us high-quality furniture for a good price. Is there any problem using my brother’s company?

Anything that is intended to distort competition is illegal. It is also possible the customer list is the confidential information of the previous employer. You should inform your colleague about the potential consequences for him or her and for the company. More detailed information can be given by the Legal department.

Although you think that you know how to handle this complaint, you should not interfere. Complaints must be addressed according to the process established by the companies and only the community managers are entitled to respond to the comments related to Quadient on social media.

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. The supplier will have to be integrated into the selection process and the same evaluation criteria will be applied to all potential suppliers.

WHAT DOES IT MEAN FOR ME?
We deliver great value to our customers by offering innovative, environmentally friendly solutions of the highest quality that suit their requirements.

Employees should provide sincere, complete and clear information. They must not make any misleading or fraudulent statements concerning our solutions, methods of production or product performance. Furthermore, we want our customers to understand all the terms of a contract with Quadient before signing it.

Additionally, the company is particularly vigilant on regulations regarding the safety of its solutions and systematically performs all required tests before placing them on the market.

Quadient is committed to maintaining customers’ trust and respect by delivering high quality, secure and reliable products, services and solutions.

GOLDEN RULES

- Always apply ethical and responsible behavior when dealing with customers.
- 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.).
BUSINESS PARTNERS
Quadient seeks mutually beneficial relationships with its business partners such as 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.

SUPPLIERS
We require our suppliers and contractors to comply with our responsible procurement policy and suppliers’ Code of Conduct in reference to Human Rights, modern slavery and human trafficking, forced labor, child labor, employee health and safety, and environmental and ethical rules.

Employees deal with our suppliers and sub-contractors in a fair way with integrity and respect. Suppliers and sub-contractors are selected based on their ability to satisfy our requirements which include quality, price, capacity, service, reliability, technology and ethics.

The company avoids situations of mutual dependence in terms of turnover, technology, and know-how with its suppliers and sub-contractors. Therefore, we usually proceed to call for tenders for new material need or contract renewal. 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.

We seek business partners who observe standards similar to ours: conducting business in a responsible, ethical and sustainable manner.

JOINT VENTURE AND SALES PARTNERS
Quadient has relationships with complementary third parties, such as joint ventures 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 and use an objective selection process. We work with partners who share our commitment to safety, ethics and compliance.

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

In addition to their complementary offerings, some of these third parties market products or services that compete with Quadient’s solutions. When such a situation arises, Quadient employees must follow established guidelines for dealing with competitors.

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.

• Complete 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.
GOLDEN RULES

- Ensure that accurate financial and business records, including financial and non-financial reporting, are maintained at all times.
- All financial communications must be approved by the Head of Investor Relations.

SHAREHOLDERS AND FINANCIAL PARTNERS

Quadient is listed in Compartment B of Euronext Paris and belongs notably to the SBF 120 index. The company complies with all the French Market Authority regulations and ensures that its shareholders are equally treated. Quadient also keeps a close watch on the financial and governance best practices and updates its processes accordingly.

Our financial communications provide objective information to shareholders and promote Quadient’s financial image to all existing and potential shareholders, all financial market operators and the public. The Chief Executive Officer, the Chief Financial Officer and the Head of Investor Relations are the only representatives of the Company authorized to publicly communicate financial information.

• Ensure that accurate financial and business records, including financial and non-financial reporting, are maintained at all times.
• All financial communications must be approved by the Head of Investor Relations.

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.

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 whereas some of them have been updated. What should I do?

No. Accepting the offer makes it difficult to remain impartial when you arrange future hotel accommodation for Quadient. Even the appearance of such a conflict of interests 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 the relationship you should ask your manager to find an appropriate way of dealing with the gift.

You must ensure that your customer is fully aware of the terms of the contract and that they are informed about any changes.
Company and Third Party Assets

PROTECTION OF COMPANY ASSETS

Company assets can be any financial, physical or intangible property which include, for example, facilities, buildings, equipment, funds, information systems, data, patents, but also the know-how, ideas and concepts developed by employees in the course of their work.

Company employees are all accountable for protecting and appropriately using the company assets entrusted to them. Employees should be alert to any situations or incidents that could lead to the loss, misuse or theft of our company assets.

Only employees or persons authorized by the Company are allowed to access company assets. Moreover, Quadient’s assets must neither be used for illegal purposes nor for purposes unrelated to the company’s activities.

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

We must ensure the security and the integrity of Quadient assets and those of the third parties with whom we work. We must use them responsibly and professionally.

GOLDEN RULES

- Protect Quadient’s assets against waste, loss, damage, misuse, theft, misappropriation or infringement.
- Do not use company assets for outside business, or for illegal or unethical activities.
- Ensure that equipment that has been allocated to employees leaving the company has been returned and all access deactivated.
GOLDEN RULES

- Make sure your user IDs and passwords are secure.
- Be vigilant against cyber-attacks and scams such as phishing. Report immediately to your local Information Security Officer any incidents, including potential or actual losses of Quadient’s information or assets.
- Protect all information you handle. Be especially careful with confidential information. Encrypt it when required and share it only with authorized parties.
- Do not store confidential information on your personal devices (external drive, USB key, smart card, etc.).
- Do not transfer, store or process confidential information in any non-company provided or endorsed cloud solutions (e.g. storage, hosting, business applications, messaging). Seek IT advice if you are unsure about whether a cloud solution is provided or endorsed by the company.

DATA PRIVACY AND PROTECTION

Quadient protects and respects the privacy of personal data of its employees, customers, suppliers and other third parties.

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

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

CONFIDENTIAL INFORMATION

Quadient employees see finance, sales, marketing, design, engineering, manufacturing, human resources and other sensitive information related to the company’s operations.

Employees must not disclose any confidential information they possess as a result of their duties, or simply as a result of belonging to Quadient to parties outside the company. Each of us is responsible for protecting the confidentiality of company, customer, supplier and other business partner information.

The obligation not to disclose confidential information may still apply to employees who have left the company.

CONFIDENTIAL INFORMATION AND DATA PRIVACY

We must protect confidential information entrusted to us by our customers, suppliers and other business partners as carefully as we protect our own information.
Intellectual property is a valuable asset for Quadient. We must ensure the validity and the integrity of our intellectual property rights related to inventions, patents, trade secrets, trademarks, copyrights, design rights, know-how and other proprietary information.

We apply for patents, trademarks and copyrights to ensure that our own intellectual property is protected. Trade secrets are safeguarded through, among other things, the execution of a non-disclosure agreement.

Employees should recognize and respect the intellectual property rights, including copyrighted materials, of third parties as well as those of our customers, suppliers and other business partners.

In order to avoid infringement of third parties’ intellectual property, employees must not provide or use any confidential or proprietary information of a previous employer or other business partner. Any new project or business envisioned by Quadient is evaluated with respect to existing patents. In cases where a third party’s intellectual property is required, Quadient regularly and systematically asks for a license agreement.

We ensure the validity and the integrity of our intellectual property rights. We are also respectful of the intellectual property rights of third parties.

**RESPECT FOR PROPERTY RIGHTS**

**GOLDEN RULES**

- Never use assets belonging to a third party without ensuring that you have the right to use them.
- Respect laws governing copyright and fair use or fair dealing of copyrighted materials.

**WHAT DOES IT MEAN FOR ME?**

- 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. Please consult the Company’s Data Protection Organization if you have questions.

- Some applications collect personal user information such as phone numbers as well as calls duration. They can have access to your contact lists, pictures, messages, microphone, your location and other information. Please consult with your IT Department for further guidance.

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

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

- What is Quadient’s definition of personal information?

- 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 at home for my personal usage?
ENVIROMENTAL PROTECTION

Quadient is a responsible company committed to protecting and preserving the environment in the countries where it conducts business.

We offer environmentally friendly solutions to our customers. We design and develop our solutions in accordance with our eco-design policy which guides us to improve continuously their environmental performance through materials recycling, energy efficiency and parts reuse. Quadient also sees logic in a circular economy and organizes the collection of its old products and their remanufacturing.

Moreover, we prevent pollution and mitigate the effects of our industrial activities and offices on the environment. Beyond their obligation to comply with local regulations, each company of Quadient has the duty to alert and train its employees to take relevant actions to reduce waste, energy consumption and greenhouse gas emissions.

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.
Quadient respects local cultures and customs and supports the communities in which we live and operate. We encourage our employees to play a role in social and community activities that are aligned with our values.

We contribute to the socio-economic development of the communities in which we operate by hiring and integrating local workers into our teams. We establish partnerships with local educational institutions, contract with local suppliers whenever possible and volunteer in charitable causes.

Quadient has a positive attitude to support charity actions initiated by its employees. They can volunteer on behalf of Quadient or not, in the time allocated by the company or in the employee’s spare time.

Charitable and sponsorship contributions made in Quadient’s name must comply with local applicable laws and regulations and should be approved by the local management team.

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

COMMUNITY INVOLVEMENT

GOLDEN RULES

• Make sure that financial and in-kind charitable contributions made in Quadient’s name comply with applicable laws and regulations, are authorized and properly recorded.
• Do not engage with any local charity, educational institution or another non-profit organization of your choice on behalf of Quadient without prior approval.
• Do not involve Quadient in actions that do not reflect our 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 contribution makes a difference. Conscious conservation helps reduce the company’s annual electricity consumption and carbon footprint.

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

First of all, make sure that your business trip is necessary and that you are authorized to travel on behalf of the company. Quadient offers various tools for doing Web and audio conferences from the office. If you cannot avoid traveling, consider the time you will spend, the cost and the effect on the environment.

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

Quadient allocates time off so employees can volunteer. Please check with your local HR Department to find out how this is accommodated in your work location.
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 and belongs to the SBF 120 index.

For more information about Quadient, visit quadient.com.