



Quad Safe-at-Work Program

Quad's Overall Response to COVID-19

- Quad's priority throughout the COVID-19 pandemic 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 multiple 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, daily disinfecting, face masks, and temperature checks 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; and
 - a communications strategy built on transparent and frequent communication across multiple channels including email, Quad TV, vlogs, posters, text and dedicated internal and external landing pages with resources to inform and educate employees and stakeholders. Foundational to this communications strategy is a brand – **Be A PART of the answer** – that Quad launched to engage employees in a way that empowers them to be active participants in keeping themselves, their co-workers and all visitors to Quad safe and healthy during the COVID-19 pandemic.

Quad's 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;
 - partners with local health departments, when appropriate; 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.

Notification of Cases:

All Employees & Supervisors Must 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 or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea); or
 - had prolonged close contact (<6 feet & >15 minutes) with someone who has COVID-19.
- We reiterate this responsibility to all employees regularly through communications including emails, FAQs, computer-based training, text, 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, including:
 - 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, including:
 - Quarantine start date and end date
 - Can the employee work from home?
- repeating the intake/determination with each employee identified as close contact; and
- 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 or has close contact with someone with COVID-19; and
 - 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; and
 - 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; and
 - 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, and audited facilities to ensure they are followed.

Quad's social distancing guidelines are a keyway 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.

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 strongly encourages employees to use masks at work at all times. Employees must wear a mask while performing any close proximity task and as required by state or local law. Employees may continue to make or provide a cloth-based face covering, use the Quad-produced single-use, non-medical face masks, or use an alternative disposable face mask.
- 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 is implementing temperature checks for employees and visitors to facilities using thermal imaging infrared cameras as available.

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