

quadi⁷ent

CODE
OF
ETHICS

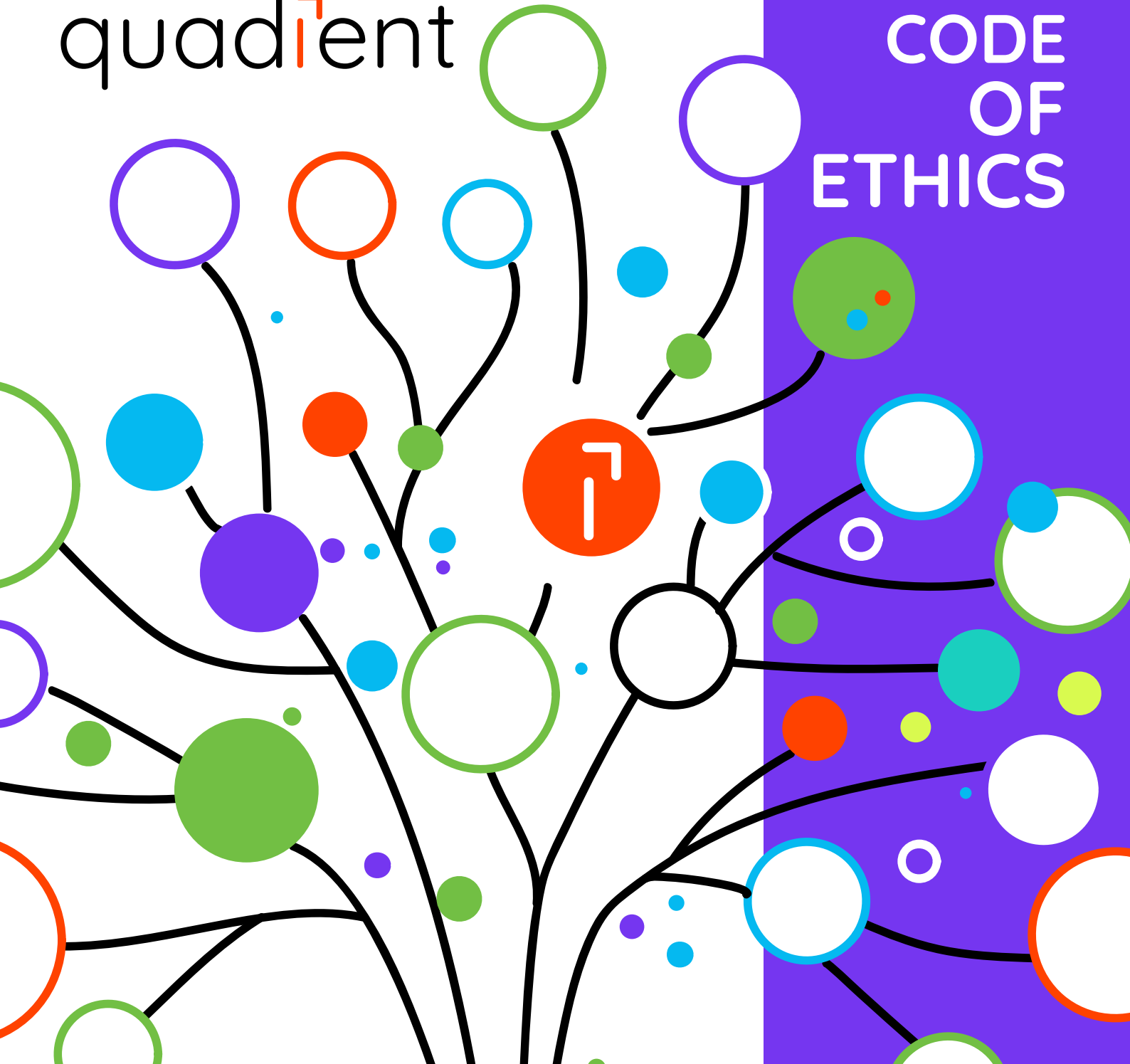




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Message from Geoffrey Godet Chief Executive Officer



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

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 Jaoudour
Chief Technology Hardware Officer



Steve Rakoczy
Chief Digital Officer



Tamir Sigal
Chief Marketing 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



Alyna Wnukowsky
Chief Solution Officer Business Process Automation



Jean-François Labadie
Chief Operating Officer



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

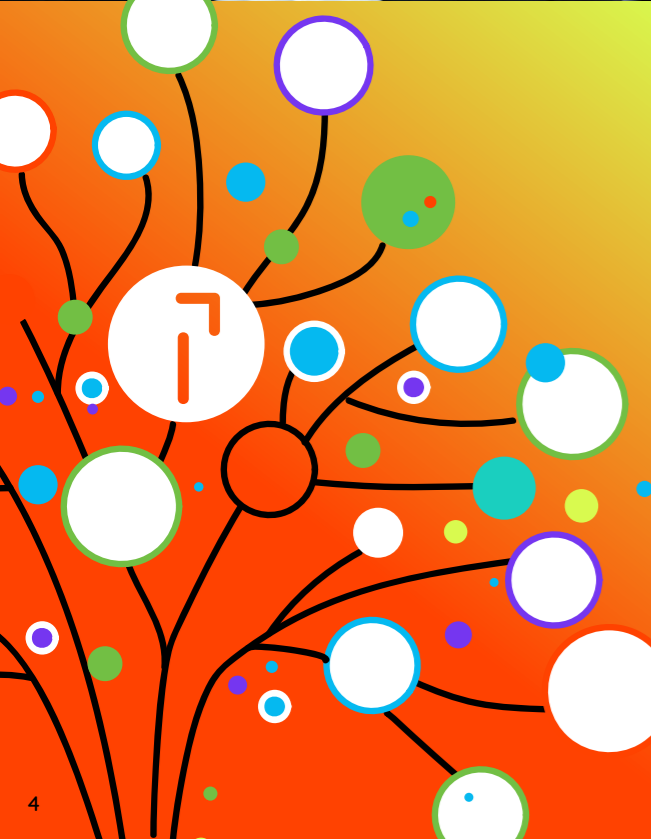


Alain Fairise
Chief Operating Officer for North America



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 Values



E P I C



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 Quadiant 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.

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

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.

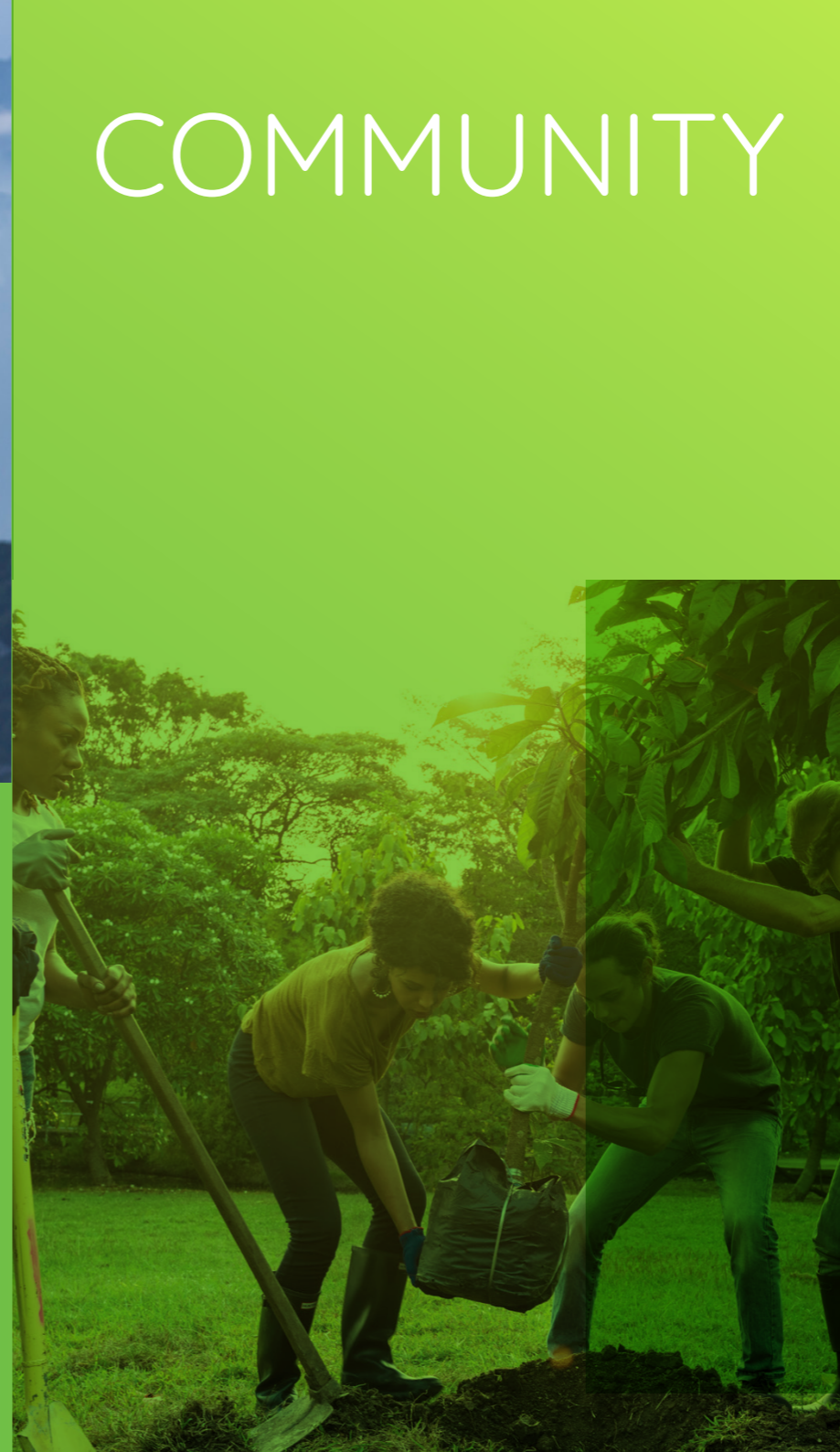
Our Attributes

- 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.

INSPIRATION



COMMUNITY



Across all languages, areas of responsibility and experience levels, Quadiant 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.

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?

WHAT?

HOW?

TO WHOM?

Our Code of Ethics

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 Quadiant. 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 Quadiant.

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 Quadiant, 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.

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.



WHAT SHOULD I DO IF I HAVE AN ETHICAL CONCERN?

If you have questions, need guidance, or have grounds to believe that a provision in this Code has been breached, reach out to your manager first. Managers are responsible for creating an open and supportive environment where their teams feel comfortable raising concerns and making suggestions.

If your manager is unavailable, or if you are not comfortable raising the issue with your manager, reach out to one of the following departments: HR, Compliance, Legal, or Internal Audit. You may also contact the Quadient Ethics Helpline or choose to report your concern through our form online. Please visit our corporate website (<https://www.quadient.com/about-us/corporate-responsibility>) to learn more on how to report an ethical concern.

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

Any employee can report a possible breach of the Code. While we will need to thoroughly investigate the situation, we will maintain your confidentiality and anonymity to the extent that is reasonably possible. Please note that if you are involved in an investigation, you will have to cooperate fully and respond to inquiries, interviews, and requests for documents promptly, completely, and truthfully. However, also know that you will not be penalized, and no retaliatory action will be taken against you or anyone who reports genuine concerns in good faith, asks about potential breaches of the Code, or seeks guidance on how to handle suspected breaches.



OUR RESPECT FOR FUNDAMENTAL HUMAN RIGHTS

We operate our business with great respect for the laws that govern Human Rights.

Our Code of Ethics supports the fundamental principles set forth in the United Nations Universal Declaration of Human Rights and the labor standards of the International Labour Organization.

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.

GOLDEN RULES

- Uphold the fundamentals of Human Rights in all your work activities.
- Perform due diligence when selecting new partners to ensure our work does not indirectly violate Human Rights.
- Encourage our partners and suppliers to treat their employees fairly, and to respect Human Rights in their business practices.
- Report any violation of Human Rights principles.





Our People

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 Quadiant that provide safe procedures.

We're committed to providing safe workplaces for all employees, contractors, and guests, safeguarding them from injuries or accidents



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 Quadiant 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 Quadiant, 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.



GOLDEN RULES

- Encourage an inclusive work environment by valuing the opinions of others.
- Treat every employee, partner and customer with dignity, 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 Quadiant's success.

EXPLORING DEVELOPMENT OPPORTUNITIES

Our people are our greatest asset at Quadiant. 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

Quadiant 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

- 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?



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.

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?



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.

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?



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.



Business Integrity

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 Quadiant and individual employees.

We always respect antitrust laws and adhere to fair competitive practices. Our success depends on it.



CORRUPTION

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.



GOLDEN RULES

- Do not offer, pay, make, seek, or accept a personal payment or special treatment to gain any type of 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 procedures for gift and entertainment processing may apply.
- Contact a member of the legal team if you suspect bribery or corruption.

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.

GOLDEN RULES

- Tell your manager about any potential conflicts of interest that might influence your actions when working for Quadient.
- Avoid making decisions that create, or could be perceived to create, a conflict of interest.
- Maintain the confidentiality of information that might influence any investment in Quadient, customer, or supplier shares.
- Never deal with criminals, and do not facilitate the acquiring, ownership, or control of criminal property.

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.

While we encourage all employees to be involved in their communities, Quadient does not contribute to political parties, politicians, or related institutions.

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.



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.

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.

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



WHAT DOES IT MEAN FOR ME?

A new sales professional joined the organization. She previously worked for a competitor. After her first month of employment, I heard from the team about a customer list that she copied from her previous employer. Is that legal?



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.

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



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.

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?



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.





Business Relationships

OUR CUSTOMERS

Every moment, around the world, Quadiant 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 Quadiant 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.

GOLDEN RULES

- 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.).

We are committed to earning our customers' trust and respect by delivering high-quality, secure, and reliable products, services, and solutions.



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.

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



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 Quadiant economic or trade relations.

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

OUR COLLABORATION WITH POSTAL ORGANIZATIONS

Quadiant 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 Quadiant authority to market postage meters and collect postal revenue for them.

In each country where Quadiant 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 Quadiant's expectations regarding honesty and integrity. Set a good example.

**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.

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.



WHAT DOES IT MEAN FOR ME?

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



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 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?



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.

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?



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.

Company and Third Party Assets



PROTECTING OUR COMPANY ASSETS

When you're an employee with Quadiant, 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 Quadiant 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, Quadiant 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 Quadiant.

It's everyone's responsibility to protect the security of Quadiant assets as well as the assets of any third parties with whom we work.

GOLDEN RULES

- Protect Quadiant's assets against waste, loss, damage, misuse, theft, misappropriation, or infringement.
- Only use company assets for Quadiant 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.



CONFIDENTIAL INFORMATION

As integral members of our team, Quadiant employees see sensitive information regarding our finances, sales, marketing, design, engineering, manufacturing, human resources, and other areas related to the company's operations. All of this information is confidential.

Each of us is responsible for protecting the confidentiality of the company and also our customers, suppliers, and other business partners. Any confidential information that employees possess as a result of their duties, or simply as a result of working at Quadiant, must not be disclosed to parties outside the company.

Even employees who have left the company may be obligated not to disclose confidential information.

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.

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

- Report any loss or potential loss of Quadiant 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 Quadiant. If you're not sure, ask IT for advice.

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 Quadiant. 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 Quadiant by an employee unless authorized or subject to legal requirement.

GOLDEN RULES

- Ensure that personal data is securely stored and remains confidential.
- Check with your data privacy contact before collecting, using, or retaining personal or sensitive information, such as state of health, ethnic origin, political opinions, religion, etc.
- Seek legal advice if you are involved with personal data storage. Do not store or transfer personal details outside the country where they have been collected.



INTELLECTUAL PROPERTY

Inspiration powers innovation at Quadiant. 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.



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.

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

WHAT DOES IT MEAN FOR ME?

What is Quadiant's definition of personal information?



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.

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?



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.

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?



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.



Responsible Citizenship

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.

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.



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.

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

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?

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



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.

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. 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.

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



We allocate time off so employees can volunteer. Please check with your local HR department to find out specific details for 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 (QDT) and is part of the CAC® Mid & Small index.

For more information about Quadient, visit [quadient.com](https://www.quadient.com).

