



Quad Safe-at-Work Program

Quad's Overall Response to COVID-19

- As Wisconsin, the nation, and the world continue to wage war on COVID-19, Quad's priority remains protecting employees' health and well-being while also protecting the financial health and long-term viability of the company so that we remain an employer long into the future.
- We follow guidance from the CDC and local health authorities, federal and state governments, along with best practices and recommendations from our healthcare subsidiary, QuadMed.
- Quad's program uses existing staff—Executives, Operations, Communications, Safety, Risk, Legal, Human Resources, Procurement.
 - Quad has three daily Crisis Management Team meetings and frequent executive updates to ensure rapid decisions and communication.
 - We have standing Legal/HR calls to identify and answer new questions to ensure Human Resources can provide employees and supervisors with the latest guidance.
- Since February 2020, Quad has implemented:
 - Processes and procedures on good hygiene, social distancing and daily disinfecting to do our part to fight COVID-19.
 - A Rapid Response team to assess each potential COVID-19 case, perform contact tracing, and track employees through their return to work.
 - A communication strategy that includes regular CEO communications, vlogs, and dedicated internal and [external](#) landing pages with resources for employees and stakeholders.

Quad's 8-Person Rapid Response Team Assesses, Traces & Tracks COVID-19 Cases

- Quad repurposed its Human Resources Employee Relations/Investigation team (called myQuad) into a Rapid Response Team that:
 - assesses each potential COVID-19-related situation,
 - performs contact tracing to determine whether any co-workers were in prolonged close contact with the employee
 - makes the determination of whether the employee and any co-workers need to self-quarantine, and
 - stays in contact to determine when each employee and co-worker can return to work, considering the latest health authority guidance
- Using HR investigators to conduct contact tracing provides the right level of experience in: conducting employee interviews; documenting and tracking investigations; and maintaining empathy with employees who are going through difficult situations.
- The Rapid Response Team process ensures
 - a thorough assessment,
 - consistency in decisions, and
 - employees returning to work based on the latest health authority guidance
- As of April 23, 2020, Quad's Rapid Response Team has worked with and assessed over 300 employees referred to the team. Each employee's situation is different, and the team provides 1:1 attention to each case to determine the appropriate action and to check in with the employee through their recovery.



Notification of Cases: All Employees & Supervisors Report Potential COVID-19 Cases ASAP

- Every Quad employee and supervisor is responsible for quickly notifying the Rapid Response Team if they learn an employee:
 - has been diagnosed with COVID-19;
 - has COVID-19 symptoms (fever, dry cough, shortness of breath); or
 - had prolonged close contact (<6 feet & >15 minutes) with someone who has COVID-19
- We reiterate this responsibility to all employees regularly through FAQs, communications, posters at every entrance to facilities, and leader vlogs. We emphasize that their speed in raising the situation quickly to the Rapid Response Team helps prevent the spread of COVID-19.

Contact Tracing: Quad's Rapid Response Team Traces Close Contacts and Requires Employees to Self-Quarantine

- As soon as an employee/supervisor identifies a COVID-19 case, the Rapid Response team follows a standard protocol for assessing each case ASAP, which includes:
 - Creating a tracking number for the case and adding the case to a Master Tracking Sheet
 - Contacting the employee and completing intake questions (brief summary below):
 - Last date worked in a Quad facility
 - Any symptoms? Date started?
 - Tested? Results? Or whether a doctor considers the situation to be a suspected positive and the employee will not be tested?
 - Equipment and areas of facility used? Cleaning process in place?
 - Prolonged contact with anyone at Quad? (<6 feet for >15 minutes)?
 - Determining whether the employee must self-quarantine and notifying the employee:
 - Quarantine start date and end date
 - Can the employee work from home?
 - Repeating the intake/determination with each employee identified as close contact
 - Contacting the local health authority for additional guidance, as needed
- Supervisors and employees who do not take COVID-19 seriously, including by failing to report cases or not following directions from the Rapid Response Team, are subject to discipline.
- The Rapid Response team notifies key stakeholders (Plant leadership, Communications, Crisis Management team) and:
 - Provides communications to the facility, if needed, that includes reiterating the importance of:
 - staying home and contacting the Rapid Response Team if someone is symptomatic;
 - for everyone at the plant, continuing to follow procedures for social distancing, daily disinfecting, and good hygiene.
 - Recommends any further action needed to address the situation (further disinfecting, etc.)



Tracking: Quad's Rapid Response Team Continues to Track Each Case and Reports Metrics Daily to Quad's Crisis Management Team

- Following the intake interview, Quad's Rapid Response Team:
 - Contacts each employee periodically to check on how they are doing, and to monitor and confirm any changes to their status
 - If a previously asymptomatic employee becomes symptomatic, the team:
 - Contacts the employee's close contacts (previously gathered)
 - Notifies each of them to self-quarantine
 - Updates key stakeholders
 - Controls the return-to-work process to determine when an employee:
 - With a confirmed or suspected case of COVID-19 can return to work
 - Who was a close contact, can return based on being asymptomatic throughout the self-quarantine period
- The Rapid Response Team reports metrics daily to Quad's Crisis Management Team on new confirmed or suspected cases, new close contacts, and trends in data by location and role.

Since February 2020, Quad has implemented and improved guidelines and processes on social distancing, daily disinfecting, and good hygiene

- **Quad's social distancing guidelines are a key way to prevent the spread of COVID-19**
 - We modified tasks and created guidelines, posters, floor graphics, and computer-based training on performing close proximity tasks to enhance social distancing.
 - We remind employees that we all need to work together and, ultimately, it is each employee's individual responsibility to make sure they and their teams are following our social distancing guidelines.
 - Since March, employees who can work remotely have been working from home, including 95% of Quad's active administrative employees.
- **Quad's daily disinfecting protocols ensure equipment continues to be safe to use**
 - Quad established daily disinfecting procedures based on CDC guidelines so equipment, tools, and common areas are routinely cleaned and disinfected multiple times each day.
 - To help enhance Quad's efforts to maintain a healthy work environment and prevent the possible spread of COVID-19, we established daily cleaning procedures for production areas.
 - Quad utilizes third-party cleaning services, when needed, to sanitize work areas and equipment.
- **Throughout, Quad continues to emphasize good hygiene as an effective way each individual can prevent the spread of COVID-19**
 - For both employees at the plant and employees working from home, Quad regularly reminds employees to be diligent about washing their hands frequently with soap and water, and not touching their face.



- **Protective equipment**

- Quad allows employees to use masks that meet CDC and state or local guidance.
- Based on the U.S. Surgeon General's recommendations, we provided t-shirts to be used for masks and the CDC's instructions on how to create them.
- In addition, we provide the option of using Quad-produced non-medical facemasks. *More information available at <https://www.quad.com/masks/>*
- Quad also reminds employees that a mask is not a replacement for continuing to follow social distancing guidelines, daily disinfecting protocols, and good hygiene.

- **Temperature Checks**

- Quad will soon pilot the use of temperature checks for employees entering a facility using thermal imaging infrared cameras.

As the COVID-19 situation evolves, Quad updates and enhances our processes, procedures, and materials.