



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 state health authorities, federal and state governments, along with best practices and recommendations from our healthcare subsidiary, QuadMed.
- Quad's program uses existing staff — Executives, Agency Solutions, Operations, Communications, Safety, Risk, Legal, Human Resources, Procurement. Our Crisis Management Team meets regularly to ensure rapid decisions and communication so employees and supervisors have the latest guidance and direction.
- Our Safe-at-Work Program includes:
 - strongly encouraging that all employees and their families receive the COVID-19 vaccine. We make it easy as possible for them to do so through our QuadMed clinics and onsite vaccination events;
 - policies and procedures on face masks, 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; and
 - a communications strategy built on transparent and frequent communication across multiple channels including virtual town halls, 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 are brands – **Knockout COVID-19** and **Be A P A R T 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 Strongly Encourages Employees and Their Families to Receive the COVID-19 Vaccine

- Getting a COVID-19 vaccine is the best and safest way to lessen our employees' chances of contracting the virus. As access to the COVID-19 vaccine increased, Quad provided employees with the latest information on when and where they could receive the vaccine along with answers from our QuadMed physicians to questions employees had about the vaccine.



- Quad provides employees and families with continued access to vaccines through our QuadMed clinics, onsite vaccination clinics and information on other locations in their community where they can get the vaccine.

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 posters at every entrance to facilities, communications including town virtual halls, emails, FAQs, computer-based training, text, 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:
 - contacting the employee and completing intake questions, including:
 - Last date worked in a Quad facility
 - Any symptoms? Date started?
 - Whether the employee is fully vaccinated?
 - Tested for COVID-19? Results?
 - 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?
 - If fully vaccinated with no symptoms, wearing a mask and getting tested for COVID-19
 - 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 (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, encouraging employees to get the COVID-19 vaccine and to continue following procedures for face masks, 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 Report Metrics 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 an employee who was in close contact with COVID-19 becomes symptomatic, the team:
 - contacts the employee's close contacts (previously gathered);
 - notifies each of them to self-quarantine or, if fully vaccinated and not experiencing symptoms, to wear a mask and get a test for COVID-19 per the CDC guidelines; and
 - updates key stakeholders.
 - controls the return-to-work process to determine when an employee:
 - with a 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 and, when applicable, testing negative for COVID-19.
- The Rapid Response Team reports metrics regularly to Quad's Crisis Management Team on new confirmed or suspected cases, new close contacts, and trends in data by location and role.

Quad has implemented and improved guidelines and processes on face masks, social distancing, daily disinfecting and good hygiene, and audited facilities to ensure they are followed.

Masks are effective in reducing the spread of COVID-19.

- Quad requires all employees, vendors and visitors to wear a mask at all times. The only exception is if an individual is fully vaccinated and submits a vaccination attestation form, unless they work in a state, county, municipality or worksite location that requires masks. Quad encourages fully vaccinated employees to still social distance whenever possible and to mask up indoors, especially where social distancing is not possible.
- Employees must use 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 following social distancing guidelines, daily disinfecting protocols, and good hygiene practices.

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 2020, 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.

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