

2022

# Sustainability Report



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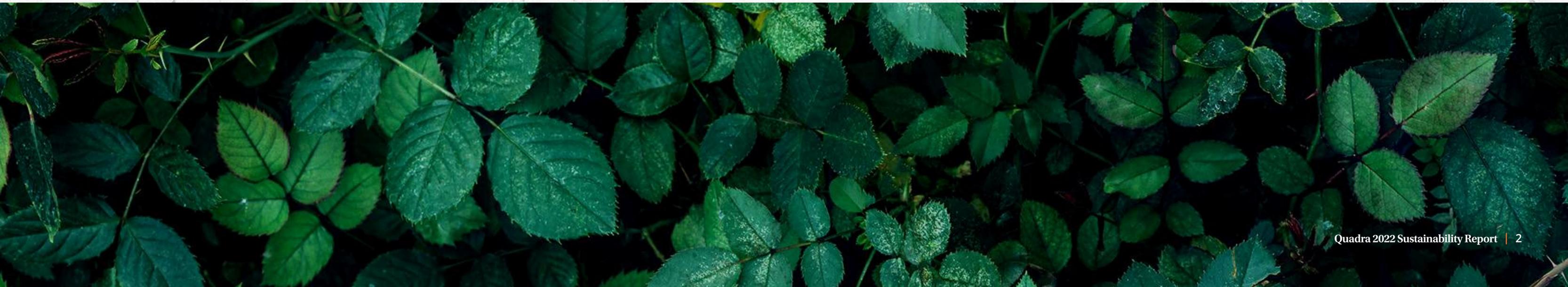
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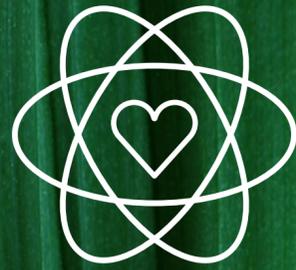
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This sustainability report covers the environmental, social and governance performance at Quadra in 2022.

# About This Report

» 2-2, 2-3

*In alignment with our core values, Quadra recognizes the importance of being honest and transparent about our sustainability progress.*

To highlight the ongoing efforts for our stakeholders, we began publishing an annual sustainability report in 2011. This sustainability report covers the environmental, social, and governance performance at Quadra. The 2022 report highlights key metrics, initiatives, and accomplishments achieved from January 1 to December 31, 2022.

The scope of this document includes all businesses and assets that are operated by Quadra as of December 31, 2022. Unless otherwise noted, all dollar amounts (“\$” or “C\$”) are expressed in Canadian dollars. For the 2022 report, Quadra has operational control of assets and employees are situated in the following

locations: Delta, BC; Edmonton, AB; Clairmont, AB; Burlington, ON; Oakville, ON; and Vaudreuil-Dorion, QC. There are employees situated in the following locations, however, there are no physically owned assets in Calgary, AB; Vista, CA; The Woodlands, TX, and Shanghai, China.

Where applicable, indicators used in this report are aligned to the recognized Global Reporting Initiative (GRI) Standards and we are committed to contributing to the United Nations (UN) Global Compact and Sustainable Development Goals (SDG).





We put people first so that together, we can reimagine the possibilities.



Platinum member



Certified  
OCT 2022-OCT 2023  
USA



Certified  
OCT 2022-SEP 2023  
CANADA

# About Quadra

» 2-1, 2-2, 2-6, 2-22

*At Quadra, our people are the heartbeat of our success, propelling us forward for over 45 years with a commitment to excellence.*

Our focus on people is the cornerstone of our growth, and our Great Place to Work® certification is a testament to the importance we place on our diverse community. From our devoted employees to our trusted suppliers and valued customers, we prioritize people above all else, emboldening us to reimagine the possibilities together.

As a privately held family business, Quadra was established on a set of core values that continue to guide our every endeavor. Building strong relationships founded on trust, expertise, and reliability has positioned us as a trailblazer in Chemical and Ingredients distribution solutions. We take great pride in our prestigious platinum status as one of Canada's Best Managed Companies for 20 consecutive years.

Our core values are anchored in agility and connection, virtues that proved indispensable during the recent global pandemic. Our adaptability and commitment to being true, reliable partners enabled us to surpass expectations even during uncertain times. This reaffirmed our conviction that change is the catalyst for growth within our team.

Within our organization, we feature three dynamic divisions; Ingredients, Industrial, and Resources, each comprising distinct business units that cater to specific target markets. In every facet of our operations, our specialized teams strive to deliver innovative business solutions, cementing our role as steadfast long-term growth partners for both our suppliers and customers.

Quadra builds strong customer relationships by actively listening to feedback and understanding unique requirements. We tailor our products and services to their specific requirements, ensuring they receive the highest level of service and satisfaction. In addition to our customer-centric approach, we work closely with our suppliers to foster mutually beneficial partnerships. By being transparent and establishing open lines of communication, we collaborate with our supplier partners to maintain a steady and reliable supply chain, ensure product quality, and explore opportunities for innovation and improvement.



# Quadra's Business Units

Quadra is divided into three Commercial business units which are enabled by our Corporate Business Services.

## INDUSTRIAL

The Industrial Division encompasses three business groups as noted below:

### Performance Adhesives & Specialties

- Flexible Packaging
- Packaging Adhesives / Case & Carton Sealing
- Product Assembly

### Industrial Chemicals

- Chemical Manufacturing & Synthesis
- HI&I Cleaning
- Soluble Fertilizer & Agriculture
- Oilfield Services
- Pulp & Paper

### CASE

- Coatings
- Adhesives
- Sealants
- Elastomers
- Construction Materials

## INGREDIENTS

The Ingredients Division encompasses three business groups as noted below:

### Nutritional & Functional Ingredients

- Dairy & Sports Nutrition
- Savoury
- Bakery & Snack
- Bars & Specialties

### Personal Care

- Fragrances & Colour Cosmetics
- Hair Care
- Hygiene
- Skin & Sun Care

### Health

- Pharmaceutical
- Nutritional Supplements

## RESOURCES

The Resources Division has two business groups as noted below:

### Energy

- Oil & Natural Gas Production
- Petrochemical Processes
- Refining & Upgrading
- Oilsands Mining & Enhanced Oil Recovery SAG-D

### Mining

- Frothers
- Collectors
- Gold & Silver Recovery
- Processing Aids
- Water Treatment

## CORPORATE BUSINESS SERVICES

Quadra's Business Services consist of the following support teams:

- Compliance
- Corporate Marketing
- Customer Experience
- Digital
- Finance, M&A and Risk Management
- Human Resources
- Supply Chain & Operations



INDUSTRIAL



INGREDIENTS



RESOURCES



CORPORATE BUSINESS SERVICES



# Commitment to Sustainability

» 3-3, 2-22

Throughout our endeavors, we are committed to the promotion of the principles of green chemistry. We aim to achieve the highest possible standards of sustainability through our operational activities and outreach to the broader community. To reach this objective, Quadra will continue to assess and improve the environmental impact of our operations, as well as our supply chain, social and employment practices, maintaining an Executive Task Force to address these matters firsthand.

Quadra firmly believes that prioritizing sustainability is essential for the long-term success of our business, our customers' and suppliers' business, and the well-being of the planet. To incorporate sustainable practices at Quadra we are evaluating how to make our operations as efficient as possible and collaborate with our supply chain (suppliers and customers) to embed responsible sourcing.

By integrating cleaner and greener products and practices into our operations, we aim to make a positive impact on the environment and contribute to a more sustainable future.

Quadra is committed to advancing sustainability by:

- Enhancing annual disclosure through identifying, tracking, reporting, and communicating key performance indicators (KPIs) deemed to be material for Quadra
- Developing and embedding sustainability practices across the organization
- Evaluating and developing annual sustainability goals and objectives
- Maintaining an executive task force to oversee and guide the direction of the sustainability program.



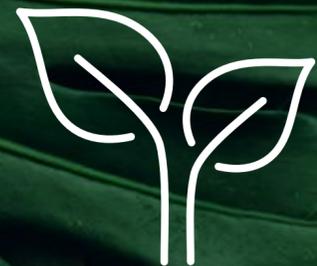
**SEEK ENVIRONMENTALLY FRIENDLY ALTERNATIVES**



**REDUCE WASTE AND EMISSIONS**



**PROMOTE RESPONSIBLE SOURCING**



**Quadra will continue to assess and improve the environmental impact of our operations, our social and employment practices, and ensure our products are from reliable sources.**

# Key Highlights

# 16.3%

GREEN & BETTER CHOICE PRODUCTS SOLD



RSPO CERTIFIED  
DISTRIBUTOR



RAINFOREST ALLIANCE  
MEMBER



LOST TIME  
INJURIES AND  
FATALITIES



REPORTABLE  
RELEASES



Our organization is focused on delivering the Quadra experience rooted in connection with our employees, customers, suppliers, and communities.

## President's Message

» 2-11, 2-12, 2-13, 2-18

*I am pleased to present Quadra's eleventh annual sustainability report together with our fourth communication of progress as a signatory member of the United Nations Global Compact.*

2022 marked another year of transition for our markets, our organization, and our people. During the latter part of the year, the Chemical and Ingredient distribution markets started to shift back to shorter lead times and increased accessibility of products. Our organization is focused on delivering the Quadra experience rooted in connection, with our employees, customers, suppliers, and communities.

At Quadra, people are at the heart of our overall success. We remain committed to delivering an exceptional employee experience, allowing our teams to deliver excellence in distribution through their commitment to our core values. This is reflected through another year of stellar safety performance where we had no lost time incidents and a total recordable incident rate of 0. Our teams have also had a few milestones worthy of discussion:

- We have enhanced our benefits offering with the launch of a mental health support program, a wellness platform with "Virtual Care" and with revamped vacation allocation and service recognition programs.

- Our teams reconnected in person after years of mostly virtual interaction. We have implemented a Flex work schedule allowing flexibility to our team members while also encouraging collaboration and connection by combining both in person and remote work.
- After a long period of limited travel, I had the opportunity to visit our Quadra family at each of our facilities across Canada and the US, along with our co-founders and owners Tony & Betty Infilise. This was a great opportunity to reconnect and reinforce our "Why", which we developed in 2021: "We put people first, so that together we can reimagine the possibilities".
- The excitement of live reconnection was palpable both during our tour and at our Quadra Corporate Conference (QCC) which was the first major event held since the start of the pandemic.



In support of our Vision 2026, over the past year each business division was tasked with understanding the unique sustainability challenges and opportunities of the various industries we support. Our customers are concerned about sustainable procurement practices, the carbon impact of the products they use, and waste minimization. We are and will continue to engage our suppliers to understand their supply chain, ensure we have aligned values on procurement and identify where, as partners, we can jointly advance and progress against shared goals.

I am excited about the future and about the opportunities available to the organization and to the greater industry. As we develop solutions to challenges like climate change and circularity, innovation in chemistry will be an important lever. I believe we have a significant opportunity to assist our partners in this journey.

Looking forward, success in sustainability for Quadra means supporting our partners in achieving their targets, as well as continuing to improve our own sustainability story by

communicating the positive impact we are making within our business, with our people, with our trusted suppliers and customers and in our communities.

We remain committed to our people and can only provide exceptional service with an engaged workforce. We are delighted to have been recognized once again in 2022 as a Great Place to Work® in both Canada and the US. We will be conducting another engagement survey in 2024 to ensure we keep improving the employee experience, which we believe is key to delivering value in a sustainable manner. I am proud of the culture we have built through our Core Values and people first philosophy and am committed to continuing to sustain and reinforce it. Those elements, together with the strong engagement of our employees, enable us to work collectively through the challenges at hand.

Our story also includes our commitment to further integration of our sustainability program within our departments. We acknowledge the importance of reliable data in relation to performance management and setting realistic,

meaningful sustainability goals. We also recognize the changing sustainability reporting landscape and Quadra will continue to adapt and work towards implementation. Our success is linked to the success of our suppliers, customers, and the communities we work in. We strive to continue being a trusted partner for our stakeholders, and we will create opportunities to collaborate to achieve our common goals.

Anne Marie Infilise  
President



Platinum  
member

Quadra maintained platinum status among  
Canada's Best Managed Companies.



The United Nations Sustainable Development Goals are a collection of seventeen interlinked objectives designed to serve as a "shared blueprint for peace and prosperity for people and the planet, now and into the future."

# Quadra is Committed to Supporting the Following SDG's:



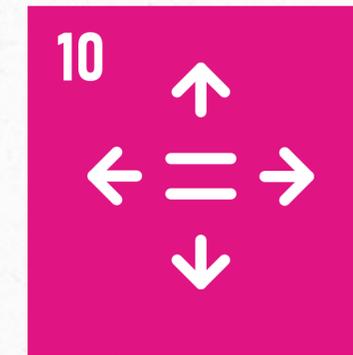
GOOD HEALTH AND WELL BEING



QUALITY EDUCATION



DECENT WORK AND ECONOMIC CONDITIONS



REDUCED INEQUALITIES



SUSTAINABLE CITIES AND COMMUNITIES



RESPONSIBLE CONSUMPTION AND PRODUCTION



CLIMATE ACTION



PARTNERSHIPS FOR THE GOALS

# Governance



# UN Global Compact Progress Report

» 2-9, 2-16, 2-23, 2-24, 2-30, 2-31, 205-1, 205-2, 205-3

In 2019 Quadra became a signatory to the United Nations Global Compact (UNGC) to further its commitment to sustainable practices. We have adopted the 10 principles of the UNGC into our Supplier Code of Conduct and continue to engage our entire supply chain with these principles in mind.



UNSDG	UN Principles	Quadra's Practices		
 	HUMAN RIGHTS	<p>1—Businesses should support and respect the protection of internationally proclaimed human rights</p> <p>2—Businesses should make sure that they are not complicit in human rights abuses</p>	<p>Ethics Policy</p> <p>Anonymous speak up line</p> <p>International Trade risk assessment for At-risk countries</p> <p>Prequalification Supplier Assessment</p> <p>Mandatory Acknowledgement or alignment with Quadra's Code of Conduct for all suppliers</p>	
	  	LABOUR	<p>3—Business should uphold the Freedom of association and the effective recognition of the right to collective bargaining</p> <p>4—Businesses should eliminate all forms of forced labour and compulsory labour</p> <p>5—Businesses should effectively abolish child labour</p> <p>6—Businesses should eliminate discrimination in respect of employment and occupation</p>	<p>Quadra's Code of Business Ethics</p> <p>HR Policies</p> <p>Quadra's Code of Business Ethics</p> <p>Quadra's Code of Business Ethics</p> <p>Quadra's Supplier Code of Conduct</p> <p>Supplier Assessment Process</p> <p>Quadra's Sanctioned Countries</p> <p>Workforce Violence &amp; Harassment Policy</p> <p>Diversity &amp; Inclusion Committee</p> <p>Quadra's People Leader Training</p> <p>Quadra's Job Posting Policy</p>
		ENVIRONMENTAL	<p>7—Businesses should support precautionary approach to environmental management</p> <p>8—Businesses should undertake initiatives to promote greater environmental responsibility</p> <p>9—Businesses should encourage the development and diffusion of environmentally friendly technologies</p>	<p>Environmental Management Policy</p> <p>Warehouse Training for safe chemical handling</p> <p>Quadra's Sustainability Report</p> <p>Environmental Management Policy</p> <p>Electric Warehouse Forklifts</p> <p>Supporting development of Green Chemistries</p> <p>Energy efficiency in operations and offices</p>
		ANTI CORRUPTION	<p>10—Businesses should work against corruption in all its forms including eliminating bribery, extortion, and corruption</p>	<p>Quadra's Ethical Reporting Policy</p> <p>Quadra's Code of Business Ethics</p> <p>Supplier Code of Conduct</p>
		 		

# Management of Material Topics & Precautionary Principle

» 2-29, 3-1, 3-2, 3-3

Quadra reviewed and updated its Materiality Assessment by employing recommendations from a variety of recognized international standards to determine key material topics. We consulted the following standards and information sources:

- The UN Global Compact (UNGC), The Global Goals for Sustainable Development (SDG's), and United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP),
- Sector specific industry associations and governmental regulatory bodies,
- Sustainability reporting entities such as the Global Reporting Initiative, Sustainability Accounting Standards Board (SASB), the Task Force on Climate-Related Financial Disclosure (TCFD),
- Industry peers.

We engaged our employees, the Executive Committee, the Leadership Team at Quadra, and external stakeholders to consider the importance of material topics relating to Environment, People, and Governance on our business. Our issues have been evaluated on the level of importance to our stakeholders and to Quadra.

The results of the 2023 Materiality Assessment indicate the material issues for our business and those to be included in our 5-year strategy. The material topics for our distribution business are:

- health, safety and environmental performance,
- the evaluation of climate risk to our business,
- the level of customer satisfaction in our distribution practices,
- Indigenous engagement in key business functions, and
- the evaluation of sustainable product offerings and emerging market segments.

Quadra remains committed to ensuring that our material topics are an accurate reflection of our evolving business through continuing engagement with our suppliers, customers, and our workforce.



To determine the importance of material topics, we engaged:



EMPLOYEES



EXECUTIVE COMMITTEE  
AND LEADERSHIP TEAM



EXTERNAL  
STAKEHOLDERS

# Stakeholder Engagement

» 2-29

*We engage with our stakeholders to understand the impact of our operations so that we can connect and develop reasonable mitigation. The following table outlines our stakeholders and the various ways in which we communicate.*

## EMPLOYEES

- Team communications
- Employee newsletters
- Employee surveys
- Intranet and digital channels
- Safety toolbox talks, training
- Career development (training, mentorship, coaching)
- Sustainability Report
- Virtual Corporate Webex

## CUSTOMERS AND SUPPLIERS

- Selection and commercial contract process
- Engagement surveys
- Face to face meetings (quarterly reviews, on site visits)
- EcoVadis
- Sustainability Report
- Material Safety Data Sheets
- Sales Meetings/ Tradeshows

## LOCAL COMMUNITIES

- Community meetings and events
- Employee volunteer program (EVP)
- Education sessions (You Be The Chemist)
- Financial contributions

## INDIGENOUS COMMUNITIES

- Selection and commercial contract process
- Community meetings and events
- Employee volunteer program (EVP)
- Sustainability Report

## INDUSTRY GROUPS

- Committee participation
- Advocacy activities

## GOVERNMENT AND REGULATORS

- Face to face meetings
- Multi-stakeholder initiatives



# Policy Overview

» 2-23, 2-24



## BOARD OF DIRECTORS OVERSIGHT

Quadra is a privately held family business where the Board oversees the organization's corporate strategy and financial performance, while sponsoring enterprise risk management practices and sustainability initiatives. The Board focuses on providing beneficial outcomes to the societies in which Quadra operates, maintaining alignment with our core values, and ensuring Quadra's continuous growth through responsible business practices and operational resilience.



## CODE OF ETHICS

We established a business code of ethics in alignment with our core values, which sets the standards we hold ourselves to when conducting business. All employees are expected to understand and comply with these ethical business practices. Through this code, the entirety of our business has a zero-tolerance concerning bribery, corruption, forced or child labour, and substance abuse. We remain committed to regulatory compliance, human rights, and upholding equal opportunities for our workforce.



## RISK MANAGEMENT

The Board sponsors Quadra's enterprise risk management program which is overseen by a senior Vice-President and managed by a dedicated resource. The program scope includes all facets of risk including but not limited to financial, operational, and digital risks to support Quadra's alignment with our core values and the fulfillment of our ESG obligations while ensuring our business resilience. Risks are identified by all colleagues across our company thanks to our transparent and open culture fostered by the executive team.

The company-wide commitment to risk management and operational excellence is complimented by a wide array of inputs including audit findings, technical and industry reports, policy and regulation changes, risk management partners and advisors, and industry initiatives or expectations. Quadra either reduces risk to the lowest practicable level or otherwise adapts our business processes to reduce the risk to a tolerable level as required.



## ETHICAL REPORTING

Quadra has an anonymous speak-up line for confidential reporting of any malpractice or unethical behaviours. This line is administered and monitored by an external provider.



At Quadra ethical business practices are the foundation to the successful implementation of our governance programs, our decision making and all our interactions.



## CYBER SECURITY

As a leading distributor, safeguarding the security of our data and digital platforms is as vital as the reliable delivery of our products. Our dedication to this goal necessitates comprehensive training, meticulous vulnerability assessments, and continuous audits.

To fortify our resilience, we diligently evaluate our network, infrastructure, and personnel to identify and address any weaknesses. Through internal and external audits, we gain valuable insights into the performance of our systems, enabling us to enhance their robustness. Moreover, to ensure our systems remain adaptive and recover swiftly, we prioritize their responsiveness and restoration capabilities.

In 2021, we took a significant step by implementing a rigorous cybersecurity awareness training program in collaboration with a trusted third-party entity. This program equips our employees with the knowledge to identify and mitigate cyber threats, emphasizing key areas such as phishing and safeguarding digital information. Completion of this mandatory course is a prerequisite for all our team members. Furthermore, we have partnered with an esteemed third party to administer exercises that enhance our employees' ability to recognize and report suspicious emails and phishing attempts.

While we maintain our focus on training, audits, and simulations, we are proactively looking ahead to reinforce our security posture and roadmap. Currently, we are actively engaged in extending our identity and threat protection, employing integrated and automated security solutions. By integrating information protection and advanced compliance capabilities, we ensure comprehensive data security and governance, effectively minimizing risks.



To augment our defence capabilities and counter advanced threats, we have forged partnerships with managed service providers. These partnerships enable us to leverage industry-leading security technologies and the expertise of highly skilled professionals who work in tandem with our in-house security team. Together, we pre-emptively neutralize potential threats before they compromise sensitive data or disrupt our business operations.

In parallel with strengthening our digital security, we are implementing a comprehensive video surveillance system to enhance physical access security across all our offices and warehouses. This centralized system employs state-of-the-art cameras and operates around the clock, ensuring 24/7 monitoring and immediate alerts in the case of any breaches.



## LOOKING AHEAD

Quadra is committed to the continuous improvement of our governance, compliance, risk, and quality programs. Working with the Board, Quadra will evaluate opportunities to improve transparency of governance practices by developing key metrics for measurement.

Quadra will continue to employ robust and redundant risk control solutions through investments in digital solutions, key partnerships, and additional dedicated risk management resources. We will mature our defense capabilities to ensure that our organization remains resilient and secure in the face of evolving threats, while providing our stakeholders the confidence and trust they deserve.



# Product Stewardship

» 2-28, 416-1, 416-2, 417-1, 417-2

At Quadra, product stewardship begins with responsibly sourcing raw materials from social and environmental perspectives, manufacturing quality products as effectively and efficiently as possible, and ensuring the safe handling and distribution of all goods, including those that may be potentially hazardous to our customers.

## COMPLIANCE ASSURANCE

Compliance assurance is partly obtained through dedicated in-house Quality, Regulatory Affairs, Health & Safety and Risk Management Teams. All new products undergo a rigorous regulatory approval process, with appropriate documentation and labels created as necessary. This ensures products follow relevant environmental, safety, and transportation regulations.

Compliance for our existing products is assured by ongoing monitoring of relevant Canadian and American legislation. Quadra closely monitors government initiatives to maintain regulatory compliance. In 2022, Quadra was not issued any fines or other non-monetary sanctions relating to non-compliance in acquiring or using its products.

## GREEN AND BETTER CHOICE PRODUCT PORTFOLIO

For years, Quadra has tracked its sales from our Green and Better Choice product portfolio, and this year we reached 16.3% of our total sales from sustainable chemistries. The 12 principles of Green Chemistry is an approach to the design and manufacturing that aims to minimize the environmental impact of processes and products. This is the way of the future and is a priority to our customers. Quadra remains committed to ensuring the responsible development of the products we distribute and will be engaging with our manufacturers to further understand the manufacturing process and communicate all benefits to our customers.





**Quadra is registered with EcoVadis, the largest collaborative platform in the world for supply chain partners to share sustainability performance information.**

## MEMBERSHIP ASSOCIATIONS

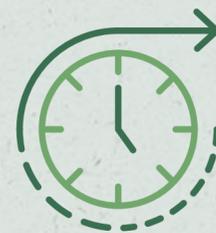
All Quadra facilities continue to be certified to the following standards that cover Operations, Environment, Health, and Safety practices. All Quadra locations, except Oakville (Ontario), are ISO 9001:2015 certified. ISO is the most recognized and implemented quality management system in the world. Quadra completed its Brand Reputation Compliance Global Standards (BRCGS) Certification for our Vaudreuil (Quebec), Burlington (Ontario), Delta (Vancouver) and Oakville (Ontario) facilities. BRCGS is an internationally recognized standard that provides certification covering a comprehensive scope in quality, hygiene, GMP, GDP, and food safety.

Quadra is one of the founding members of Responsible Distribution Canada and with our business expansion into the United States, Quadra has been an active member of the National Association of Chemical Distributors (NACD). Both of these industries set high expectations for distributors and adherence to their respective Codes of Practice remains extremely important to our organization.

Quadra is registered with EcoVadis, the largest collaborative platform in the world for supply chain partners to share sustainability performance information. EcoVadis assessment provides a holistic sustainability rating of companies and Quadra has been a proud member since 2014 and held a silver rating in 2022.

To ensure supply chain transparency for raw ingredients exported from rural producers, Quadra became Rainforest Alliance (RA) certified and obtained a Roundtable on Sustainable Palm Oil® (RSPO®) Distributor License in 2022. The RA certification supports farmers' and forest communities' social and economic sustainability in vulnerable areas by ensuring safer working conditions against child labour, gender inequality, and poor living wages. The RSPO distributor licence allows Quadra to trade and/or claim RSPO certified products. When selling RSPO certified products, we ensure supply chain traceability with the certificate number of the product manufacturer and the distributor to ensure we adhere to all packaging and transport requirements.

Participation in these programs is supported by our own internal quality programs. We are confident we are supplying our customers with products that align with our responsible business practices.



## LOOKING AHEAD

We will remain focused on compliance assurance and will continually enhance the quality management and regulatory programs.

In 2023, we will review our Supplier Assessment Program to improve the transparency of product sourcing and monitor participation of our supply base. We will engage with our suppliers to understand the manufacturing process, environmental impacts and product benefits. As a registered member of EcoVadis, we strive to improve our annual rating and maintain our RSPO and RA certifications.



**Building trust through consistency, proactive communication and accuracy allows us to build strong customer partnerships.**

# Customer Satisfaction

» 416-1, 416-2, 418-1

A key factor in Quadra's success is superior Customer Service. Our regionally-based, dedicated Customer Service Representatives focus on service excellence, ensuring satisfaction through timely and safe deliveries. Building trust through consistency, proactive communication, and accuracy allows us to build strong customer partnerships. We communicate with our customers through every stage of procurement process to ensure they understand delivery timelines and the requirements for safe handling of the product.

Quadra operates a continuous improvement framework in which we formally document, analyze, and resolve both external and internal issues collaboratively, aiming to learn and enhance the order process. We trend our performance to analyze and monitor the issues. These results are shared with employees and managers through internal dashboards.



## LOOKING AHEAD

Our customer service department serves as a point of entry for new employees into the Quadra organization and is a rapidly growing department as it supports our distribution network. To support this dynamic business function, we are formalizing the expectations by developing a training program catered to new entries and undertaking career/succession planning for those employees in the department to understand how to grow and advance their career.

# Social



# Health & Safety

» 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9

We are pleased to report another year of zero (0) lost time incidents across our operations in 2022, this is directly related to the strength of our health and safety program, protocols, and the team's dedication to safety practices.

At Quadra, we use the principles of the Dupont Bradley Curve to measure the progress of our safety program. The curve illustrates the relationship between incidents and culture. Novice safety programs will typically display higher incident rates and a reactive or compliance focused safety culture. As programs mature, incident rates decrease as employees take pride, ownership, and accountability in the success of the team. Quadra's safety culture is constantly reviewed and enhanced, with a strong emphasis on prevention.

Quadra has two Committees to oversee safety performance, the Joint Health, and Safety Committee (JHSC) and the National Steering Safety Committee (NSSC). The NSSC was created to better align all safety committees across our organization and is comprised of members from our executive, commercial, and business support services to ensure all perspectives are heard. In 2022 these two committees adjusted their safety performance reviews to quarterly, ensuring timely review of incidents, challenges, and to identify opportunities to improve our outcomes.



We are pleased to report another year of **zero (0)** lost time incidents across our operations in 2022.



## IN 2022 WE ARE PROUD TO REPORT OUR PROGRAM ACCOMPLISHMENTS



We increased our number of job observations focusing on management engagement and peer to peer engagement.



Quadra continued to experience a decrease in the commercial team vehicle incident rate in a year where the number of kilometers driven increased approximately 22%.



Our Regional Operations Managers (ROMs) ensure their sites are holding daily tailgates / toolbox talks focused on raising and resolving operational safety issues in the facility. Each meeting features a daily safety moment, chemical handling procedure overview, and a review of the daily objectives. This prepares the team for the day's objectives and provides opportunities for team members to express concerns or issues.



A training matrix was developed for all positions, to educate and mentor employees so they can safely fulfill their roles. A detailed safety plan was developed and executed for all operational roles. Mandatory training for operational roles consists of Workplace Materials Information System (WHMIS) and Transportation of Dangerous Goods (TDG) awareness training. All training programs are reviewed annually with the risk management and H&S teams to ensure material is up to date. Average training hours for employees in 2022 decreased to 7 hours from 9 hours in 2021 and remains much higher than in 2020.



Distributing hazardous and non-hazardous chemicals requires proper spill, waste, and storage policies for human and environmental safety. Each warehouse facility is equipped with emergency spill response kits and Safety Data Sheets (SDS) which are reviewed annually. In 2022, Quadra is proud to report there were zero reportable releases.



## LOOKING AHEAD

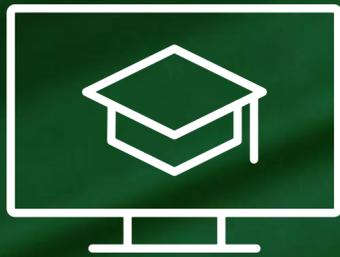
Quadra's Health & Safety Committee is dedicated to furthering safety progress across our operations. We are currently working on improving our annual performance and continue to progress towards an interdependent level. We are improving access to safety resources across the organization through the development of a consolidated library dedicated to safety training courses, standards and operating procedures, weekly safety insights, and program updates. Quadra will continue to evaluate role specific safety training and identify and implement new training requirements as needed.

In 2023 the JHSC members are prioritizing a return to in-person office training sessions for all operational and non-operational employees. This includes personalized information sessions with customers and suppliers to increase operational transparency. As a member of both the RDC and NACD, we will continue to support the review and audit of our programs to remain in good standing.

The Safety goals for all operational employees include:

- Job Safety Observations—Allotment Set Per Site & Individual
- Near Miss Reporting—Allotment Set Per Site & Individual
- High Risk—Near Miss Reporting
- Injury Reporting—As Per OH&S Guidelines
- Damage Reporting—When Detected
- Security Issues—When They Occur
- Customer Safety Orientation for all Site Visitors

All stated safety goals are tracked and reviewed, and all incidents are investigated through to resolution. These events are reviewed and closed by each local JH&S Committees. The safety team provides monthly safety statistics for the company's safety performance which are posted and shared with all internal company stakeholders.



## BEING AND LEADING AS A BETTER ALLY

This course taught the leadership team to identify inequities and allow everyone to become better allies.

# Diversity, Equity & Inclusion

» 405-1

Our Diversity, Equity, and Inclusion (DE&I) Committee was enacted in 2020 and is comprised of individuals from across our North American operations. We partnered with Mercer to develop training materials for a people leaders course called, "Being and Leading as a Better Ally". This course taught the leadership team to identify inequities and allow everyone to become better allies, leading to improved team engagement and work environment. Delivery of the program will continue to grow through the organization in 2023.

***Our DE&I committee advanced its engagement with employees through thought-driven events during Pride Week, Truth & Reconciliation Day, and Black History Month.***

In addition, the DE&I committee cultivated a panel discussion during our annual corporate conference. The goal of the discussion was to showcase the strength and resilience of our employees who have experienced adversity, discrimination, racism, and stereotyping at some point in their lives. The panel exposed how unconscious bias impacts our decisions and interactions with each other. The power of the discussion in a large forum highlighted the challenges and opportunities for growth. Most importantly the panel demonstrated that difficult conversations can be tackled in a safe space, with compassion to produce positive outcomes.



## LOOKING AHEAD

The committee has prioritized the development of a multi year DE&I roadmap for the program centered around cultural awareness, training, education, and integration. The committee will detail the specific initiatives to be executed and work with specific departments to enhance current business processes with DE&I principles in mind.

The DE&I committee is looking to drive positive change within the organization in alignment with its corporate DE&I policy. The committee will evaluate DE&I metrics to measure progress towards our goals, in addition to our policy.

# Indigenous Relations

» 411-1, 413-1

## LAND ACKNOWLEDGEMENT

Recognizing traditional territory follows a customary protocol of acknowledging what Indigenous communities have called their land home since time immemorial. Land Acknowledgement is a way of building greater mutual understanding, and respect between Indigenous Peoples and non-Indigenous inhabitants of this land. It signifies a willingness to learn and understand the truth about our shared history.

## INDIGENOUS INCLUSION MISSION STATEMENT

Quadra's core values of Caring and Integrity are the foundation used to build strong relationships with Indigenous communities across North America. Our commitment to embracing cultural awareness, respecting Indigenous rights, and honouring all distinct cultures, allows Quadra to pursue diverse and unique opportunities that ensure mutual success.

Our mission is to promote, strengthen, and enhance the participation of Indigenous communities in the industries we serve. This is achieved by advancing mutually beneficial and sustainable business relationships, which reinforces meaningful collaboration and capacity building to optimize social-economic opportunities.

With guidance from Indigenous communities, the United Nations Declaration on the Rights of Indigenous Peoples Act, and the Truth and Reconciliation Commission of Canada: Calls to Action, we will continue to enhance our socio-economic endeavours to embrace greater Indigenous inclusion wherever Quadra operates.



## SHARING OUR JOURNEY

In 2023, Quadra will dedicate additional resources towards our Indigenous Relations team to expand the implementation of socio-economic commitments to benefit Indigenous communities and our customers. Our Indigenous Inclusion program will focus on cultural awareness for Quadra's employees and expanding participation with Indigenous days of reflection. Our team will proactively engage

with Indigenous partnerships and involve our suppliers to participate in community programs. Finally, Quadra welcomes the opportunity to support indigenous businesses and we look forward to contributing to and participating with national organizations like the Canadian Council for Aboriginal Business, and the Mining Association of Canada.



Quadra is successfully building a diverse and inclusive workplace where everyone can achieve success.

# Employee Experience

» 2-7, 2-8, 2-30, 401-1, 404-1, 404-3

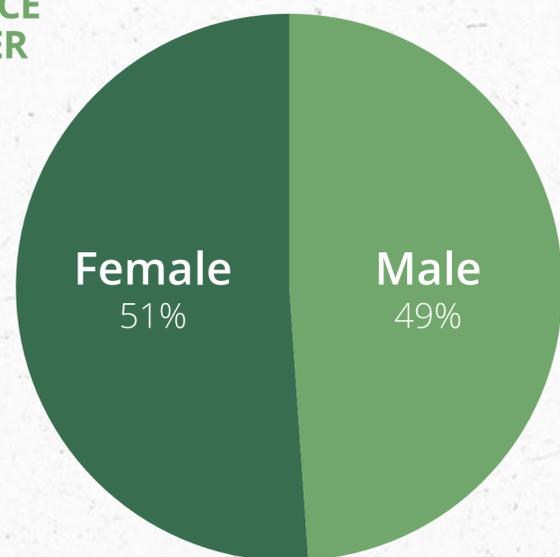
In 2022, Quadra evaluated and executed a variety of benefit enhancements geared to its diverse demographic. We formally adopted a hybrid work policy, reviewed and adjusted the vacation and years of service program, and launched a mental health wellness program.

Quadra takes great pride in hiring top talent and integrating them into the Quadra family. 2022 was the largest employee growth period in the past three years. Our workforce has grown 14%. In the same time period, Quadra's gender profile has remained strong and balanced with an approximate 50:50 split of males and females.

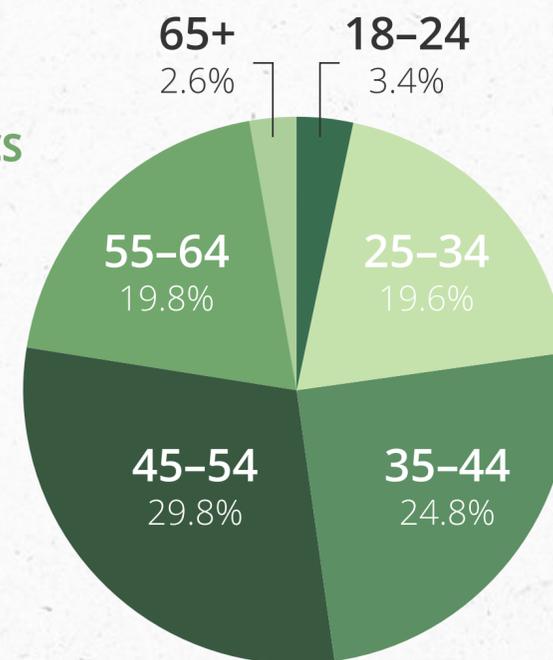
The largest age demographic represented in the organization is the 45–54 age group but since 2020 the 35–44 age demographic has grown the fastest. From a leadership perspective, Quadra added 11 new leadership positions in 2022, a 14% increase over 2021. The 90 people leaders come in the form of Team Leads, Supervisors, Managers, and Directors.

There is no collective bargaining agreement for employees.

**WORKFORCE BY GENDER**



**WORKFORCE DEMOGRAPHICS**



# Training and Development

» 404-1, 404-2

At Quadra, all newly hired employees are met with a unique training and development plan that ensures integration with the team and the business. Our “newbies” receive a personalized onboarding plan that outlines the required Quadra specific training courses, a review of our business sectors with the business leaders, and an introduction to a variety of departments their role will regularly interact with. We put people first, with the goal of ensuring those being onboarded are learning about the business, understand who to call, and are comfortable and well-versed within their teams.

In 2022, Quadra designed its first training catalogue which is available to all employees. This course catalogue presents Quadra’s Learning and Development Curriculum which includes a wide range of content intended to support personal and professional development. The courses include instructor-led training and online self-learning courses created by both internal employees and external partners. Employees are encouraged to work with their manager to develop a personalized development plan and utilize any of the courses available which range from specific business unit training, health and safety training, leadership coaching, business knowledge, peak interests, and development of fundamental skills.

## PROFESSIONAL CAREER DEVELOPMENT

Quadra seeks to offer its employees the opportunity to grow their knowledge and expertise in their field of interest. To achieve this, all employees in leadership positions are required to conduct annual reviews to discuss current performance and development opportunities, including, training courses, conference attendance, mentorship options, and working arrangements. This ensures both the professional and personal needs are considered for all employees.

In 2022, both managers and employees were offered the opportunity to attend workshops on Career Planning and Development to make sure every Quadra employee had the opportunity to grow in their current role and had support to achieve their long-term career goals. Quadra’s Educational Reimbursement Programs encourage employees to develop and expand their job competencies or increase their knowledge abilities to maximize their potential and increase their value to the company.

## TRAINING AND EDUCATION

**9 HRS**  
average  
**Business Services**

**5 HRS**  
average  
**Commercial**



In 2022, Quadra relaunched its Quadra University "One Team, One Sales Organization" training program for new commercial employees and business services leaders.

This two-day active dialogue and team building group training session educates employees on Quadra's unique business approach and key collaboration processes.

In 2022, Quadra U training was provided to a total of 114 employees at sessions held in Vancouver, Montreal, and Oakville.



## STUDENT SUMMER PROGRAM

Quadra's summer student program is an opportunity for post-secondary students in either their college, Bachelor's, Master's, or PhD level degrees to gain valuable work experience. The employment term typically commences in May and ends in September, but Quadra offers flexible employment throughout the year on a part-time basis. Employment opportunities have previously existed in Customer Service, HR, Sustainability, Warehousing, IT, Quality & Regulatory Affairs, and Procurement. Quadra uses this program to grow and develop young talent: in 2022, Quadra had a total of three employees that were onboarded in full-time career positions.

*I joined Quadra in the 4th year of my bachelor's degree. I had no previous work experience in corporate sustainability, as a Sustainability Student Intern I was exposed to the business processes and procedures that were critical to the company's sustainability strategy. Since Quadra services seven different industries I got a unique perspective on how sustainability differs in each industry and the key topics of importance for each. This gave me the knowledge to find what industries I was interested in. I recommend this opportunity.*

**Julianna Piccolo**  
SUSTAINABILITY ANALYST

*Being a student at Quadra gave me hands-on experience and real responsibilities that prepared me for my career after graduation. With support from my colleagues and team leaders, I could ask questions and expand my knowledge daily. The 'one-team' environment and collaborative culture of Quadra made me confident in my decision to accept a full-time employment offer and start my professional career at the company.*

**Madison McVey**  
PROCUREMENT SPECIALIST

*My student internship at Quadra allowed me to grow as a young professional in the business world in a supportive and caring, yet challenging environment. By allowing me to grow within my role for three years as a student with an amazing team and leader, I was able to have more responsibility and depth of knowledge over time. By working simultaneously with my university degree, I could implement what I was learning directly into my job and ask for tasks to develop these skills further.*

**Emily Goodman**  
LEARNING AND ORGANIZATIONAL  
DEVELOPMENT ADVISOR



## LOOKING AHEAD

With the changing landscape of employee and employer relationships, Quadra is continuing to evolve its employee programs to attract and retain top talent. Our talent acquisition team is developing training for Quadra's people leaders on fair and non-discriminatory recruitment practices and will be launching our Re-Imagining Talent Acquisition program in 2023 focused on attracting candidates at any stage in their career. We are committed to an inclusive work environment and will be working with our people leaders to ensure they have the necessary talent acquisition skills.

Our workforce demographics constantly challenge us to support our employees in all career stages. We will continue to provide a superior employee experience

by listening to our people and monitoring market trends to ensure our programs are as diverse as our people. Finally, the success of our student program will keep us focused on recruiting talent that can grow and evolve with the company.

In 2023, we will be expanding our Learning and Development Strategy to include additional curriculum in the areas of corporate training, talent development, leadership, people management, and specific department-led learning. Finally, Quadra will continue to ensure the data processes for our people are inclusive of our operations and we will evaluate the areas in which we want to improve our performance.

# Community Outreach

» 413-1, 413-2

At Quadra, we are proud of our community investment initiatives. In line with our Core Values of being Caring and Connected, Quadra actively sponsors many worthwhile causes within our local communities. Quadra employees are encouraged to join the Employee Volunteer Program (EVP) this program provides all employees a dedicated paid day off to participate in community charity events, organized by an EVP lead in each facility. Each Quadra facility has a committee empowered to make donations locally which benefit the region's charitable organizations.

Due to the pandemic, the EVP program was halted and was relaunched in 2022 with a new dedicated cohort of EVP office leads. Our EVP leads made substantial progress with organizing employee volunteer events with a few notable experiences noted here.

## Delta, BC

### MAMAS FOR MAMAS, CHRISTMAS SPONSOR FAMILY

The Delta team led a special Christmas gifting exchange in partnership with Mamas for Mamas. This organization supports mothers and caregivers in crisis by providing support to individuals and families facing various poverty-related struggles. Mamas for Mamas selected a family in the Delta community and matched their Christmas wish list with Quadra. Our EVP team shopped the wish list and hand delivered the gifts to the family.

## The Woodlands, Texas

### EMPLOYEE-VOLUNTEER EVENT, INTERFAITH, HAND-ME-UP SHOP

The Woodlands team donated their time to sorting clothes, labeling garments for store display, and verifying the usability of used technological devices. The Hand-Me-Up Shop is a local community establishment that increases the accessibility and affordability of clothing, electronics, home décor for members of the community.



Quadra employees are encouraged to join the Employee Volunteer Program (EVP).



# Environment



# Carbon Footprint

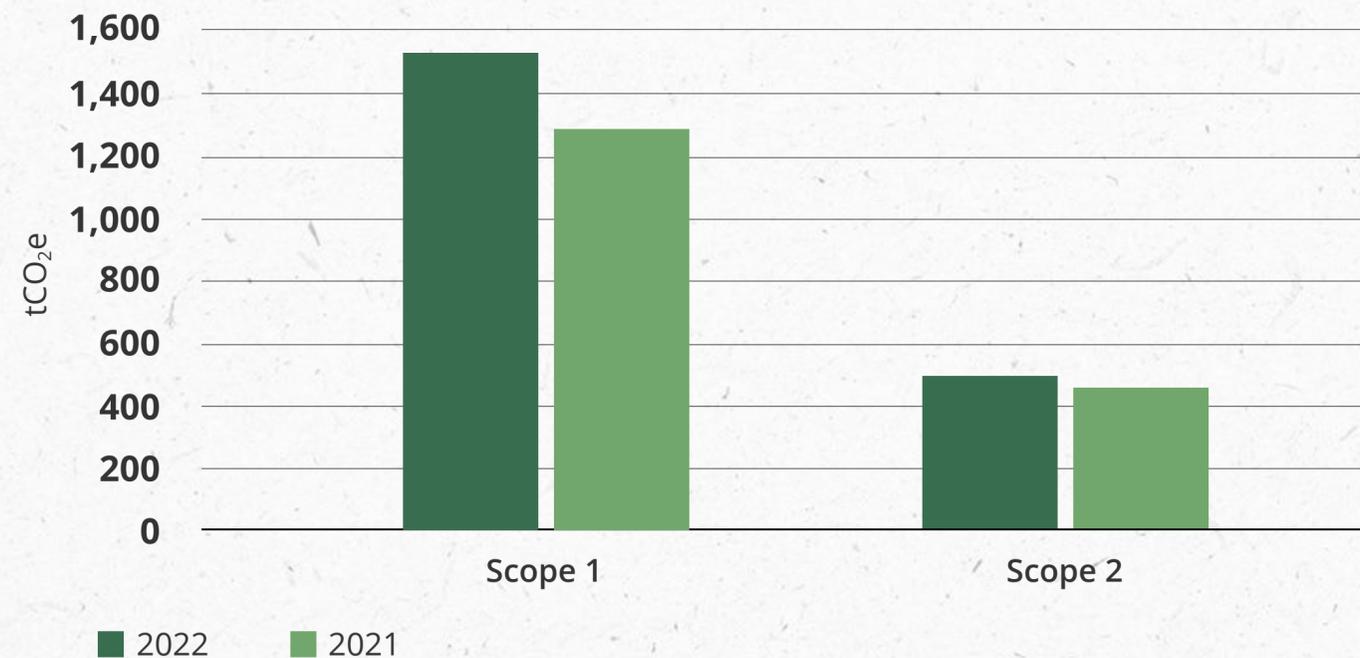
» 305-1, 305-2, 305-3, 302-4

We recognize the uncertainties presented by climate change to the planet and our business operations. Quadra remains committed to disclosing our Scope 1 and Scope 2 greenhouse gas emissions (GHG) for our operations.

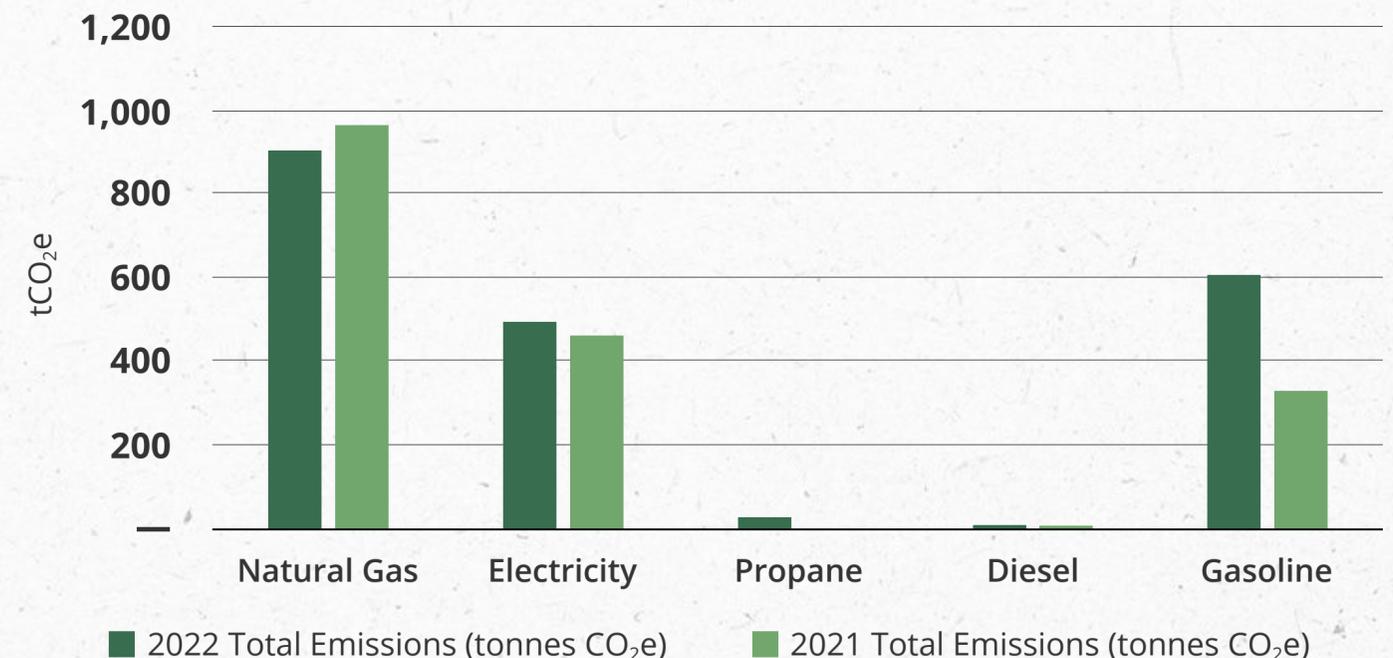
The largest source of Scope 1 emissions in 2022 was from natural gas used for building heat (900 tCO<sub>2</sub>e), and gasoline for our fleet vehicles (604 tCO<sub>2</sub>e). In 2022, our increased emissions were attributed to a continued effort to increase warehouse storage capacity across our network and vehicle use as our commercial teams were able to visit our suppliers and customers.



## TOTAL EMISSIONS BY SCOPE

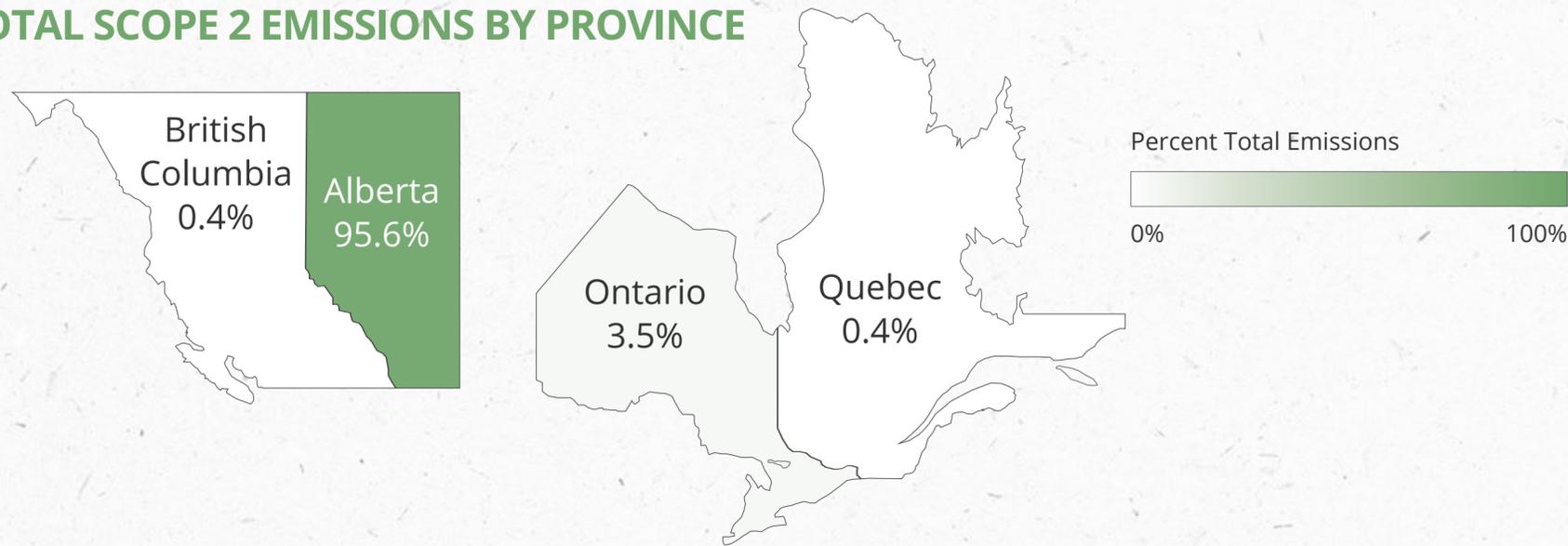


## TOTAL EMISSIONS BY SOURCE

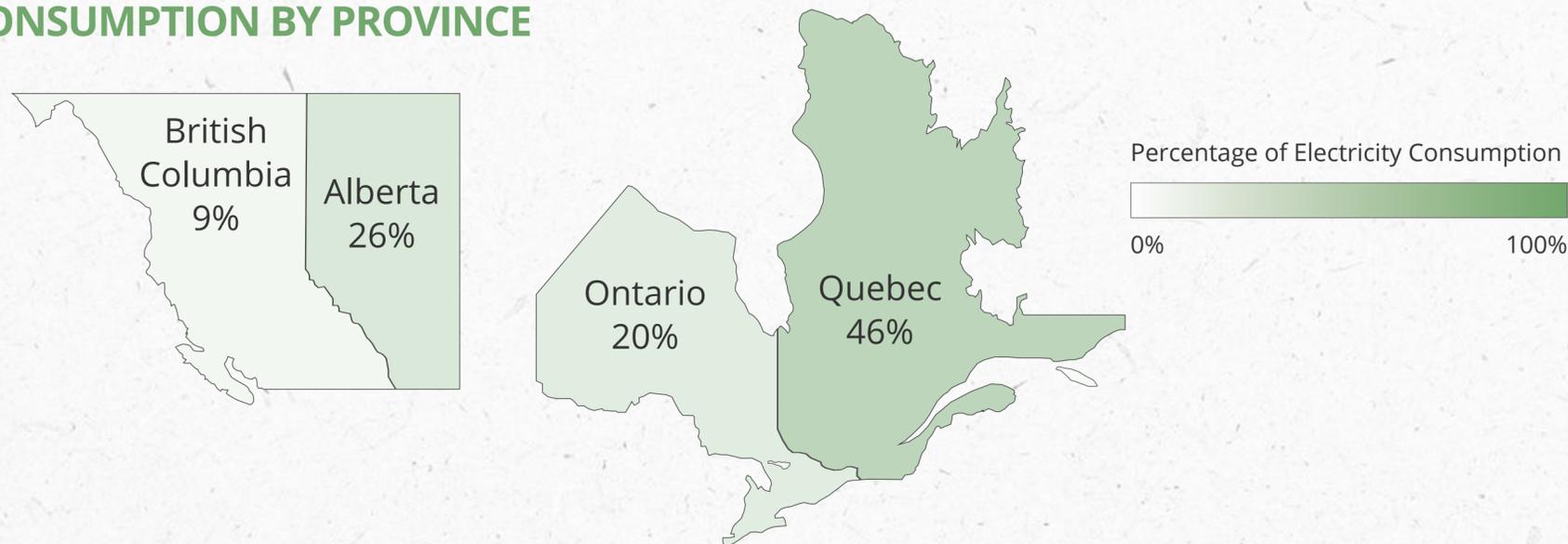


Scope 2 emissions associated with electricity use for our warehouses and office space was 495 tCO<sub>2</sub>e. Approximately 74% of our total consumed electricity was from low emission grids (hydro/wind) in British Columbia, Ontario and Quebec. In contrast, electricity consumption in Alberta was lower than Ontario and Quebec but makes up 96% of our CO<sub>2</sub> emissions due to the use of hydrocarbons to fuel electricity generation.

### TOTAL SCOPE 2 EMISSIONS BY PROVINCE



### PERCENTAGE OF ELECTRICITY CONSUMPTION BY PROVINCE



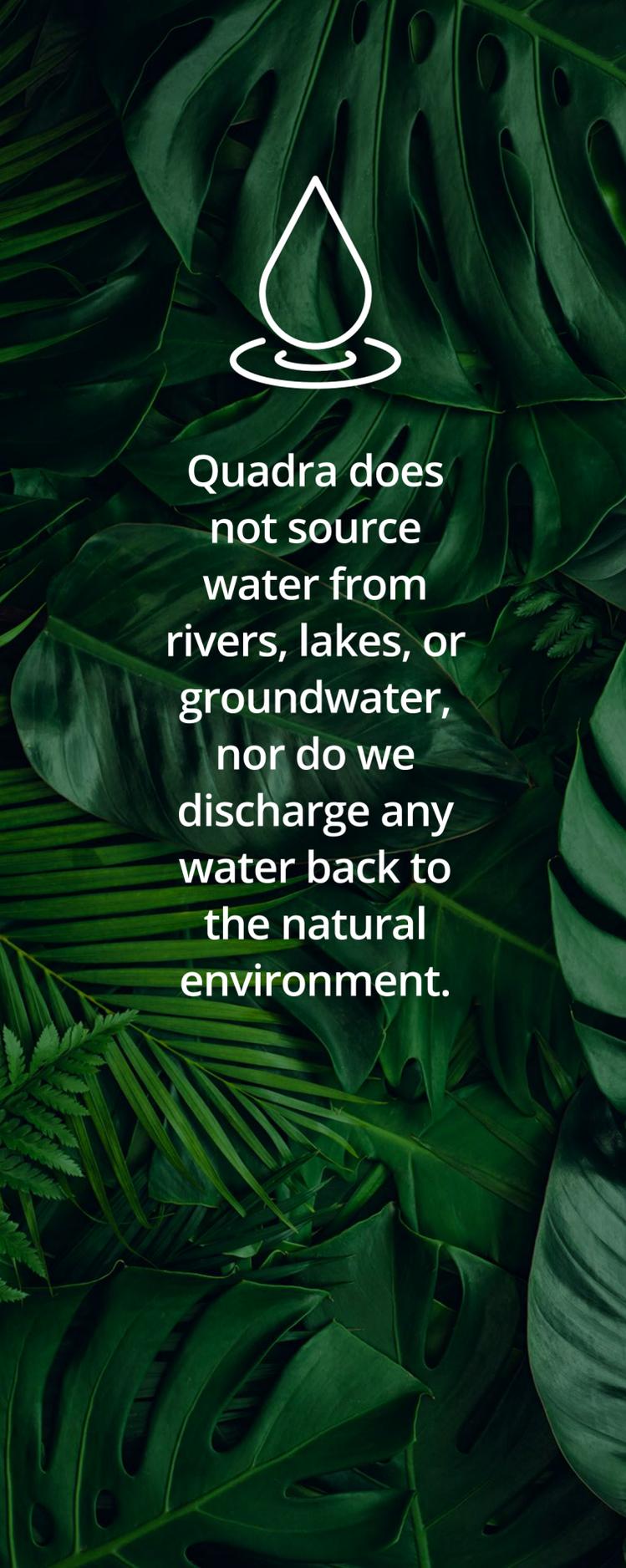
### LOOKING AHEAD

While our operations are not excessively carbon intensive, Quadra is committed to identify, evaluate, and implement energy efficiency opportunities to lower our carbon footprint (Scope 1 and 2 emissions).

Quadra will continue to advance our data management processes to ensure accuracy in our disclosures and will commence the calculation of our Scope 3 emissions profile.

Through our distribution practices, Quadra's logistics and operations teams will continue to work with third-party carriers to develop strategies to maximize load capacity, reducing the volume of trucks and prioritizing rail transport where possible. Our customers are interested in their carbon footprint and as a logistics service we will be evaluating the systems and processes necessary to track and monitor the transportation emissions associated with our shipments.

Climate change poses a risk to our distribution infrastructure and networks. Understanding the risk to our assets, our business and existing markets is key in developing mitigation plans and exploring new opportunities. In 2023, Quadra is committed to developing a multi-year road map to advance its climate strategy and implement the recommendations of the Task Force for Climate Related Financial Disclosure (TCFD). Executing this strategy will align with Vision 2026 and ensure our business moves towards a more resilient future.



**Quadra does not source water from rivers, lakes, or groundwater, nor do we discharge any water back to the natural environment.**

# Land and Water Use

» 303-1, 303-2, 303-3, 303-4, 303-5

Biodiversity is the variety of life on earth and connects us to nature through food, water, and air. By respecting the environment and the diversity of our ecosystems we work to balance the protection of land, plant, and animal life.

Quadra recognizes that land, water, and wildlife are shared resources, and we are thankful to report our operations have a limited impact on these resources. Water consumption in our operations is from local municipal sources for use in office kitchens and washrooms, and all water discharge is through municipal sewer systems. Quadra does not source water from rivers, lakes, or groundwater, nor do we discharge any water back to the natural environment.

In 2022, we engaged our Regional Operation Managers to better understand water usage within our operations. Aside from municipal use, our Edmonton facility uses water during the process of creating custom product blends for customers. Water used in blending operations accounted for approximately 21% of Quadra's total water use in 2021.

Through our engagement efforts, it was identified that water data was not readily available for one of our warehouses. In 2023, efforts will be made to improve our data collection processes to have a complete operational data set. Water consumption at leased offices is not included in our data collection process as it falls outside our operational control boundary and is not material to our operations.



## LOOKING AHEAD

Quadra will continue to improve the collection and tracking of water data for our facilities to ensure accuracy in our disclosures. We are also committed to identifying water risks relative to our office locations and implementing any feasible water reduction initiatives.



Spill prevention is a top priority at Quadra and has a direct impact on annual waste volumes. We proudly disclose no reportable spills in 2022.

# Waste Management

» 306-1, 306-2, 306-3, 306-4

Our distribution operations generate both hazardous and non-hazardous waste, including packaging waste (eg. totes, drums, plastic wrap, mixed packaging), broken pallets, food waste, and expired chemical waste (liquid and solid). Any waste generated in our facilities is managed in accordance with local regulations for storage, transport, and disposal. In 2022, Quadra began disclosure of waste volumes which included hazardous solid and liquid waste.

Quadra does not report volumes for municipal waste as it is not material to our operations.

Spill prevention is a top priority at Quadra and has a direct impact on annual waste volumes. We proudly disclose no reportable spills in 2022.



## LOOKING AHEAD

Quadra is committed to developing a strategy focused on the elimination and minimization of waste in our operations. We intend to continue to recycle and reuse materials to prevent waste when possible. We will ensure our waste data processes are inclusive of all our operations and reflect our management practices. We will conduct waste audits to ensure we prioritize waste minimization and recycling in order to divert as much waste as possible from landfills.

Some customers have inquired about Quadra's waste reduction initiatives, specifically if alternate packaging options that can be diverted from landfills are being explored. Quadra will work with our supplier partners to explore packaging options that meet product quality standards and contribute to waste circularity.

# 2022 Performance Data

## GOVERNANCE

	MEASUREMENT	2022	2021	2020	GRI
Code of Business Ethics	Y/N	Y	Y		
Whistleblower Complaints <sup>1</sup>	#	1	0	N/A	2-26
Whistleblower Complaints Closed	#	1	0	N/A	2-26
Board ESG Oversight	Y/N	Y	Y	Y	2-11, 2-12

<sup>1</sup> Quadra defines whistle blower complaints as complaints formally reported through the anonymous whistleblower hotline.

## EMISSIONS & ENERGY

### Greenhouse Gas Emissions<sup>1,2</sup>

	MEASUREMENT	2022	2021 <sup>5</sup>	2020	GRI
Total Direct GHG Emissions (Scope 1) <sup>3</sup>	tCO <sub>2</sub> e	1,531	1,291	1,480	305-1
Total Indirect GHG Emissions (Scope 2) <sup>4</sup>	tCO <sub>2</sub> e	496	458	587	305-2

<sup>1</sup> Values are for North American operations.

<sup>2</sup> The reported emissions are based on operational control and direct emissions sources primarily using metered fuel volumes or invoiced volumes; however, in instances where metering data is not available, consumption estimates were made using industry best practices.

<sup>3</sup> Direct GHG Emissions (Scope 1) sources in the reported data include emissions from fuel used to heat buildings, operate warehouses equipment and Quadra fleet of vehicles.

<sup>4</sup> Indirect GHG Emissions (Scope 2) sources include electricity and are reported as location-based emissions.

<sup>5</sup> 2021 values were restated from the prior reporting period to reflect a methodological change in calculation.

<sup>6</sup> 2020 volumes were reported in GJ.

N/A—not available

### Energy Consumption

	MEASUREMENT	2022	2021 <sup>5</sup>	2020	GRI
Total Natural Gas Consumption	m <sup>3</sup>	462,985	496,474	30,755 <sup>6</sup>	302-1
Total Diesel Consumption	L	336	1,008	N/A	302-1
Total Gasoline Consumption	L	260,649	139,879	N/A	302-1
Total Propane Consumption	m <sup>3</sup>	17	N/A	N/A	302-1
Total Electricity Consumption	MWh	3,157	2,850	8,894 <sup>6</sup>	302-1
Total Renewable Energy Generated	MWh	0	0	0	302-1

# 2022 Performance Data

## WASTE & WATER

### Waste<sup>1</sup>

	MEASUREMENT	2022	2021	2020	GRI
Liquid Hazardous Waste <sup>2,3</sup>	m <sup>3</sup>	28.8	N/A	N/A	306-3
Solid Hazardous Waste <sup>2</sup>	tonnes	37.2	N/A	N/A	306-3
Food Waste	tonnes	10.9	N/A	N/A	306-3

- 1 Waste is defined as an unwanted substance or mixture of substances that results from distribution or blending activities.
- 2 The definitions of hazardous and non-hazardous waste are defined by local jurisdiction where the waste is generated.
- 3 Liquid waste includes sludges, emulsions, or liquid impacted wastes. Does not include gaseous or solid waste.

### Water

	MEASUREMENT	2022	2021	2020	GRI
Total Water Withdrawal <sup>1</sup>	m <sup>3</sup>	12,440	N/A	N/A	303-3
Water used for product blending	m <sup>3</sup>	2,600	N/A	N/A	
Water used for product blending	%	21	N/A	N/A	

- 1 Quadra defines total water withdrawal as water withdrawn from municipal sources to operate their warehouses and offices.
- N/A—not available

## INCIDENTS & COMPLIANCE

### Reportable Releases<sup>1</sup>

	MEASUREMENT	2022	2021	2020	GRI
Reportable Releases	#	0	3	1	

- 1 A reportable release is defined as one that is reportable to an external agency or authority, such as a federal or provincial/state regulator.

### Environmental Compliance

	MEASUREMENT	2022	2021	2020	GRI
Significant fines and non-monetary sanctions for non-compliance with environmental regulations <sup>1</sup>	#	0	0	0	307-1

- 1 Defined as any penalty within Quadra operations.

# 2022 Performance Data

## SAFETY & TRAINING

### Employees

	MEASUREMENT	2022	2021	2020	GRI
Fatalities <sup>1</sup>	#	0	0	0	403-9
Lost Time Incident Frequency (LTIF)	#	0	0	0.59	403-9
Lost Days <sup>2</sup>	#	0	0	6	403-9
First Aid Incidents <sup>3</sup>	#	0	0	10	403-9
Total km Driven	km	2,578,527	2,021,460	1,892,692	
Vehicle Incident Rate	Incidents/1,000,000 km	0.77	0.98	1.59	
Near Misses	#	247	213	92	

### Training and Education

	MEASUREMENT	2022	2021	2020	GRI
Average Training (Commercial)	hrs	5	4	3	404-3
Average Training (Business services)	hrs	9	14	4	404-3
Total Average Training	hrs	7	9	3	404-3

1 Quadra defines a fatality as a workplace death involving an employee.

2 Beyond the date of the incident.

3 First aid treatment is a one time, short term treatment that requires little technology or training to administer.

## DIVERSITY

### Diversity in Leadership

	MEASUREMENT	2022	2021	2020	GRI
<b>Diversity of Executive Management <sup>1</sup></b>					<b>405-1</b>
Male	#	8	7	8	
	%	73	70	73	
Female	#	3	3	3	
	%	27	30	27	
<b>TOTAL EXECUTIVE MANAGEMENT</b>	<b>#</b>	<b>11</b>	<b>10</b>	<b>11</b>	

<b>Diversity of People Leaders <sup>2</sup></b>					<b>405-1</b>
Male	%	62	63	64	
Female	%	38	37	36	
<b>TOTAL NUMBER OF LEADERS</b>	<b>#</b>	<b>90</b>	<b>79</b>	<b>77</b>	

Numbers as of December 31, 2022

1 Executive Management at Quadra includes President, Senior Vice Presidents, Vice Presidents, Chief Financial Officer and Chief Digital Officer.

2 People leadership at Quadra includes Directors, Managers, Supervisors, Team leads and any other role that has at least 1 direct report.

# 2022 Performance Data

## WORKFORCE DEMOGRAPHICS

### Employee Age Profile <sup>1</sup>

	MEASUREMENT	2022	2021	2020	GRI
Ages 18-24	%	4	2	2	405-1
Ages 25-34	%	21	20	16	405-1
Ages 35-44	%	26	25	29	405-1
Ages 45-54	%	28	29	28	405-1
Ages 55-64	%	19	21	20	405-1
Ages 65+	%	2	3	4	405-1

Numbers as of December 31, 2022

<sup>1</sup> The employee age profile provided includes full time, part time and contractors in the calendar year.

## WORKFORCE DEMOGRAPHICS

### Employees by Type and Region <sup>1,2</sup>

	MEASUREMENT	2022	2021	2020	GRI
Total Employees <sup>5</sup>	#	493	437	408	2-7
Male	%	48	51	52	2-7
Female	%	52	49	48	2-7
Full Time Employees	#	480	428	395	2-7
Canada	#	428	390	365	2-7
U.S.	#	52	38	30	2-7
Part Time Employees <sup>3</sup>	#	0	1	2	2-7
Canada	#	0	1	2	2-7
U.S.	#	0	0	0	2-7
Contractors <sup>4</sup>	#	13	8	11	2-8
Canada	#	13	8	11	2-8
U.S.	#	0	0	0	2-8

<sup>1</sup> The data reflects the workforce breakdown for Quadra Operations in North America.

<sup>2</sup> As of December 31, 2022 unless otherwise stated.

<sup>3</sup> Part time employees are those that work no more than 22.5 hrs/week.

<sup>4</sup> Contractors at Quadra are those employed on a fixed term with a defined start and end date (eg. maternity leave replacement).

<sup>5</sup> Total employees includes inactive employees: those that are on unpaid leave or leave paid by the state.

# 2022 Performance Data

## CREATION & TURNOVER

### Employment Creation

	MEASUREMENT	2022	2021	2020	GRI
<b>New Hires</b>					
Total	#	84	67	52	
Male	%	45	55	60	401-1
Female	%	55	45	40	401-1
<b>New Hires by Age Group</b>					
18-24	%	9	3	2	401-1
25-34	%	31	42	33	401-1
35-44	%	29	27	23	401-1
45-54	%	24	21	21	401-1
55-64	%	7	7	19	401-1
65+	%	0	0	2	

### Employee Turnover Rate

	MEASUREMENT	2022	2021	2020	GRI
Employee Voluntary Turnover Rate <sup>1</sup>	%	8	10	5	
Employee Involuntary Turnover Rate <sup>2</sup>	%	4	4	5	401-1
Employee Voluntary Turnover Canada	%	9	10	5	401-1
Employee Voluntary Turnover US	%	4	10	0	401-1

Numbers as of December 31, 2022

1 Voluntary turnover includes employees who retired or resigned from employment at Quadra.

2 Involuntary turnover includes severances and layoffs.

## REGIONAL CONTRIBUTIONS

### Donations

	MEASUREMENT	2022	2021	2020	GRI
Regional contributions to registered charities	\$ CAD	50,031	84,000	N/A	413-1
Regional contributions to registered charities	\$ USD	41,524	N/A	N/A	416-1
Corporate contributions to charities	\$ CAD	84,000	N/A	N/A	416-1

# GRI Index

DISCLOSURE #	DESCRIPTION	CROSS REFERENCE TO REPORT SECTION
<b>The organization and its reporting practices</b>		
2-1	Organizational details	About This Report
2-2	Entities including in the organization's sustainability reporting	About This Report
2-3	Reporting period, frequency, and contact point	About This Report
2-4	Restatements of information	N/A
2-5	External assurance	N/A
<b>Activities and Workers</b>		
2-6	Activities, value chain and other business relationships	About Quadra
2-7	Employees	Employee Experience
2-8	Workers who are not employees	Employee Experience
2-9	Governance structure and composition	Governance
2-10	Nomination and selection of the highest governance body	N/A
2-11	Chair of the highest governance body	President's Statement
2-12	Role of the highest governance body in overseeing the management of impacts	President's Statement
2-13	Delegation of responsibility for the management of impacts	President's Statement
2-14	Role of the highest governance body in sustainability reporting	Commitment to Sustainability
2-15	Conflicts of Interest	Policy Overview: Risk Management
2-16	Communication of critical concerns	N/A
2-17	Collective knowledge of the highest governance body	N/A
2-18	Evaluation of the performance of the highest governance body	President's Statement
2-19	Remuneration policies	N/A
2-20	Process to determine remuneration	N/A
2-21	Annual total compensation ratio	N/A
<b>Strategies, Policies, and Practices</b>		
2-22	Statement on sustainable development strategy	Commitment to Sustainability
2-23	Policy commitments	Policy Overview
2-24	Embedding policy commitments	UN Global Compact Progress Report
2-25	Process to remediate negative impacts	Policy Overview: Risk Management
2-26	Mechanisms for seeking advice and raising concerns	Policy Overview: Ethical Reporting
2-27	Compliance with laws and regulation	Product Stewardship
2-28	Membership associations	Product Stewardship
2-29	Approach to stakeholder engagement	Governance
2-30	Collective bargaining agreements	Employee Experience

DISCLOSURE #	DESCRIPTION	CROSS REFERENCE TO REPORT SECTION
<b>Material Topics</b>		
3-1	Process to determine material topics	Management of Material Topics & Precautionary Principle
3-2	List of material topics	Materiality Assessment
3-3	Management of material topics	Materiality Assessment
<b>Anti-corruption</b>		
205-1	Operations assessed for risks related to corruption	UN Global Compact Progress Report
205-2	Communication and training about anti-corruption policies and procedures	UN Global Compact Progress Report
205-3	Confirmed incidents of corruption and actions taken	UN Global Compact Progress Report
<b>Anti-Competitive Behaviour</b>		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	N/A
<b>Materials</b>		
301-1	Materials used by weight or volume	N/A
301-2	Recycled input materials used	N/A
301-3	Reclaimed products and their packaging materials	N/A
<b>Energy</b>		
302-1	Energy consumption within the organization	2022 Performance Data: Emissions & Energy
302-2	Energy consumption outside the organization	N/A
302-3	Energy intensity	N/A
302-4	Reduction of energy consumption	Environment
302-5	Reduction in energy requirements of products and services	N/A
<b>Water and Effluents</b>		
303-1	Interactions with water as a shared resource	Land and Water Use
303-2	Management of water discharge-related impacts	N/A
303-3	Water withdrawal	2022 Performance Data: Waste & Water
303-4	Water discharge	2022 Performance Data: Waste & Water
303-5	Water consumption	2022 Performance Data: Waste & Water

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DISCLOSURE #	DESCRIPTION	CROSS REFERENCE TO REPORT SECTION
<b>Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	2022 Performance Data: Emissions & Energy
305-2	Energy indirect (Scope 2) GHG emissions	2022 Performance Data: Emissions & Energy
305-3	Other indirect (Scope 3) GHG emissions	N/A
305-4	GHG intensity	N/A
305-5	Reductions of GHG emissions	Environment
305-6	Emissions of ozone depleting substances (ODS)	N/A
305-7	Nitrogen oxide, sulfur oxide, and other air emissions	N/A
<b>Waste</b>		
306-1	Waste generation and significant waste-related impacts	Waste management
306-2	Management of significant waste-related impacts	Waste management
306-3	Waste generated	2022 Performance Data: Waste & Water
306-4	Waste diverted from disposal	2022 Performance Data: Waste & Water
306-5	Waste directed to disposal	N/A
<b>Occupational Health &amp; Safety</b>		
403-1	Occupational health and safety management system	Health & Safety
403-2	Hazard identification, risk assessment, and incident investigation	2022 Performance Data: Safety & Training
403-3	Occupational health services	Health & Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Health & Safety
403-5	Worker training on occupational health & safety	Health & Safety
403-6	Promotion of worker health	Health & Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	Health & Safety
403-8	Workers covered by an occupational health and safety management system	Health & Safety
403-9	Work-related injuries	2022 Performance Data: Safety & Training
403-10	Work-related ill health	N/A
<b>Training and Development</b>		
404-1	Average hours of training per year per employee	2022 Performance Data: Safety & Training
404-2	Programs for upgrading employees skills and transitions assistance programs	Training and Development
404-3	Percentage of employees receiving regular performance and career development reviews	Training and Development: Professional Career Development

DISCLOSURE #	DESCRIPTION	CROSS REFERENCE TO REPORT SECTION
<b>Diversity, Equity &amp; Inclusion</b>		
405-1	Diversity of governance bodies and employees	2022 Performance Data: Diversity
405-2	Ratio of basic salary and remuneration of women to men	N/A
<b>Non-Discrimination</b>		
406-1	Incidents of discrimination and corrective actions taken	N/A
<b>Freedom of Association and Collective Bargaining</b>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be a risk	Employee Experience
<b>Child labour</b>		
408-1	Operations and suppliers at significant risk for incidents of child labour	UN Global Compact Progress Report
<b>Forced or Compulsory Labour</b>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	UN Global Compact Progress Report
<b>Security Practices</b>		
410-1	Security personnel trained in human rights policies of procedures	N/A
<b>Rights of Indigenous Peoples</b>		
411-1	Incidents of violations involving rights of Indigenous Peoples	Indigenous Relations
<b>Local Communities</b>		
413-1	Operations with local community engagement, impact, assessments and development programs	Community Outreach
413-2	Operations with significant actual and potential negative impacts on local communities	N/A
<b>Supplier Social Assessments</b>		
414-1	New suppliers that were screened using social criteria	N/A
414-2	Negative social impacts in the supply chain actions taken	N/A
<b>Public Policy</b>		
415-1	Political contributions	N/A
<b>Customer Health &amp; Safety</b>		
416-1	Assessment of the health & safety impacts of product and service categories	Customer Satisfaction
416-2	Incidents on non-compliance concerning the health & safety impacts of products	Product Stewardship & Customer Satisfaction
<b>Customer Privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Policy Overview: Cyber Security & Customer Satisfaction

# Contact Us

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