

2023

Sustainability Report

 Quadra



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About This Report

GRI 2-2, 2-3

This report highlights key metrics, initiatives, and accomplishments achieved from January 1 to December 31, 2023.

The scope of this document includes all corporate operations and assets operated by the Quadra Group which is comprised of Quadra Chemicals Ltd. (QCL) that operates in Canada, and Quadra Chemicals Inc. (QCI) that operates in the USA, herein, referred to as Quadra. For the 2023 report, Quadra has operational control of assets and employees situated in the following locations: Delta, BC; Edmonton, AB; Clairmont, AB; Burlington, ON; Oakville, ON; Vaudreuil Dorion, QC, and Vista, California. There are employees situated in the following locations, however, there are no physically owned assets in Calgary, AB; The Woodlands, TX, and Shanghai, China. The Quadra Group (Quadra Chemicals Ltd. and Quadra Chemicals Inc.), have reported in accordance with the GRI Standards for the 2023 calendar year, and we are committed to contributing to the United Nations Global Compact (UNGC) and the United Nations Sustainable Development Goals (UNSDG's).

The images featured in this report vividly capture the essence of Quadra, showcasing our people and the photographs they've taken and shared with our organization. Each image is either of our people or photographed by our people (with exception of stock images used on pages 18, 37-39).



Corporate Overview

GRI 2-1, 2-6

The Quadra Group is a privately held North American chemical and ingredient distribution business comprised of Quadra Chemicals Ltd, that operates in Canada and Quadra Chemicals Inc., which operates in the United States. We manage complex global supply chains to deliver specialty products, blends, or raw materials to our customers safely and reliably. The Quadra Group operates a representative office located in Shanghai, China that supports all sourcing activities in China.

Commercially, we service three dynamic business divisions; Industrial, Ingredients and Resources which cater to a subset of markets. As a distributor in the middle of the supply chain, Quadra is exposed to various stages of product development from design to customer end-use. We are strongly focused on ensuring the delivery of the highest quality product with embedded responsible sourcing standards. All Quadra offices rely on experienced specialists who support the various industries they serve.

BUSINESS DIVISIONS



Company Highlights

QCI achieved **certification** by
WBENC/WECConnect INTERNATIONAL



25+ professional development
courses in our training library

37% of new hires come from our
employee referral program

0
reportable
spills

74%
of electricity
procured from
renewable
sources

3.6%
decrease
in GHG
emissions

OVER
\$100,000 CDN
spent on supporting local communities

WELCOMED
16 summer students
and transitioned 2
into full-time roles

27% decrease in
voluntary turnover

FILED OUR 2023
MODERN SLAVERY STATEMENT
in alignment with Canadian Bill S-211

97% of employees completed
cyber security training



0 fines or sanctions



Platinum
member

for 21
years!

CEO & President's Statement

GRI 2-11, 2-12, 2-13, 2-18

Dear Stakeholders:

As I reflect on Quadra's business success over the past year, I am proud of the progress our team has made towards our strategic vision. We have remained focused on our people, our partners and our priority markets in both Canada and the United States. We remain committed to safety performance and to nurture a culture that is responsive to change and embraces innovation. Our core values have not only guided us but have also defined us, shaping Quadra into the resilient and dynamic organization it is today.

Distribution remains a dynamic industry, marked by regular shifts in global markets, swings in supplier production capacity, customer demand and solving the challenges of moving goods globally. 2023 proved to be a successful and normalizing year where supply chains stabilized. To support our suppliers and customers, Quadra expanded our distribution footprint in both Ontario and Quebec adding additional warehouse space. Both the Canadian and US markets benefitted from our latest enhancement of our 3PL network to service our growing business and customer needs, with further infrastructure investments planned for 2024.

We continue to build our presence in the United States and are proud to report that our brand and business model are being recognized. Our commercial teams' efforts to execute our established business model and specialization resulted in progressive growth in the region. Looking ahead, we expect continued growth in this market, reflecting our investment commitments, as more and more manufacturers are increasing reliance on distributors.

We continued to invest in our digital footprint, building on our foundation to empower our team to enhance both the customer and supplier experience.

In 2023, Quadra was awarded the Great Place to Work® certification, an honour we have maintained since our first application in 2017. In 2023 we were also acknowledged with the "Best Workplaces for Women™" certification. These recognitions reflect an exceptional level of satisfaction among participants, 90% of employees affirming fair and equitable working conditions, regardless of gender. Additionally, Quadra achieved Platinum status as one of Canada's Best Managed Companies, a designation held for over 20 years. This prestigious award recognizes the best-in-class of Canadian owned and managed



Quadra achieved Platinum status as one of Canada's Best Managed Companies, a designation held for over 20 years. This prestigious award recognizes the best-in-class of Canadian-owned and managed companies.

companies that demonstrate strong business performance and innovative management practices. Finally, our US business, Quadra Chemicals Inc. was formally recognized as a Women-Owned business by WeConnect International. We are proud as an organization to receive these accolades and will continue to inspire and support a diverse workforce, where everyone has an opportunity to thrive.

We continued to develop our people through the launch of a learning catalogue and our improved internal peer recognition program. The learning catalogue was rolled out to increase visibility to the training course offerings Quadra invests in and, to empower a shared learning responsibility between our employees and their managers. This investment promotes a culture of shared accountability and engagement throughout the organization. Our people continue to see a future at Quadra filled with opportunity.

In early 2023, Quadra welcomed a new Sustainability Manager whose expertise and fresh outlook sparked a reassessment of how sustainability supports our business strategy. We re-imagined how this role interacts with our business services and commercial teams. The team took the year to reassess Quadra's material sustainability business drivers and engage with all internal supporting stakeholders and each market segment.

We redefined business processes for the maintenance and management of sustainability data and integrated sustainability into the departmental annual goals and

Quadra's five-year corporate strategy. Sustainability topics are discussed during monthly executive meetings where we review challenges and celebrate program successes. We are working to ensure all departments develop an annual sustainability objective. Finally, we evaluated the impact of various reporting standards and market trends on our business and started to close the program gaps. I am proud to report that through embedding sustainability into our business practices we've achieved tangible results, as evidenced by our improved EcoVadis score, culminating in a Gold Rating.

The future for chemical and ingredient distribution is bright, and the industry will play a key role in supporting social and environmental progress. Our business model, market specialization and engaged team position us well to support our partners in this journey. Prioritizing our people allows us to create a workplace that people want to join and work in. Integrating sustainability into all aspects of our business allows us to leverage the sustainability opportunity in all our markets, fostering discussions with our stakeholders on the tangible actions we are taking to pursue our goals.

Anne Marie Infilise

Anne Marie Infilise
CEO & President

In 2023, Quadra was awarded the Great Place to Work® certification, an honour we have maintained since our first application in 2017, and we received acknowledgment as a Best workplace for women.



Commitment to Sustainability

GRI 2-14, 2-22, 2-29

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. In 2023 we reaffirmed our commitment by finding opportunities to embed sustainability practices into our day-to-day operations in full alignment with our corporate goals.

With our people-first approach, Quadra, reinforced the quality of our team by adding a Sustainability Manager focused on further integration of sustainability practices into the business. Additionally, added a Socio-Economic Development Manager responsible for connecting and partnering with the Indigenous communities where we operate. Foundationally, we strengthened the measurement practices of our environmental and social performance indicators to accurately depict the annual progress we are making.

While process improvements supported our sustainability performance, 2023 brought with it a new perspective on how sustainability can be a catalyst to work towards the goals of our supply chain. This can be achieved through our commitment to transparency, traceability, and responsible sourcing. The pathway to achieve these goals is still in development but the ambition and drive for success are inherent in how we work and who we work with. We realize this is ambitious and success will require partnerships in the value chain. Again, we are reimagining the possibilities.



Sustainability Priorities

GRI 3-1, 3-2, 3-3

To align with Quadra's overall strategy and risk management framework, we present Quadra's key sustainability priorities. We will establish a clear vision for each of these priority areas and take measurable action to improve our practices throughout the organization continuously.



People First

Health and Safety

The continuous improvement of our health and safety program where teams collaboratively ensure each other's safety is a shared responsibility.

Employee Wellness, Engagement, and Inclusion

Fostering a workforce culture of caring, respect and inclusivity, where every employee feels valued, engaged and empowered to reach their professional potential.

Community and Indigenous Participation

Strengthen participation with communities and Indigenous Peoples through local charity participation and developing mutually beneficial relationships focused on meaningful engagement, capacity building, and social-economic opportunities.



Planet as a Priority

Environmental Footprint

Measuring the environmental impact of our operations and identifying opportunities to reduce that impact.

Emissions Management

Measuring the GHG emissions from our operations and identifying opportunities to reduce that impact.

Climate Strategy

Evolving our business strategy to effectively and efficiently manage and mitigate climate risk in our operations and supply chain.



Responsible Distribution

Customer Service

Delivering quality service and value to our customers in a timely and efficient manner.

Responsible Sourcing

Building resilient, responsible, ethical, and sustainable supply chains that support our suppliers, our target markets, and the planet.

Regulatory Compliance and Risk Management

Committed to upholding the highest level of regulatory, quality compliance and risk management performance for the collective benefit of our commercial partners, the environment, and the public.

Stakeholder Engagement

GRI 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	Customers & Suppliers	Local Communities	Indigenous Communities	Industry Groups	Government and Regulators
<ul style="list-style-type: none">• Team communications• Employee newsletters• Employee surveys• Internet and digital channels• Safety toolbox talks, training• Core values training• Career development (training, mentorship, coaching)• Sustainability report• Town hall meetings	<ul style="list-style-type: none">• Selection and supplier assessment process• Surveys• Face to face meetings (quarterly reviews, on site visits)• EcoVadis• Sustainability report• Material safety data sheets• Sales meetings/ tradeshow	<ul style="list-style-type: none">• Employee volunteer program (EVP)• Financial contributions• Corporate program sponsorships and investments	<ul style="list-style-type: none">• Selection and commercial contract process• Consultation and partnership meetings• Educational sessions (You be the Chemist®)• Supporting traditional and culture events (Pow wow)• Sustainability report	<ul style="list-style-type: none">• Committee participations• Advocacy activities	<ul style="list-style-type: none">• Face-to-face meetings• Multi-stakeholder initiatives



Governance

Policy Overview

GRI 2-9, 2-15, 2-16, 2-17, 2-23, 2-25, 2-26, 205-2, 418-1

Our ethical business practices and the sponsorship thereof are foundational elements of Quadra's corporate structure, successfully governed through the following organizational pillars:

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 the implementation of robust corporate programs centred around risk management and reduction, corporate reputation, operational excellence, and business resilience in the short and long term. These programs enable thoughtful and responsible growth of Quadra's business.

Sustainability oversight at Quadra is the responsibility of the Corporate Vice President who reports directly to the CEO and President. Annually, the executive and leadership committees are briefed on emerging sustainability trends and the impact of these on our distribution business in the short, medium, and long term. These trends and other sustainability considerations were further integrated into our annual objectives and our five-year strategy. These actions will be prioritized based on the level of risk or opportunity they present and will continue to advance our progress.

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 and remains committed to regulatory compliance, human rights, and upholding equal opportunities for our workforce.

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.



Risk Management: Quadra's enterprise risk management program is sponsored by our executive committee and fulfilled by a dedicated full-time resource with the support of two Senior VPs. The program continually monitors all facets of risk tied to business such as our operations, the environment, our contractual agreements, and our supply chain dependencies.

In alignment with ISO22301, an international standard on business continuity management, Quadra has redefined the governance framework of its business continuity management program. Through a series of workshops with key stakeholders and subject matter experts, we were able to improve our business process to address and reduce supply chain-related risks. Moving forward, Quadra will focus on addressing the supply chain risks related to product freight and transportation performed by third-party partners.

In 2023, Quadra thoughtfully and intentionally redefined its risk appetite in commercial supply agreements (i.e., client agreements). Quadra will ensure business partners are aligned on the risk allocation associated with our respective obligations to ensure transparency. This exercise will serve as a model when we establish the contractual risk appetite for our distribution agreements (i.e., supplier agreements) in the upcoming year.

Cybersecurity: Safeguarding the security of our data and digital platforms is of the utmost importance to Quadra. We are consistently evolving our software and cybersecurity system to provide increased safety measures to our shareholders and stakeholders.

To fortify our resilience, we diligently evaluate our network, infrastructure, and personnel to identify and address any weaknesses. In 2023, we conducted a third-party cybersecurity assessment that challenged our existing infrastructure through a series of intrusive tests. Through this exercise, we've identified areas of potential risk and have planned correct actions to mature our security position.

Completion of cybersecurity trainings are a mandatory requirement for all our team members. Our virtual program presents tactics and scenarios to prepare employees for possible cyber threats such as phishing, impersonation, malicious links, and the safeguarding of sensitive information. We've delivered training courses to 97% of our workforce and will continue to provide updated training as required. In 2024, we plan on developing a tailored cybersecurity training program that has increased rigor to ensure all participants remain consistent with learnings.

While we maintain our focus on training, audits, and simulations, we are proactively looking ahead to reinforce our security posture and roadmap. We are streamlining our approach to vulnerability management and data analytics that evaluate the success of our program mitigation. In 2023, our team introduced MXDR, a leading cybersecurity model that allows for increased visibility, and correlation of events and controls. We are well-positioned to detect incidents, identify threats, and deploy automated response mechanics that greatly contribute to the protection of all sensitive data and information.



Forward Looking for 2024





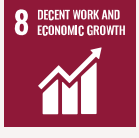


Quadra is committed to the continuous improvement of our governance, compliance, risk, and quality programs. Working with the Board, Quadra will evaluate opportunities to improve transparency of governance practices by developing key metrics for measurement. On-going risk management projects include a comprehensive review of Quadra's business continuity management program and the development of a contract management database to facilitate a greater understanding of risk ownership across the organization.

Quadra will continue to employ robust risk control solutions through investments in digital solutions, key partnerships, and additional dedicated risk management resources. We will reinforce our defence 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.

UN Global Compact Progress

GRI 2-24

Since 2019, Quadra Chemicals has been a member of the UN Global Compact (UNGC) to further its commitment to sustainable business practices. The ten principles of the UNGC have been incorporated into our Supplier Code of Conduct and Business Code of Ethics. We prioritize the importance of these principles when engaging with our supply chain.

UNSDG	UN Principles	Quadra's Practices	
 	Human Rights	1–Businesses should support and respect the protection of internationally proclaimed human rights 2–Businesses should make sure that they are not complicit in human rights abuses	Ethics policy Anonymous speak up line International trade risk assessment for at-risk countries Prequalification supplier assessment Mandatory acknowledgement or alignment with Quadra's code of conduct for all suppliers
	Labour	3–Business should uphold the Freedom of association and the effective recognition of the right to collective bargaining 4–Businesses should eliminate of all forms of forced labour and compulsory labour 5–Businesses should effectively abolish child labour 6–Businesses should eliminate discrimination in respect of employment and occupation	Quadra's code of business ethics HR policies Quadra's code of business ethics Quadra's code of business ethics Quadra's supplier code of conduct Supplier assessment process Quadra's sanctioned countries Workforce violence & harassment policy Diversity & inclusion committee Quadra's people leader training Quadra's job posting policy
  	Environmental	7–Businesses should support precautionary approach to environmental management 8–Businesses should undertake initiatives to promote greater environmental responsibility 9–Businesses should encourage the development and diffusion of environmentally friendly technologies	Environmental management policy Warehouse training for safe chemical handling Quadra's sustainability report Environmental management policy Electric warehouse forklifts Supporting development of green chemistries Energy efficiency in operations and offices
	Anti-Corruption	10–Businesses should work against corruption in all its forms including eliminating bribery, extortion, and corruption	Quadra's ethical reporting policy Quadra's code of business ethics Supplier code of conduct
	 		

Member Associations

GRI 2-28

As a founding member of Responsible Distribution® Canada (RDC), Quadra actively participated in a variety of workgroups to support the continuous improvement of distribution practices for our industry. Members from across Quadra's organization participate, advocate, and integrate best practices in chemical distribution. In 2023, the National Association of Chemical Distributors (NACD) re-branded to the Alliance for Chemical Distribution (ACD) and Quadra remained an active member as our business continues to grow in this territory.

Quadra prides itself on being a responsible sourcing partner among our suppliers, customers, and within our communities. This has been demonstrated through our participation with EcoVadis since 2012. In 2023, Quadra achieved a gold rating, placing us in the top 5% of all participating companies assessed by EcoVadis. Our tenured participation demonstrates our commitment to continuous improvement in the areas of environmental management, labour and human rights, sustainable procurement, and ethical business practices. We remain focused on these areas within our business operations and in all supplier and customer interactions.





Sustainable Procurement

Sustainable Procurement & Product Stewardship

GRI 308-1, 408-1, 409-1, 414-1

At Quadra, sustainable procurement entails integrating environmental, social, and economic considerations into our purchasing decisions. We collaborate closely with reputable suppliers and service providers, ensuring alignment on sustainability values to cultivate a resilient and ethical supply chain.

As conscientious distributors, we recognize the importance of understanding the origins of raw materials, our suppliers' manufacturing processes, and, where applicable, the chemistry involved in creating the products we distribute. We ensure our high-quality products are sourced from secure and robust supply chains and are technically suitable for their intended use.

In 2023, we undertook a comprehensive review of our supplier evaluation and engagement processes, along with assessing the sustainable attributes of our products. We monitored legislative developments, such as Canadian Bill S-211, "An Act to enact the Fighting Against Forced Labour and Child Labour in Supply Chains and an amendment to the Customs Tariff," and collaborated with our commercial teams to stay abreast of industry trends. Finally, we successfully maintained our Roundtable on Sustainable Palm Oil (RSPO) and Rainforest Alliance (RA) supply chain certifications and distributor licenses through the 2023 audit cycle with no major findings.

Looking ahead to 2024, we aim to offer our customers a wider array of sustainable product options and we will publish our inaugural [Modern Slavery Statement](#). This report will detail our efforts to combat all forms of slavery within our supply chain and operations, including forced or compulsory labour, human trafficking, and child labour. Sustainable procurement is a journey, and we are committed to working with our suppliers and customers to be a responsive and responsible supply chain partner.

Quadra's sustainability focus expands beyond our warehouse and distribution activities to opportunistically embed sustainability principles into customer interactions. In our Energy group, our technical services team engages regularly with our customers across North America to ensure efficient operations of their facilities. We do this by working closely with our customer's engineering and operations teams at their facilities to understand the energy demands and chemical usage at their gas processing and refining facilities.

We are helping our customers identify opportunities for performance improvements through process operation changes, evaluating different chemical products, or suggesting capital investment. Our mission is to support optimization of chemical consumption, improving process efficiency, and ultimately reducing greenhouse gas emissions.

Additionally, Quadra believes chemistry is one of the solutions to support decarbonization. We are actively working with technology developers to provide chemistries that support new and emerging CO₂ capture technology for our serviced markets. We are early stage in this journey and are reimagining the possibilities.

Logistics

In late 2021, Quadra adopted Oracle Transportation Management (OTM), a comprehensive software solution designed to efficiently handle global transportation needs across various modes and regions. By centralizing our inbound transportation operations through OTM, we can enhance route optimization, decrease empty miles, and capitalize on multi-modal transportation strategies. OTM facilitates the seamless integration of sustainable transportation practices by assessing and prioritizing SmartWay carriers, optimizing load capacities, and reducing transit times. Through this platform, we aim to understand and gauge our environmental impact, paving the way to implement emissions reduction strategies in the future. Consequently, this initiative is poised to fortify our positive brand reputation and cultivate customer loyalty. This software offers untapped functionality that will be integrated into our logistics planning to support and advance our sustainability objectives. We are devising a multi-year implementation strategy to maximize the utilization of this powerful tool across our operations.

We prioritize supporting our clients, regardless of the complexity involved. Take for instance, our logistics and customer services teams, which are constantly evolving to meet the diverse needs of marine shipping vessels.

One critical aspect of our support is providing pollution abatement reagents. However, the challenge lies in the ever-changing delivery specifics, which can shift daily, even hourly, as vessels move between ports. Despite these complexities, our dedicated team works tirelessly 24/7 to ensure uninterrupted operations and effective management of pollution levels, reflecting our commitment to customer service and sustainability.



Regulatory Compliance

GRI 2-27, 416-2, 417-1, 417-2

Quadra's in house team of compliance, quality and audit professionals are committed to ensure our business meets or exceeds the regulatory requirements in our operating jurisdictions and in markets we serve. All procured products undergo a rigorous regulatory approval process to ensure they are accompanied by appropriate documentation so our team and our customers can safely manage products with the required care and diligence. Compliance for our products is continually managed by ongoing monitoring of relevant Canadian and American legislation. In 2023, Quadra was not issued any fines or non-monetary sanctions relating to non-compliance.

Quadra operates a quality management system which covers product compliance, storage and staging prior to delivery from our warehouses. We diligently track customer comments, incidents, and product quality concerns with a continuous improvement mindset to achieve a high level of service. Our warehouses maintain a variety of certifications / standards such as International Standards Organizations (ISO), Brand Recognition Compliance Global Standard (BRCGS), Good Manufacturing Practices (GMP), Good Distribution Practices (GDP), and a Drug Establishment License (DEL), for us to successfully distribute a large variety of products and active pharmaceutical ingredients. In addition, Quadra participates in a variety of sector specific industry associations and continues to monitor regulatory landscape for changes, to ensure we understand the markets, upcoming regulations, trends, and best practices.

Quadra continually evaluates the opportunity to increase the food standard certifications it maintains based upon customer requests or industry demand.

All procured products undergo a rigorous regulatory approval process to ensure they are accompanied by appropriate documentation so our team and our customers can safely manage products with the required care and diligence.



SPECIALIZED.
EFFECTIVE.
TRUSTED.

Customer Satisfaction

GRI 416-1, 417-3

Customer service is a pivotal component in Quadra's commitment to delivering value to our customers. To further elevate the importance of our Customer Service Representative (CSR) role, we have implemented a robust internal training and development plan designed to cultivate talent and promote career progression within our company. This program begins with a thorough onboarding module, complemented by mentorship from seasoned representatives who provide tailored assistance. These measures ensure alignment with our business model and maintain the compliance standards required throughout our operations.

Furthermore, our teams are adept at gathering personalized feedback from customers, which serves as actionable insights for our commercial team. We actively encourage open communication with our customers and diligently address any concerns or complaints, ensuring transparency and accountability, leading to tangible outcomes. Through these initiatives, we aim not only to enhance the professional trajectory of our customer service representatives but also to elevate the standard of customer service excellence across our organization.

We actively encourage open communication with our customers and diligently address any concerns or complaints, ensuring transparency and accountability with tangible outcomes.



Forward Looking for 2024

Our customer service teams are committed to enhancing industry specialization to tailor their support to the unique needs of our diverse customer base. We are focused on optimizing strategies to efficiently handle multiple customer requests, without compromising quality and an exceptional experience.

Our next strategic move will foster stronger collaboration and alignment between our customer service representatives and the sales teams, ensuring seamless support for all customer requirements across the board. Additionally, we are preparing to implement a specialized customer service representative designation training program in collaboration with a reputable third-party to equip our teams with advanced professional skills to empower them to deliver exceptional service and drive customer satisfaction to new heights.



Social

Health & Safety

GRI 403-1, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8,

For 2023, we implemented many positive practices to close safety program gaps identified through internal assessments and various external audit opportunities. We were successful in implementing an annual safety assessment for all our sites, improved our communication channels between our safety teams and are now reaching out to our commercial and executive teams.

To increase the visibility of the Health and Safety program throughout the year, the team has also implemented a variety of opportunities to connect with Quadra's leadership and Quadra's commercial team to share their progress on their annual objectives.

We also added the use of safe work practice documentation to ensure worker safety is front of mind by providing a step-by-step work practice to follow. These safety work practices include a robust risk matrix that identifies all risks to a worker before safety measures are put in place, and then reassessing the risk to the worker after the safety measures are identified and implemented. This includes engineered controls, administrative controls and personal protective equipment (PPE) required to reduce the risk to workers.

After two consecutive years of zero lost time injuries, we regret to report that in 2023, we experienced two incidents resulting in three lost time injuries. Although a marked increase from the previous few years, Quadra's robust investigation protocol ensured that each incident was fully investigated, and appropriate mitigations implemented to prevent recurrence.



Forward Looking for 2024

As we leverage and maximize the value of our employee experience platform, we will be launching a curated list of training videos, monthly safety tools and topics to support the learning objectives outlined at Quadra.

Finally, Quadra's hybrid work approach has identified some new safety risks for our business. We are actively working on the development and roll out of a corporate safety video to accompany the onboarding process. Topics such as site evacuation procedures, incident reporting requirements, office hazard identification and ergonomics are just a few of the topics that will be covered.

Training & Development

GRI 404-2

In our commitment to people first, Quadra has taken proactive steps to develop and fortify the skills of our employees, ensuring they are equipped to navigate the evolving landscape with confidence. Our training catalogue holds over 25 different training programs available to our people in the areas of health and safety, digital systems, compliance, diversity equity and inclusion (DEI) and leadership training. In addition to our catalogue, our Quadra University (Quadra U) program was delivered to two cohorts. This training educates employees on our unique business approach and key collaborative processes.

This past year, we introduced LinkedIn® Learning Labs, empowering our employees to effectively utilize the platform professionally to increase Quadra's presence, and leverage the power of networks to reach broader markets and commercial opportunities. Furthermore, at our Quadra commercial conference (QCC), we unveiled three new courses focused on time management, negotiation skills, and presentation skills, enriching our commercial workforce with essential competencies.

In our endeavour to foster cohesion across the organization, we implemented a four-part virtual e-learning series. This series aims to define Quadra's business model, delineate departmental functions, underscore core values, and emphasize the importance of collaborative teamwork. Our curriculum is meticulously designed to cultivate the competencies of our employees at every stage of their journey within our organization.



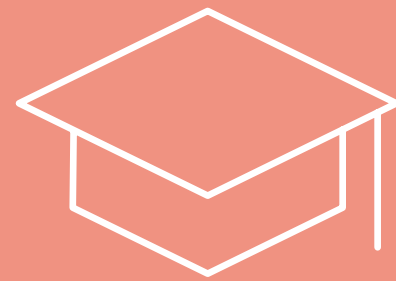
Leadership Training

GRI 404-3

In 2023, Quadra implemented a targeted talent acquisition training initiative designed specifically for hiring managers, with the goal of enhancing recruitment strategies and sharing recruitment best practices to ensure Quadra delivers the best possible candidate experience. Remarkably, in the first year of this initiative, 60% of our organizational leaders engaged in this program. These sessions were held in person at our primary offices, fostering an atmosphere of collaboration and shared learning.

Additionally, “new to Quadra” managers were equipped with a tailored people-first management leadership training session focused on Quadra’s missions, core values and the power of the employee/manager relationship. This session provided leadership guidance on how to engage with your team on the topics of performance, improvement opportunities, and career development. These sessions are interactive and allow new managers and experienced managers to share experiences, collaborate and develop leadership skills aligned with our core values.

These training initiatives showcase Quadra’s investment in its workforce, resulting in a dedicated, innovative, and engaged workforce.



Training opportunities for our people are focused on professional and personal development centered around connection and shared learning experiences.



Forward Looking for 2024

As we embark on the journey into 2024, Quadra remains committed to the optimization of processes, assurance of data accuracy, and the cultivation of a learning-centric culture. Our strategic objectives are centred around enhancing the accessibility of training in the organization and the efficiency of training implementation across our North America employee base.

Our current learning platform will be migrated to an employee experience platform to facilitate seamless access to learning services, knowledge resources, and training opportunities. Furthermore, tailored training programs will be extended to various departmental teams, including commercial sales, sales support, marketing management, and CSR teams. Building upon the educational courses developed in 2023, we will deliver content through concise e-learning capsules, ensuring flexibility and accessibility for all employees.

In line with our commitment to diversity, equity, and inclusion, Quadra is working on a variety of initiatives to increase the awareness of our employees on Indigenous historic and current realities. Through this program, we aim to inspire and educate our workforce, fostering a culture of understanding and appreciation for Indigenous perspectives and contributions.

Additionally, to bolster our performance management practices, a corporate training committee will be established to oversee the implementation of coaching modules. These initiatives underscore our unwavering dedication to employee growth and excellence, reinforcing Quadra’s commitment to its people and their development.

Student Summer Program

Quadra’s summer student program presents a unique opportunity for students pursuing post-secondary education to gain invaluable work experience. Typically spanning from May to September, this employment initiative also offers flexible part-time opportunities throughout the year. Past roles have encompassed various departments including customer service, human resources, sustainability, operations, digital, quality and regulatory affairs, and procurement.

At Quadra, this program is imperative to identify and nurture young talent. In 2023, we proudly welcomed 16 summer students into our ranks, with two extending their work terms and two transitioning into full-time permanent positions. This initiative not only provides students with practical experience but also aligns with our commitment to people first by fostering an opportunity for young talent to enter an environment filled with skilled professionals who will contribute to our long-term success.

“Reflecting on my time at Quadra as a summer student, I am so appreciative of the opportunity provided to me. I accepted a role in the Customer Service department, and I supported an experienced team that embraced an appetite for ensuring positive interactions with each customer. I was able to gain hands on experience managing orders, completing customer requests and issuing credit rebills which challenged me every day. I would highly recommend this opportunity to others as it helped me prepare for any corporate position.”

– Olivia Alexander

“I joined Quadra in the 2nd year of my bachelor’s degree as a Customer Service Intern. Working at Quadra provided me with extremely valuable insights that have enhanced my knowledge of the business world tremendously. I am extremely thankful for the amazing people at Quadra that have made my experience both rewarding and enjoyable.”

– William Curwen



Employee Experience

GRI 2-7, 2-8, 407-1

Employee Diversity

2023 marks another milestone year for progressing towards a more equitable, diverse, and inclusive workforce. This year Quadra was awarded 'Best Workplaces™ for Women' by Great Place to Work® Canada. Achieving this recognition requires an exceptional level of satisfaction among participants, with 90% of employees affirming the presence of fair and equitable working conditions, regardless of gender. This certification is a testament to Quadra's commitment to fostering a workplace culture for everyone to succeed.

QCI was recognized as a Women-Owned™ business by WeConnect International. This organization's aim is to help propel women-owned enterprises to expand their reach with global supplier diversity and inclusion. We are incredibly humbled and proud to receive both certifications and will continue to inspire and support a diverse workforce.

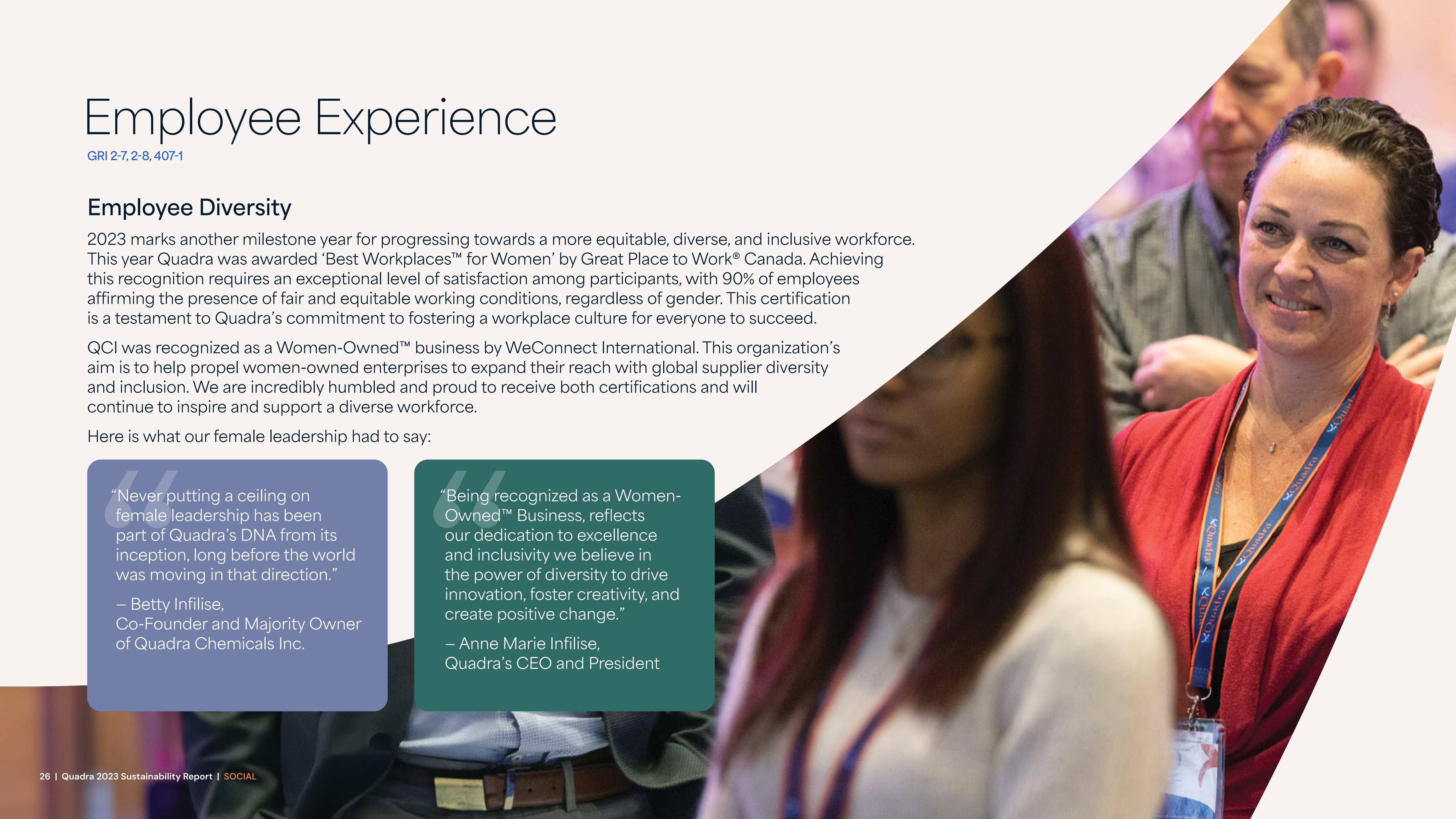
Here is what our female leadership had to say:

“Never putting a ceiling on female leadership has been part of Quadra's DNA from its inception, long before the world was moving in that direction.”

– Betty Infilise,
Co-Founder and Majority Owner
of Quadra Chemicals Inc.

“Being recognized as a Women-Owned™ Business, reflects our dedication to excellence and inclusivity we believe in the power of diversity to drive innovation, foster creativity, and create positive change.”

– Anne Marie Infilise,
Quadra's CEO and President



Employee Demographics

GRI 2-30

In 2023 Quadra's total workforce totalled 515 employees (full-time, part-time, and temporary working), across Quadra's North American operations. Of the 515 employees, 55 are located across the United States. The diversity of our total workforce shifted in 2023, to a higher female majority than in 2022, totalling 53% and women in leadership positions remained stable at 37%. The age group with the most hires were employees aged 25-34. Our employees aged between 45-54 remain the largest age demographic.

In 2023, we celebrated significant achievements in both employee retention and recruitment. Thanks to our robust training and development initiatives, we have effectively bolstered our workforce, providing not only stability but also avenues for personal and professional growth. Notably, 53% of our vacant positions were successfully filled by internal employees, a testament to the efficacy of our internal development programs and the collaborative efforts of our engaged leadership.

At Quadra, we understand the power of positive word-of-mouth in recruitment. Recognizing this, our HR newsletter consistently highlights the perks of our employee referral program, reinforcing the message that our current team members are our best advocates. In 2023, 37% of our open roles were filled through referrals, showcasing the strength of our internal network, our strong culture, and the effectiveness of our referral program.

At Quadra, employees and contractors do not work under a collective bargaining agreement.

Thanks to our robust training and development initiatives, we have effectively bolstered our workforce, providing not only stability but also avenues for personal and professional growth.

53% of vacant positions were filled with internal employees.

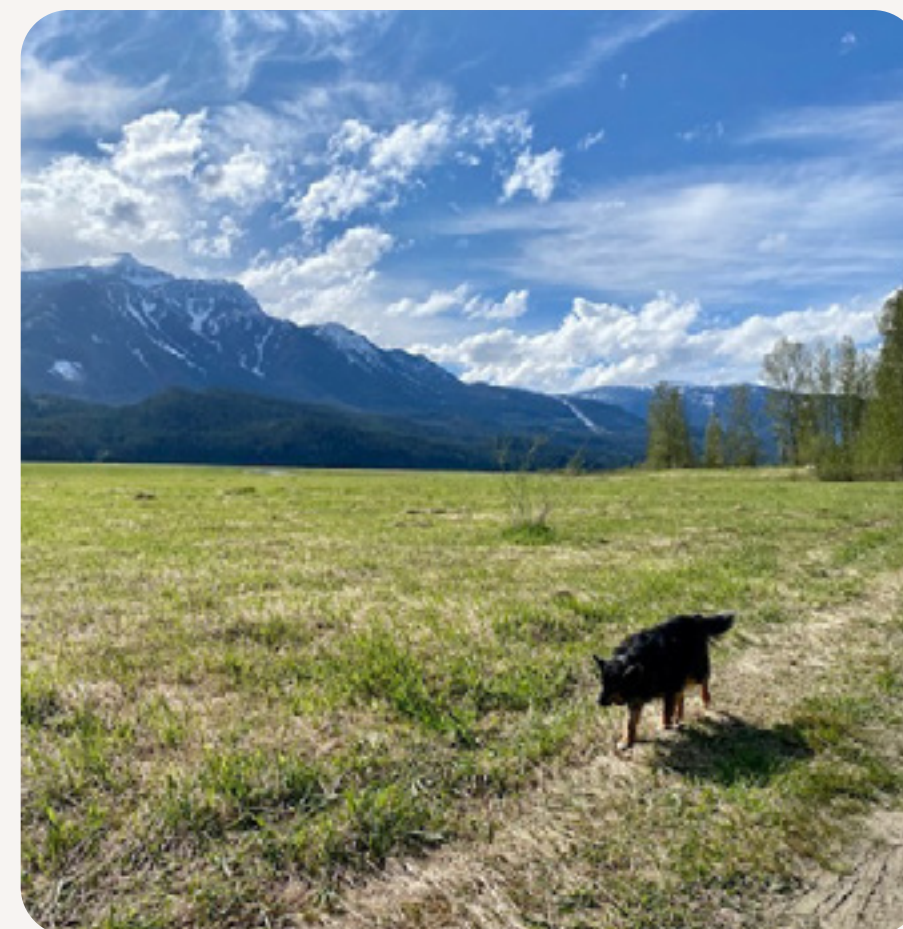
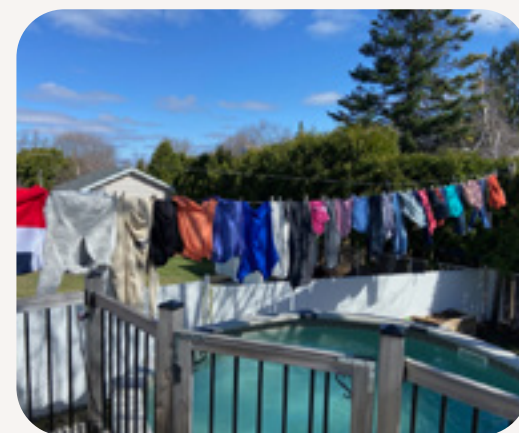


Employee Wellbeing

At Quadra, we believe in honouring the people who are behind our continued success by providing our workforce with comprehensive and competitive benefits covering physical, mental, emotional, social, and financial wellbeing. This year, Quadra’s group benefit plan provided enhanced services and support for mental health. Employees gained access to a variety of trained professionals virtually to accommodate our hybrid work approach. Quadra believes that having access to trained practitioners in a virtual setting increases the accessibility to mental health support for our people and increases the likelihood of usage of these services throughout their employment.

Earth Day Photo Contest 2023

Quadra celebrated Earth Day 2023 (April 22nd) with a ‘friendly’ competition to promote our core value of having fun and to understand the actions we all take at home to support the planet. Each employee was given the opportunity to upload five original pictures that represent the topics: #biodiversity, #wastereduction, #waterreduction, #earth, and #energyreduction. For every post submitted, Quadra planted two trees in partnership with OneTreePlanted within the areas where we operate.



Forward Looking for 2024

To enhance organizational effectiveness, we are developing a comprehensive multilingual employee experience platform. This platform will offer seamless access to digital policies, job-related information, onboarding resources, and career development plans—all readily available at employees’ fingertips and accessible remotely. Our goal is to empower employees by providing them with the necessary tools to take co-responsibility for their career development and to explore opportunities for professional and personal growth within their current and future roles.

Quadra looks forward to maintaining our certifications to continue to be one of the best employers in Canada and the USA.

Community Outreach

GRI 413-1

Every year, Quadra's employee volunteer program (EVP) committee demonstrates unwavering dedication and passion for supporting vulnerable individuals within our operating communities. Our community of employee volunteers collaborates with registered charities to address pressing social issues, including homelessness, food insecurity, family and child needs, and human and animal welfare.

We are pleased to report that 2023 marked our most significant cumulative donation year to date, with a total contribution of over \$92,000 CAD across our Canadian operations and \$20,000 USD across our US operations. These donations support regional and registered charities. The collaborations below are just a few examples of Quadra's commitment to community engagement and underscores the importance of the collective efforts of our employees in fostering positive social impact.

A few notable achievements to mention are Food for Life (Burlington and Oakville ON), Mamas for Mamas; Community Donation Table (Delta, BC), and Interfaith Veggie Village Volunteer Day (The Woodlands, TX).



Food for Life, Burlington, & Oakville, ON

In partnership with the Food for Life organization, Quadra Oakville and Burlington employees spent an afternoon rescuing over 8,400 lbs. of surplus food from retail and wholesale grocery stores to feed over 1,072 local households in need. This food rescue program supports two important objectives for Quadra: food accessibility and waste reduction. This program ensures the access of quality food to those in need and diverts quality food from being treated as waste and being discarded to our compost or landfill facilities.



Mamas for Mamas; Community Donation Table, Delta, BC

Quadra maintains a longstanding partnership with the Mamas for Mamas organization in Delta, British Columbia. Over the past year, our Delta office proudly sponsored three community donation tables. Together, we conducted thorough assessments to comprehend the fundamental needs of the community, subsequently procuring essential items to fulfill those needs. Mamas for Mamas facilitated the process by inviting vulnerable families within the community to select the items most beneficial to supporting their families.



Interfaith Veggie Village Volunteer Day, The Woodlands, TX

Interfaith of The Woodlands is a non-profit social service agency dedicated to providing various programs aimed at supporting individuals of The Woodlands community and its surroundings. Quadra takes great pride in its longstanding partnership with Interfaith, offering support through both volunteer efforts and financial contributions.

In June of 2023, seven dedicated volunteers from Quadra's The Woodlands office generously donated their time to assist in various tasks, including cleaning up community gardens, harvesting fresh produce, replenishing the food pantry, and rejuvenating the greenery by removing old growth and replanting new vegetation. The community garden serves as a crucial source of fresh, organic food for the Interfaith Food Pantry, which plays a vital role in addressing food insecurity within the community.

We extend our heartfelt gratitude to the exceptional staff of Interfaith for their guidance and support during our volunteering endeavours.



Indigenous Engagement

GRI 411-1

Our Commitment

At Quadra, we support the United Nations Declaration of Rights of Indigenous Peoples Act and the Truth and Reconciliation Commission of Canada: Calls to Action, which includes respecting the Indigenous traditional and treaty territories.

Quadra remains steadfast in our commitment to educating ourselves on Indigenous history. We recognize the importance of engaging with and learning from Indigenous Peoples, understanding that there is still much to learn and acknowledge. By embracing a mindset of continuous learning and a genuine desire to improve, we take the essential first step toward meaningful progress.

Land Acknowledgement

Recognizing traditional territory follows a customary protocol of acknowledging what Indigenous Nation 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.

In 2023, Quadra onboarded a Socio-Economic Development Manager within our resources division. This role cultivates new partnership opportunities with local Indigenous Nations where Quadra operates. As a proactive supplier to the resource industry, Quadra has been recognized for its efforts in developing and executing agreements with Indigenous partners. In 2023, Quadra has grown new Indigenous business partnerships to include agreements with Tahltan Nation Development Corp. Nisga'a Growth Corp., Nazko Economic Development Corp., Métis Infinity Investments, Oosita Group of Companies Inc., Lhoosk'uz Dene Developments Inc., and Nunacor Development Corp.



The Power of “Resilience” towards Truth & Reconciliation

Quadra commissioned a painting from Eugene Alfred, a renowned Indigenous Artist. The painting’s powerful inspiration, titled “Resilience,” was unveiled on September 30th, 2023, which complimented Quadra’s National Day of Truth and Reconciliation activities. Eugene is of Northern Tutchone and Tlingit ancestry and belongs to the crow clan from the Selkirk First Nation of Pelly Crossing, Yukon.

Eugene’s inspiration for this painting includes three colours; orange, representing the National Day for Truth and Reconciliation, black, representing the dark side of events having affected Indigenous communities, and turquoise, a spiritual colour representing sky, water, and plants.

The wolf on the right side of the painting, the lines in between, and the raven or crow on the left side characterize separate clans being brought together through marriage and community. The two hands symbolize families and Indigenous communities affected by atrocities and injustices in Canada and beyond, and the stars represent the past, present, and future.

At the heart of the painting are a drum and an eagle, and at the bottom are eagle feathers, all representing the pulse and spiritual guidance required for change and the strength required to carry on following extreme hardship.

Prints of the “Resilience” painting will be prominently displayed at each of Quadra’s regional offices with the unique Land Acknowledgement for each treaty of traditional location.





Environment

Carbon Emissions

GRI 2-4, 2-5, 302-4, 305-1, 305-2, 305-5

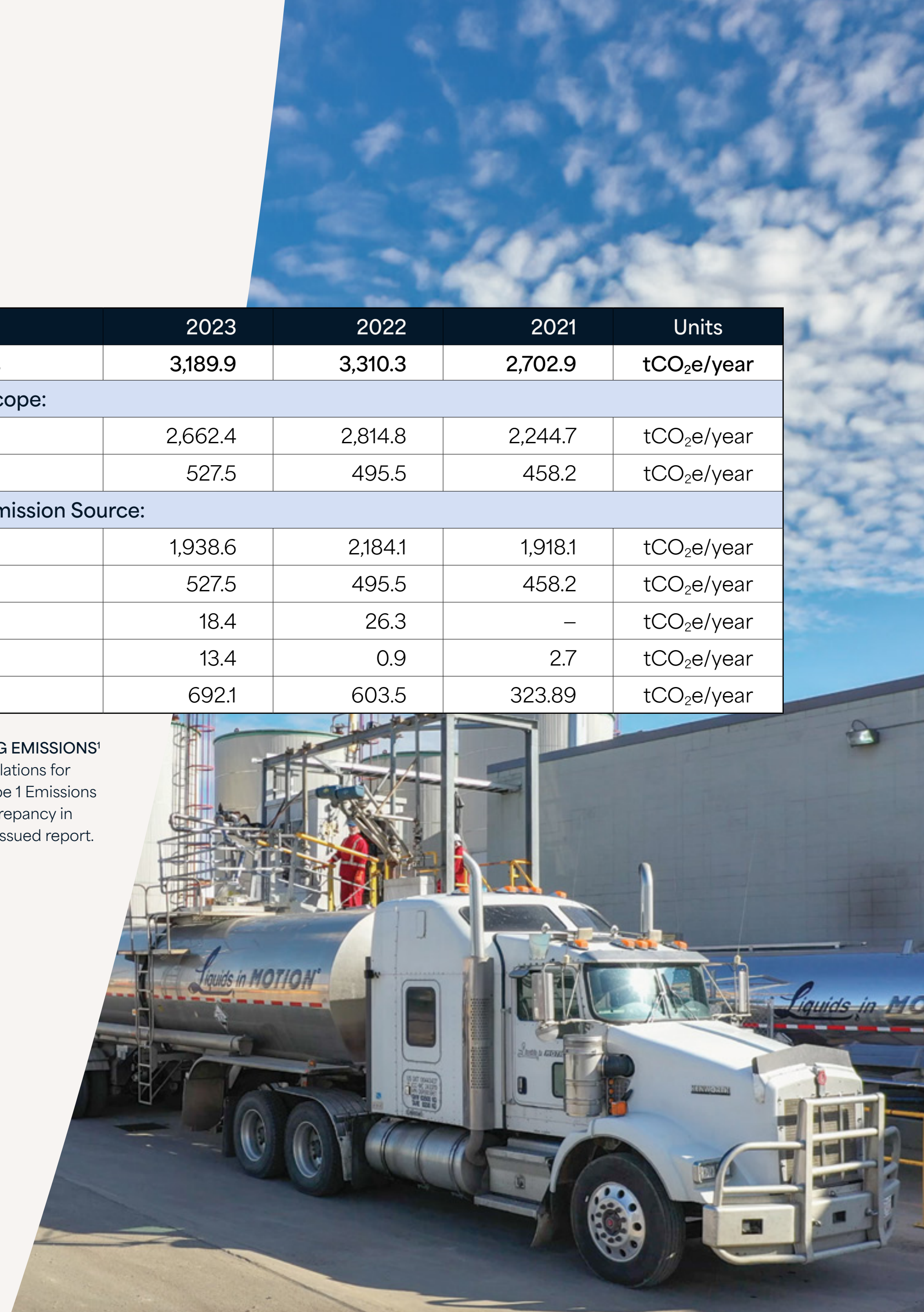
In 2023, Quadra prioritized improving the quality and accuracy of our greenhouse gas quantification. We concentrated on addressing data gaps from the previous year by collaborating with our operations teams to reduce our reliance on energy estimates and incorporate actual energy consumption data. Through this process, we discovered discrepancies in our Scope 2 emissions for the 2021 and 2022 reporting years, which underreported our footprint. Consequently, we have recalculated and revised the annual emissions in this current report.

Our operational boundary definition was revisited, and two operational adjustments were included in our 2023 emissions inventory. In 2023, Quadra acquired additional warehouse space at our Oakville location and will assume 100% of the Scope 1 and 2 emissions from this location and following the *Technical Guidance for Accounting and Reporting of GHG Emissions from Real Estate Operations*, Quadra was deemed to have operational control of our Vista, California office. The emissions from these two locations were included, in full, in our emissions inventory. Quadra’s emissions are quantified in accordance with the principles of ISO 14064-1 and the GHG Protocol.

Our operational boundary definition was revisited, and two operational adjustments were included in our 2023 emissions inventory.

	2023	2022	2021	Units
Total GHG Emissions	3,189.9	3,310.3	2,702.9	tCO₂e/year
Total Emissions by Scope:				
Scope 1 Emissions	2,662.4	2,814.8	2,244.7	tCO ₂ e/year
Scope 2 Emissions	527.5	495.5	458.2	tCO ₂ e/year
Total Emissions by Emission Source:				
Natural Gas	1,938.6	2,184.1	1,918.1	tCO ₂ e/year
Electricity	527.5	495.5	458.2	tCO ₂ e/year
Propane	18.4	26.3	–	tCO ₂ e/year
Diesel	13.4	0.9	2.7	tCO ₂ e/year
Gasoline	692.1	603.5	323.89	tCO ₂ e/year

SUMMARY OF 2023-2021 GHG EMISSIONS¹
 1 Graph reflects updated calculations for Total GHG Emissions and Scope 1 Emissions in 2022 and 2021 due to a discrepancy in methodology from previously issued report.



In 2023, Quadra's total GHG Emissions (Scope 1 and 2), reported as tonnes carbon dioxide equivalent (tCO₂e) were 3,190, compared to 3,310 in 2022. This signifies a notable 3.6% decrease in our overall GHG emissions.

Scope 1 Emissions

Our primary source of Scope 1 emissions accounted for 1,939 tCO₂e from stationary combustion equipment (furnaces) used for building heat. Mobile combustion emissions from fleet vehicles and warehouse equipment accounted for 724 tCO₂e. An overall decrease in Scope 1 emissions in 2023 resulted from the reduced consumption of natural gas within Quadra's operations. Compared to 2022, Quadra reduced natural gas consumption by 11% in 2023, bringing our Scope 1 emissions down to 1,939 tCO₂e from 2,184 tCO₂e.

The reduction in natural gas can be attributed to a warmer winter where the average temperature between (December 2022 to February 2023) was 1.9°C higher than in 2022 across Canada². The Quadra offices in Alberta account for the largest decrease in natural gas consumption from warmer weather and reduced operational demand for steam to clean railcars. Emissions from mobile equipment increased by 4% in 2023 from increased employee travel to visit customers and suppliers. In our operations, we experienced increased diesel consumption as backup generation was required during a power outage in Vaudreuil, Quebec.

Quadra operations explored fuel reduction opportunities and determined there were limited opportunities to reduce natural gas as it is used for heat and consumption is directly impacted by the weather. Fuel used for warehouse equipment is low and would not have a material reduction in our emissions inventory.

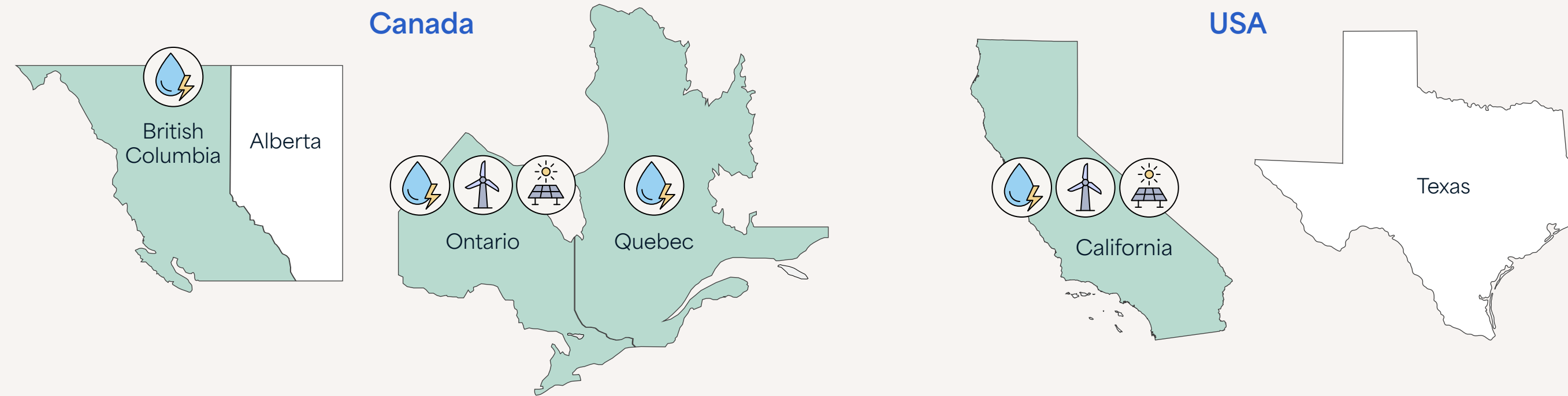
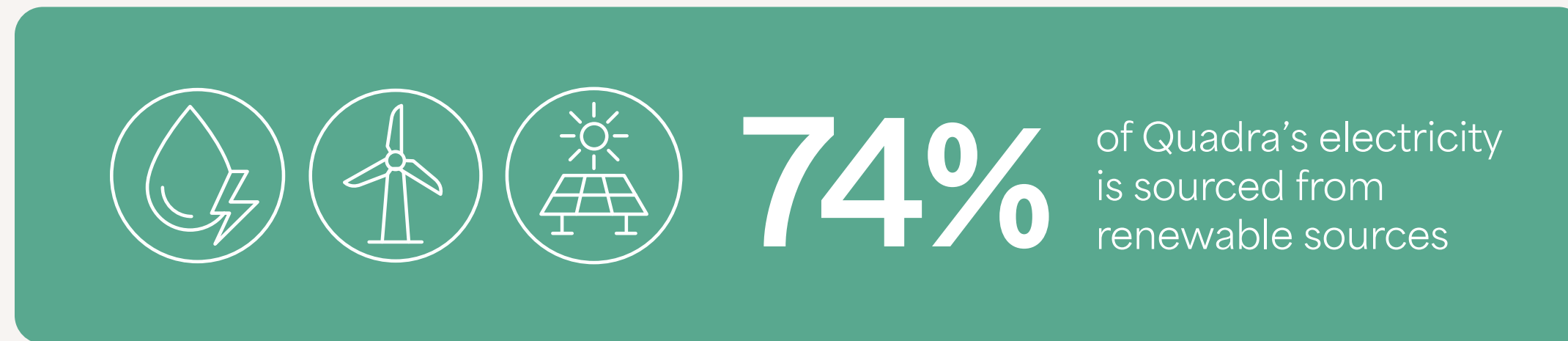
² Environment and Climate Change Canada, 2023, ISSN: 2367-9794



Scope 2 Emissions

In 2023, Quadra assumed operational control of its secondary Oakville, Canada warehouse and Vista, California warehouse. With the addition of both warehouses to our operational boundary, Quadra's Scope 2 emissions inventory increased in 2023. We consumed 42% more electricity than in 2022. Although a stark jump in consumption, the associated emissions from electricity resulted in a 6% increase in our Scope 2 emissions inventory. This is attributed to the fact that Quadra's electricity is supplied provincially through renewable sources such as wind and water.

Among all the provinces in which Quadra operates, Alberta was the largest contributor to Quadra's Scope 2 GHG emissions, due to the province's reliance on natural gas for electricity production. Electricity consumption in Alberta only encompasses 20% of Quadra's entire portfolio, however, the associated GHG emissions equate to 88% of Quadra's total Scope 2 emissions.



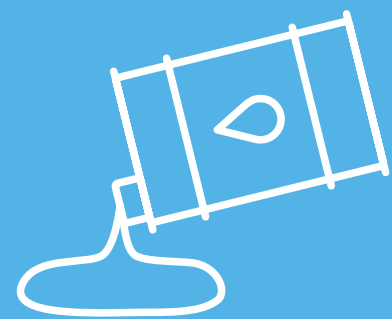
Water & Waste Management

GRI 303-1, 303-2, 306-1

Our total water usage in 2023 remained consistent with our 2022 water consumption. As a distribution company water is utilized in two main applications, our industrial blending (where industrial and food-grade products are processed), and within our commercial office facilities. A notable increase in water used for operational blending was driven by heightened business demand reflecting our responsiveness to market dynamics. Water consumption increased by 1,800 L or 15% over 2022 consumption data.

It's noteworthy to highlight that Quadra does not directly source water from rivers, lakes, or groundwater reservoirs. Instead, we rely on water supplied by local municipalities. All water utilized in our commercial office space is discharged responsibly through municipal water collection systems, and wastewater generated from blending activities is sent for industrial disposal ensuring compliance with environmental regulations. Similarly, any product sent for disposal must comply with appropriate disposal regulations. All hazardous waste is handled by a third-party and treated at an appropriate disposal facility to minimize environmental risk.

An integral part of our sustainability efforts is our commitment to safe handling practices of our products, which extend to all aspects of our operations. In 2023, Quadra achieved a significant milestone by recording zero reportable releases, a testament to the effectiveness of our stringent operating procedures. These procedures are designed to safeguard both human health and the environment, underscoring our dedication to operating responsibly within our communities.



0

reportable
releases in Quadra
operations 2023

2023 Performance Data

Governance

	Measurement	2023	2022	2021	GRI
Code of Business Ethics	Y/N	Y	Y	Y	2-26
Whistleblower Complaints ¹	#	0	1	0	
Whistleblower Complaints Closed	#	0	1	0	
Board ESG Oversight	Y/N	Y	Y	Y	2-11, 2-12

1 Quadra defines whistleblower complaints as complaints formally reported through the anonymous whistleblower hotline from the last calendar year.

Emissions & Energy

Greenhouse Gas Emissions^{1,2,5}

	Measurement	2023	2022	2021	GRI
Total direct GHG emissions (Scope 1) ³	tCO ₂ e	2,662	2,816	2,245	305-1
Total indirect GHG emissions (Scope 2) ⁴	tCO ₂ e	528	496	458	305-2

- 1 Values are for North American operations.
- 2 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.
- 3 Direct GHG Emissions (Scope 1) sources in the reported data include emissions from fuel used to heat buildings, operate warehouse equipment and from Quadra's fleet of vehicles.
- 4 Indirect GHG Emissions (Scope 2) sources include electricity consumption and are reported as location-based emissions.
- 5 2021 and 2022 Scope 1 and natural gas values were restated from the prior reporting period to reflect a change in calculation methodology.

N/A – Not Available

Energy Consumption

	Measurement	2023	2022	2021	GRI
Total natural gas consumption	m ³	989,132	1,113,632	1,056,005	302-1
Total diesel consumption	L	4,969	336	1,008	
Total gasoline consumption	L	298,934	260,649	139,879	
Total propane consumption	m ³	12	17	N/A	
Total electricity consumption	MWh	4,488	3,157	2,850	
Total renewable energy consumed	MWh	3,559	0	0	

2023 Performance Data

Water & Waste

Water

	Measurement	2023	2022	2021	GRI
Total water withdrawal ¹	m ³	12,308	12,440	N/A	303-3
Water used for product blending	m ³	4,400	2,600	N/A	
Water used for product blending	%	36	21	N/A	

¹ Quadra defines total water withdrawal as water withdrawn from municipal sources to operate their warehouses and office facilities.

N/A—Not Available

Waste ¹

	Measurement	2023	2022	2021	GRI
Liquid hazardous waste ^{2,3}	m ³	21.6	28.8	N/A	306-3, 306-5
Solid hazardous waste ²	tonnes	47.5	37.2	N/A	
Landfill waste	tonnes	162.1			

¹ Waste is defined as an unwanted substance or mixture of substances that result from distribution or blending activities.

² The definitions of hazardous and non-hazardous waste are defined by the local jurisdiction where the waste is generated.

³ Liquid waste includes sludges, emulsions, or liquids. Does not include gaseous or solid waste.

2023 Performance Data

Incidents & Compliance

Reportable Releases ^{1,2}

	Measurement	2023	2022	2021	GRI
Number of reportable releases	#	0	0	3	

Environmental Compliance

	Measurement	2023	2022	2021	GRI
Significant fines and non-monetary sanctions for non-compliance with environmental regulations ¹	#	0	0	0	

Local Communities

	Measurement	2023	2022	2021	GRI
Regional contributions to registered charities ¹	\$CAD	90,208	50,031	84,000	413-1
Regional contributions to registered charities	\$USD	20,000	41,524	N/A	

- 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.
- 2 Reporting thresholds are variable depending on jurisdiction and therefore releases are not wholly comparable by jurisdiction or year over year.
- 1 Defined as any penalty within Quadra operations.

2023 Performance Data

Safety & Training

Safety (Employees)

	Measurement	2023	2022	2021	GRI
Fatalities ¹	#	0	0	0	403-9
Lost Time Injuries	#	3	0	0	
Lost Time Incident Frequency (LTIF)	#	0.4	0	0	
Lost Days ²	#	94	0	0	
First Aid Incidents ³	#	10	0	0	
Total km Driven	km	2,950,020	2,578,527	2,021,460	
Vehicle Incident Rate ⁴	Incidents/1,000,000 km	0.66	0.77	0.98	
Near Misses	#	344	247	213	

- 1 Quadra defines a fatality as a workplace death involving an employee.
- 2 The number of working days lost 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.
- 4 Includes both preventable and non-preventable incidents.

Training and Education

	Measurement	2023	2022	2021	GRI
Average training per employee	hrs.	10	7	9	404-1

2023 Performance Data

Workforce Demographics

Workforce Demographics ^{1,2,5}

	Measurement	2023	2022	2021	GRI
Total Employees ²	#	515	493	434	2-7
Male	%	47	48	51	
Female	%	53	52	49	
Full-time Employees	#	500	480	421	
Canada	#	445	428	383	
US	#	55	52	38	
Part-time Employees ³	#	1	0	2	
Canada	#	1	0	2	
US	#	0	0	0	
Contractors ⁴	#	14	13	4	
Canada	#	14	13	0	
US	#	0	0	0	

Numbers as of December 31, 2023

- 1 The data reflects the workforce breakdown for Quadra's North American Operations.
- 2 Total employees include inactive employees: those that are on unpaid leave or leave paid by state. Does not include occasional workers or students.
- 3 Part-time employees include those that work no more than 22.5 hrs./week.
- 4 Contractors refer to those employed on a fixed term with a defined start and end date (e.g. maternity leave replacement).
- 5 2022 data has been adjusted to reflect a change in data methodology.

Employee Age Profile ^{1,2}

	Measurement	2023	2022	2021	GRI
Ages 18-24	%	2	4	0	405-1
Ages 25-34	%	20	21	18	
Ages 35-44	%	24	26	23	
Ages 45-54	%	31	28	32	
Ages 55-64	%	21	19	23	
Ages 65+	%	2	2	3	

Numbers as of December 31, 2023

Annual totals may not equal 100% due to rounding

- 1 The employee age profile provided includes full-time, part-time and contractors in the calendar year.
- 2 2022 data has been adjusted to reflect a change in calculation methodology.

2023 Performance Data

Diversity

Diversity in Leadership

	Measurement	2023	2022	2021	GRI
Diversity of Executive Management ¹					
Male	#	8	8	7	405-1
	%	73	73	70	
Female	#	3	3	3	
	%	27	27	30	
Total Executive Management	#	11	11	10	

	Measurement	2023	2022	2021	GRI
Diversity of People Leaders ²					
Male	%	63	62	63	405-1
Female	%	37	38	37	
Total Quadra Leaders	#	103	90	79	

Numbers as of December 31, 2023

- Executive Management at Quadra includes the CEO and President, Senior Vice Presidents, Vice Presidents, Chief Financial Officer, and Chief Digital Officer.
- People leadership at Quadra includes Directors, Managers, Supervisors, Team Leads and any other role that has at least 1 direct report. Does not include Executive Management.

2023 Performance Data

Creation & Turnover

Employment Creation

	Measurement	2023	2022	2021	GRI	
Total Employees	#	63	84	67	401-1	
Male	%	48	45	55		
Female	%	52	55	45		
New Hires by Age Group						
18-24	%	11	10	3		
25-34	%	29	31	41		
35-44	%	22	35	28		
45-54	%	22	29	21		
55-64	%	16	7	7		
65+	%	0	0	0		

Employee Turnover Rate

	Measurement	2023	2022	2021	GRI
Employee Voluntary Turnover Rate ¹	%	6	9		401-1
Employee Involuntary Turnover Rate ²	%	4	4	4	
Employee Voluntary Turnover Canada	%	6	14	10	
Employee Voluntary Turnover US	%	6	4	10	

Numbers as of December 31, 2023

- 1 Voluntary turnover includes employees who retired or resigned from employment at Quadra. Does not include termination of contractors and occasional students.
- 2 Involuntary turnover includes severances and layoffs.

GRI Index

Disclosure #	Description	Cross Reference	Reason for Omissions
The organization and its reporting practices			
2-1	Organizational details	Corporate Overview	
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	Environment: Carbon Emissions	
2-5	External assurance	Environment: Carbon Emissions	
Activities and Workers			
2-6	Activities, value chain and other business relationships	Corporate Overview	
2-7	Employees	Social: Employee Experience	
2-8	Workers who are not employees	Social: Employee Experience	
2-9	Governance structure and composition	Governance: Policy Overview	
2-10	Nomination and selection of the highest governance body		Confidentiality Constraints
2-11	Chair of the highest governance body	CEO & President's Statement	
2-12	Role of the highest governance body in overseeing the management of impacts	CEO & President's Statement	
2-13	Delegation of responsibility for the management of impacts	CEO & President's Statement	
2-14	Role of the highest governance body in sustainability reporting	Commitment to Sustainability	
2-15	Conflicts of Interest	Governance: Policy Overview	
2-16	Communication of critical concerns	Governance: Policy Overview	
2-17	Collective knowledge of the highest governance body	Governance: Policy Overview	
2-18	Evaluation of the performance of the highest governance body	CEO & President's Statement	
2-19	Remuneration policies		Confidentiality Constraints
2-20	Process to determine remuneration		Confidentiality Constraints
2-21	Annual total compensation ratio		Confidentiality Constraints

Disclosure #	Description	Cross Reference	Reason for Omissions
Strategies, Policies, and Practices			
2-22	Statement on sustainable development strategy	Commitment to Sustainability	
2-23	Policy commitments	Governance: Policy Overview	
2-24	Embedding policy commitments	UN Global Compact Progress	
2-25	Process to remediate negative impacts	Governance: Policy Overview	
2-26	Mechanisms for seeking advice and raising concerns	Governance: Policy Overview	
2-27	Compliance with laws and regulation	Sustainable Procurement: Regulatory Compliance	
2-28	Membership associations	Governance: Membership Associations	
2-29	Approach to stakeholder engagement	Commitment to Sustainability: Stakeholder Engagement	
2-30	Collective bargaining agreements	Social: Employee Demographics	
Material Topics			
3-1	Process to determine material topics	Commitment to Sustainability: Sustainability Priorities	
3-2	List of material topics	Commitment to Sustainability: Sustainability Priorities	
3-3	Management of material topics	Commitment to Sustainability: Sustainability Priorities	
Economic Performance			
201-1	Direct economic value generated and distributed		Confidentiality Constraints
201-2	Financial implications and other risks and opportunities due to climate change		Confidentiality Constraints
201-3	Defined benefit plan obligations and other retirement plans		Confidentiality Constraints

GRI Index

Disclosure #	Description	Cross Reference	Reason for Omissions
Market Presence			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		Confidentiality Constraints
202-2	Proportion of senior management hired from the local community		Information Unavailable
Indirect Economic Impacts			
203-1	Infrastructure investments and services supported		Not applicable
203-2	Significant indirect economic impacts		Confidentiality Constraints
Procurement Practices			
204-1	Proportion of spending on local suppliers		Confidentiality Constraints
Anti-Corruption			
205-1	Operations assessed for risks related to corruption	UN Global Compact Progress	
205-2	Communication and training about anti-corruption policies and procedures	Governance: Policy Overview	
205-3	Confirmed incidents of corruption and actions taken		Information Unavailable
Anti-Competitive Behavior			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Any legal actions that are material for anti-competitive behavior, anti-trust, or monopoly practices would be disclosed internally and handled privately according to local laws and regulation.	
Tax			
207-1	Approach to tax		Confidentiality Constraints
207-2	Tax governance, control, and risk management		Confidentiality Constraints
207-3	Stakeholder engagement and management concerns related to tax		Confidentiality Constraints
207-4	Country-by-country reporting		Confidentiality Constraints

Disclosure #	Description	Cross Reference	Reason for Omissions
Materials			
301-1	Materials used by weight or volume		Information Unavailable
301-2	Recycled input materials used		Information Unavailable
301-3	Reclaimed products and their packaging materials		Information Unavailable
Energy			
302-1	Energy consumption within the organization	2023 Performance Data: Energy Consumption	
302-2	Energy consumption outside the organization		Information Unavailable
302-3	Energy Intensity		Information Unavailable
302-4	Reduction of energy consumption	Environment: Carbon Emissions	
302-5	Reductions in energy requirements of products and services		Information Unavailable
Water and Effluents			
303-1	Interactions with water as a shared resource	Environment: Water and Waste Management	
303-2	Management of water discharge-related impacts	Environment: Water and Waste Management	
303-3	Water withdrawal	2023 Performance Data: Water & Waste	
303-4	Water discharge		Information Unavailable
303-5	Water consumption	2023 Performance Data: Water & Waste	
Emissions			
305-1	Direct (scope 1) greenhouse gas emissions	Environment: Carbon Emissions	
305-2	Energy indirect (scope 2) greenhouse gas emissions	Environment: Carbon Emissions	
305-3	Other indirect (scope 3) greenhouse gas emissions		Information Unavailable
305-4	Greenhouse gas intensity		Information Unavailable
305-5	Reduction of greenhouse gas emissions	Environment: Carbon Emissions	
305-6	Emissions of ozone depleting substances (ODS)		Information Unavailable
305-7	Nitrogen oxide, sulfur oxide, and other air emissions		Information Unavailable

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Disclosure #	Description	Cross Reference	Reason for Omissions
Waste			
306-1	Waste generation and significant waste-related impacts	Environment: Water and Waste Management	
306-2	Management of significant waste-related impacts	Environment: Water and Waste Management	
306-3	Waste generated	2023 Performance Data: Water & Waste	
306-4	Waste diverted from disposal		Information Unavailable
306-5	Waste directed to disposal	2023 Performance Data: Water & Waste	
Supplier Environmental Assessment			
308-1	New suppliers that were screened using environmental criteria	Sustainable Procurement and Product Stewardship	
308-2	Negative environmental impacts in the supply chain and actions taken	Quadra Group has not identified any negative environmental impacts in our supply chain in 2023.	
Employment			
401-1	New employee hires and employee turnover	2023 Performance Data: Creation & Turnover	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		Confidentiality Constraints
401-3	Parental leave		Confidentiality Constraints
Labour Management Relations			
402-1	Minimum notice periods regarding operational changes		Not applicable

Disclosure #	Description	Cross Reference	Reason for Omissions
Occupational Health & Safety			
403-1	Occupational health and safety management system	Social: Health & Safety	
403-2	Hazard identification, risk assessment, and incident investigation	Social: Health & Safety	
403-3	Occupational health services	Social: Health & Safety	
403-4	Worker participation, consultation, and communication on occupational health and safety	Social: Health & Safety	
403-5	Worker training on occupational health and safety	Social: Health & Safety	
403-6	Promotion of worker health	Social: Health & Safety	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship		Information unavailable
403-8	Workers covered by an occupational health and safety management system	Social: Health & Safety	
403-9	Work-related injuries	2023 Performance Data: Safety & Training	
403-10	Work-related ill health		Information unavailable
Training and Development			
404-1	Average hours of training per year per employee	2023 Performance Data: Training and Education	
404-2	Programs for upgrading employees skills and transitions assistance programs	Social: Training and Development	
404-3	Percentage of employees receiving regular performance and career development reviews	Social: Leadership Training	
Diversity, Equity & Inclusion			
405-1	Diversity of governance bodies and employees	2023 Performance Data: Employee Age Profile & Diversity	
405-2	Ratio of basic salary and remuneration of women to men		Confidentiality Constraints
Non-Discrimination			
406-1	Incidents of discrimination and corrective actions taken	Quadra Group has not identified any incidents of discrimination that required corrective action in 2023.	

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Disclosure #	Description	Cross Reference	Reason for Omissions
Freedom of Association and Collective Bargaining			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be a risk	Social: Employee Experience	
Child Labour			
408-1	Operations and suppliers at significant risk for incidents of child labour	Sustainable procurement and product stewardship	
Forced or Compulsory Labour			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Sustainable procurement and product stewardship	
Security Practices			
410-1	Security personnel trained in human rights policies of procedures		Not applicable
Rights of Indigenous Peoples			
411-1	Incidents of violations involving rights of Indigenous Peoples	Social: Indigenous Engagement	
Local Communities			
413-1	Operations with local community engagement, impact, assessments and development programs	Social: Community Outreach	
413-2	Operations with significant actual and potential negative impacts on local communities		Information unavailable
Supplier Social Assessments			
414-1	New suppliers that were screened using social criteria	Sustainable Procurement and Product Stewardship	
414-2	Negative social impacts in the supply chain actions taken	Modern Slavery Statement 2023	

Disclosure #	Description	Cross Reference	Reason for Omissions
Public Policy			
415-1	Political contributions		Not applicable
Customer Health & Safety			
416-1	Assessment of the health & safety impacts of product and service categories	Sustainable Procurement: Customer Satisfaction	
416-2	Incidents on non-compliance concerning the health & safety impacts of products and services	Sustainable Procurement: Regulatory Compliance	
Marketing and Labelling			
417-1	Requirements for product and service information and labeling	Sustainable Procurement: Regulatory Compliance	
417-2	Incidents of non-compliance concerning product and service information and labeling	Sustainable Procurement: Regulatory Compliance	
417-3	Incidents on non-compliance concerning marketing communications	Sustainable Procurement: Customer Satisfaction	
Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance: Policy Overview	



Contact Us

If you have any inquiries concerning the 2023 Sustainability Report, please contact sustainability@quadragroup.com

Quadra Chemicals Ltd
Head Office
3901 F.X. Tessier
Vaudreuil-Dorion, Québec
Canada J7V 5V5

