



Creating Value Through Responsible Connections

Corporate Overview and Sustainability Report 2024



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About This Report

GRI 2-2, 2-3, 2-24

This report highlights corporate achievements, key sustainability metrics, initiatives, and accomplishments achieved during fiscal year 2024 (October 1, 2023, to September 30, 2024).

The scope of this document includes the corporate operations and assets of the Quadra Group (also collectively referred to as Quadra), which is comprised of both Quadra Chemicals Ltd. (QCL) in Canada, and Quadra Chemicals Inc. (QCI) in the United States. By standardizing our sustainability reporting to align with our latest fiscal year, we have consolidated the data collection processes among support teams.

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, CA. We also rely on a number of employees who work from commercial offices in Calgary, AB, The Woodlands, TX, and Shanghai, China.

This report refers to the Global Reporting Initiative (GRI) standards. For a comprehensive review of our GRI disclosures, please consult our GRI Index at the end of this report. The Quadra Group also remains dedicated to upholding the principles of the United Nations Global Compact (UNGC) and promoting the United Nations Sustainable Development Goals (UNSDGs).



Corporate Overview

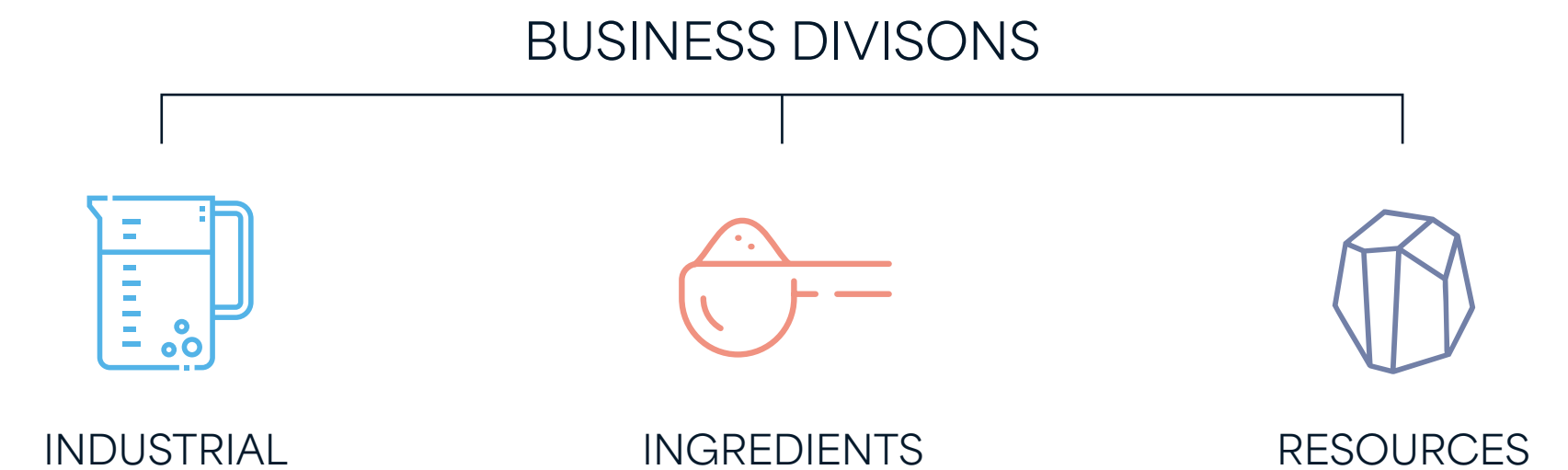
GRI 2-1, 2-6

Quadra is a privately held North American leader in chemical and ingredient distribution, managing complex global supply chains to deliver specialty and commodity products, ingredients, and custom blends with an unwavering commitment to safety, reliability, and service.

Our operations are anchored by three dynamic business divisions—Industrial, Ingredients, and Resources—each focused on delivering tailored solutions to a diverse range of markets. Positioned strategically at the centre of the supply chain, Quadra connects producers and end users while supporting every stage of product development, from initial concept to final application.

Beyond distribution, we provide value-added services, including custom formulations, co-packing, and toll blending, leveraging deep technical expertise, scalable capabilities, and optional procurement support to help our partners innovate and grow.

At Quadra, we are driven by a strong commitment to responsible sourcing, quality assurance, and industry-specific expertise. Our regional offices are staffed by knowledgeable specialists who work closely with customers to deliver targeted support, ensuring we remain a trusted partner across the industries we serve.



2024 Highlights

QCI maintained its certification by WBENC/WEConnect INTERNATIONAL



0 whistleblower complaints



Filed our 2024 annual modern slavery statement in alignment with Canada's Bill S-211

Contributed approximately
\$100,000 CDN
and more than 600 hours of employee time to support local communities



0 incidents of customer data leak, theft, or loss



Celebrating the
20th
anniversary
of our Representative
Office in China



2024 Highlights



528
employees

full time, part time
and temporary

25+ professional
development courses
in our training library

0
non conformances
in our business

79%
of electricity procured
from renewable sources

2%
decrease in total
GHG emissions



42%

of new hires
come from
our employee
referral program
(up from 37%)



 **CANADA
BEST
MANAGED
COMPANIES**

since 2004—
Platinum member
for over 10 years

CEO and President Statement

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

Looking back on 2024, we take great pride in how Quadra has strengthened its business while making meaningful strides in sustainability. Through strategic focus, innovation, and an unwavering commitment to our people, customers, and suppliers, we continue to build a company focused on the future. Safety remains at the heart of everything we do, alongside our dedication to responsible growth.

The industry is evolving rapidly, with digital advancements transforming how we operate and serve our customers. In this dynamic environment, Quadra is well-positioned to navigate change, thanks to our strong foundation, long-term vision, and people-first philosophy. As expectations rise across the industry, our ability to adapt and lead with integrity sets us apart.

For Quadra, sustainability is more than a commitment; it's an opportunity to make a meaningful impact. From offering sustainable product alternatives to implementing energy-efficient technologies,

we proactively address environmental and ethical challenges. We remain focused on mitigating sustainability risks while incorporating best practices into our everyday business.

Delivering value for our partners requires deep industry knowledge and proactive engagement. Our teams work closely with suppliers to understand their products and stay ahead of emerging trends, ensuring we bring innovative, sustainable solutions to market. As distributors, we take an active role in raising customer awareness about environmentally responsible alternatives, reinforcing our dedication to making sustainability accessible.

Key Highlights from 2024

- We are proud to have retained our EcoVadis Gold certification for the second consecutive year, placing us among the top-tier global leaders in sustainability. This achievement reflects our commitment to environmental stewardship, ethical business practices, and responsible procurement.

“

For Quadra, sustainability is more than a commitment; it's an opportunity to make a meaningful impact.

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- As part of our transparency and human rights initiatives, we finalized our second annual modern slavery statement, outlining steps to identify and mitigate risks of forced labour and human trafficking within our operations and supply chains
- We introduced an updated Supplier Code of Conduct to set clearer expectations around sustainability, ethics, and compliance, reinforcing responsible sourcing and corporate values
- Our Indigenous engagement efforts continue to expand, including fulfilling partnership agreements, visiting communities, and hosting educational and economic capacity-building activities. Quadra also established land acknowledgments for each Canadian office, incorporating input from local Indigenous nations.
- To better serve our customers, we launched our evolved brand, new website and product portfolio that showcase our values and our value, enhance accessibility to our offerings, and support our sales and marketing teams with more robust tools
- Safety remains a top priority, with recorded safety observations increasing by 34% from the previous year. We had only one lost-time incident in 2024, and while we aim for zero, we continue to implement corrective actions to prevent future occurrences.

- Our dedication to a people-first culture was recognized with Great Place to Work certification and placement among Canada's Best Workplaces for Women and Best Managed Companies. Employee development remains a strong focus, with over 50% of our workforce having personalized career development plans.
- Our strategic review enabled us to proactively address market challenges and position ourselves for future success, reinforcing our leadership in Canada while accelerating growth in the United States.

As we move forward, Quadra remains committed to driving sustainable progress while staying true to our core values. By putting people and partnerships first, we continue to evolve, innovate, and build a resilient business that creates long-term value for all stakeholders.

Anne Marie Infilise

Anne Marie Infilise
CEO and President

“
By putting people
and partnership
first we continue
to evolve, innovate
and build a
resilient business.

”



Sustainability

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

At Quadra, sustainability is both a commitment and the foundation for long-term success, balancing our people's, our customers', and our suppliers' needs with the well-being of our planet. In 2024, we continued building upon this approach, laying out a multiyear strategy that incorporates our three sustainability pillars: *People First, Planet as a Priority, and Responsible Distribution*.

From the development of our multi-year strategy, in 2024, we focused on planning and advancing our contribution to the *Planet as a Priority* and *Responsible Distribution* pillars. In each work stream, we developed actionable tactics aligned with Quadra's corporate priorities.

We collaborated with internal stakeholders to develop and implement a sustainability-focused supplier assessment to reduce the business risk of forced and child labour in our procurement of products. Additionally, we evaluated how to manage and market our products with sustainable attributes.

Our sustainability efforts earned us an EcoVadis Gold badge, and we will continue to refine our sustainability data collection processes and identify opportunities to enhance our overall sustainability performance. In 2025, we will integrate with the people management teams to develop actionable tactics in the People First priority area.



Focus Areas

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

In line with our strategy and risk management framework, we present our key sustainability priorities. To capture a balanced priority list, we engaged employees, suppliers, and customers to rate the importance of a variety of sustainability topics. Internal stakeholders were selected from each department and business unit, while participating external stakeholders represented each commercial business unit.

We analyzed the results alongside key sustainability frameworks to prioritize the topics most significant to our stakeholders and the overall impact on Quadra's ability to deliver its strategy. As a result of this assessment, we identified nine priority topics to inform our multiyear strategy.



People First

Health and Safety

Continuously improving our health and safety program, where teams collaboratively ensure each other's safety as a shared responsibility.

Employee Wellness, Engagement, and Inclusion

Fostering a workforce culture of caring, respect, and inclusivity, where every employee knows they are 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 Priority

Environmental Footprint

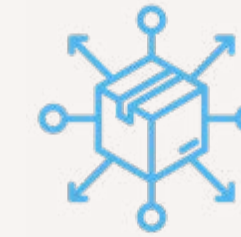
Measuring the environmental impact of our operations and identifying opportunities to reduce it.

Emissions Management

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

Climate Strategy

Evolving our business strategy to effectively and efficiently manage and mitigate climate risk throughout our operations and our 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.

Highlights of our Progress Towards the UN Sustainable Development Goals

This report marks Quadra’s sixth year as a United Nations Global Compact (UNGC) signatory, with its 10 Principles guiding our business practices. By upholding these principles, we ensure lawful and ethical practices in our operations and across our supply chain.

As a distributor of chemical and food ingredients, we have identified the SDGs most relevant to our operations and where we can make meaningful progress in alignment with our sustainability strategy.



Good Health & Well-Being

Quadra continually evaluates the benefit package offered to its people. In 2024, we offered a virtual telehealth program as another avenue to ensure health care accessibility.



Reduce Inequalities - Ensure fair and equal treatment in hiring practices across the organization

Quadra is proud to ensure equal opportunity for all candidates in the hiring process. In 2024, our workforce demographics were reported as 54% female and 46% male, and we updated our recruitment policy to expand and define the employment checks and requirements for the acquisition of new talent. We proactively implemented and communicated a salary structure and pay equity model that was scalable and applied across our North American operations.



Responsible Consumption and Production

In 2024, Quadra released an updated *Supplier Code of Conduct*, outlining the business expectations suppliers must acknowledge to establish a partnership, and refreshed our supplier assessment process to include key sustainability factors. These two projects enable our commercial team to communicate our expectations and evaluate our suppliers’ governance and environmental performance while identifying modern slavery risks in our business.



Climate Action - Tracking and Reporting on Carbon Emissions (Scope 1 and 2)

Quadra further refined the data collection process by closing all previous data gaps to reduce our reliance on estimates.



Stakeholders

GRI 2-29

We actively engage with our stakeholders to understand the impact of our operations and to develop reasonable mitigation measures when necessary. We value feedback as a tool that helps us continuously improve our performance and refine our approach. Our engagement approaches vary across our stakeholder groups, as shown below.

Employees	Customers and Suppliers	Local Communities	Indigenous Communities	Industry Groups	Government and Regulators
<ul style="list-style-type: none">• Team communications• Employee digital communications• 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• Sales meetings and trade shows	<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 cultural events (Pow-wow)	<ul style="list-style-type: none">• Committee participation• Policy reform	<ul style="list-style-type: none">• Face-to-face meetings• Multi-stakeholder initiatives
<p>Core Engagements:</p> <ul style="list-style-type: none">- In-person and virtual townhall quarterly meetings- Employee-volunteer program with dedicated hours allocated to each employee- Employee satisfaction survey- Internal communication tool for all employees	<p>Core Engagements:</p> <ul style="list-style-type: none">- Quadra Ignite supplier showcase series (East and West)- Supplier virtual webinar series on sustainability and product attributes	<p>Core Engagements:</p> <ul style="list-style-type: none">- Employee participation with registered charities across our organization- Quadra commercial conference sponsored charity activity	<p>Core Engagements:</p> <ul style="list-style-type: none">- Oosita-Quadra Limited Partnership- In-kind donations- Supporting Indigenous-owned businesses	<p>Core Engagements:</p> <ul style="list-style-type: none">- Consumer awareness and education- Industry peer engagement- Regulator involvement	<p>Core Engagements:</p> <ul style="list-style-type: none">- Government surveys- Annual filings

Sourcing of Products



Responsible Procurement

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

We take pride in being a responsible sourcing partner, acting as a link between suppliers and customers to advance supply chain integrity. Our engagement with both stakeholder groups deepened throughout 2024, as they sought more information on sustainable supply chain practices and greenhouse gas (GHG) emissions.

We are committed to developing business processes that manage procurement risks and, in turn, enhance supply chain transparency, fostering trust and credibility with both our suppliers and customers.





Supplier Ethics

Quadra is focused on working with suppliers who are leaders in their industries and demonstrate a strong commitment to sustainable business practices. As businesses face increasing expectations to uphold sustainability and responsible practices, we updated our Supplier Code of Conduct to reflect these values within our supply chain. By aligning our strength in distribution with the manufacturing excellence of our suppliers, we are committed to fostering partnerships that prioritize ethical standards, environmental responsibility, and positive social impact. Quadra's Supplier Code of Conduct applies to suppliers, contractors, subcontractors, and all business partners, setting clear expectations in the following areas:

- Compliance with laws and regulations
- Business integrity, including anti-corruption practices
- Human rights and labour standards
- Workplace health and safety
- Environmental stewardship

We are developing a comprehensive rollout strategy to engage our suppliers with these requirements in 2025. Similarly, we refreshed our supplier assessment process to include key sustainability factors, enabling our commercial team to evaluate our suppliers' governance and environmental performance while identifying the supply chain risk of forced and child labour. We also expanded the scope of our supply chain risk assessment to include service providers supporting our business.

We revamped our supplier assessment to include key sustainability risks—empowering our commercial team to better evaluate and engage our suppliers to strengthen our responsible sourcing practices and further reduce supply chain risk.

Supply Chain Transparency

We have just published our [Fighting Against Forced Labour and Child Labour Report](#) covering 2024, aligned with Canada's Bill S-211. We are pleased to report that there were no reported allegations, claims or complaints of modern slavery abuses in our supply chain or within our operations during the year. This represents the second year with no reported issues. Our report highlights our ongoing commitment to combating forced labour and child labour within supply chains and describes the steps taken by Quadra to promote ethical sourcing and transparency.

We're proud to report that neither Quadra's business practices nor those of our supply chain have triggered any non-compliance investigations or remediation activities.

Lastly, we successfully maintained our certifications for the Roundtable on Sustainable Palm Oil (RSPO) and the Rainforest Alliance (RA) with zero non-conformances. These certifications are crucial to ensure we procure products that have been sourced and manufactured ethically.





Corporate Governance

Operational Excellence and Product Stewardship

Governance, Compliance, and Logistics

Overview

GRI 2-9, 2-17, 2-23, 2-25, 2-26

Our ethical business practices are foundational to Quadra's corporate structure and governed through these organizational pillars.

Board of Directors oversight: Quadra is a privately held family business where the Board oversees corporate strategy and financial performance while sponsoring the implementation of robust corporate programs centred around risk management and reduction, operational excellence, and business resilience in the short and long term. These programs enable thoughtful and responsible growth of our business.

Sustainability oversight: the sustainability department reports to a Senior Vice President, who reports directly to the CEO and President. The executive

and leadership committees are briefed annually on emerging sustainability trends and their impact on our distribution business in the short, medium, and long term. These trends and other sustainability considerations have been integrated into our annual objectives and our five-year strategy, with actions prioritized based on the level of risk or opportunity.

POLICY OVERVIEW

Code of Ethics: Quadra's Business Code of Ethics aligns with our core values and 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, our entire business maintains zero tolerance concerning bribery, corruption, forced or child labour, and substance abuse, while remaining committed to regulatory compliance, human rights, and equal opportunities for our workforce.

Ethical reporting: Quadra maintains an anonymous speak-up line, administered and monitored by an external provider, for confidential reporting of any malpractice or unethical concerns.



Regulatory Compliance

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

Quadra's in-house compliance, quality, and audit professionals are committed to ensuring that we meet or exceed the regulatory requirements across our operating jurisdictions and markets. We participate in a variety of sector-specific industry associations and monitor the regulatory landscape to stay current with market trends and best practices.

Products we procure undergo a rigorous regulatory approval process, ensuring they include necessary documentation so that our teams and our customers can handle them safely with the required care and diligence. We continuously monitor compliance with Canadian and American legislation and can confirm that, in 2024, we were not issued any non conformances.

Our ISO 9001:2015 and BRCGS certified quality management systems cover product compliance, storage, and staging prior to delivery from our warehouses. We diligently monitor customer comments, incidents, and product quality concerns with a continuous improvement mindset to achieve a high level of service. Similarly, staying current with client demands and market trends lead us to regularly assess opportunities to expand our food safety certification portfolio.

Key 2024 highlights include:

- Implementation of an Electronic Document Management System (EMDS) through the Employee Experience (EE) for procedure standardization, improved documentation control, compliance management, and seamless capturing of training records.
- Updated safety data sheet creation software to ensure compliance with regulatory changes, while also working with Environment Canada to prioritize the safe increase of import limits for a new-to-market product in the mining sector.
- Construction of a dedicated API warehouse for regulatory compliant storage utilizing a validated HVAC and 24/7 monitoring system, safeguarding product integrity while meeting Health Canada requirements and Quadra's Drug Establishment License (DEL).
- Restricted component training for warehouse staff and new employees to ensure that products are safely distributed within North America and not diverted for non-commercial uses.

We are equally pleased to have implemented the Foreign Supplier Verification Program (FSVP) and the Food Safety Plan (FSP). These programs enhance our ability to deliver safe, high-quality products to our customers while maintaining full compliance with the Food and Drug Administration's Food Safety Modernization Act (FSMA) requirements. Lastly, we secured an organic certification for specific Quadra products, making them eligible for sale as organic goods from our Vista warehouse.

In 2024, we were not issued any non conformances.





Industry Standards

Certifications and standards held by our warehouses include:

- International Standards Organizations (ISO)
- Brand Recognition Compliance Global Standard (BRCGS)
- Good Manufacturing Practices (GMP)
- Good Distribution Practices (GDP)
- Drug Establishment License (DEL) (allowing for distribution of active pharmaceutical ingredients)

Member associations

GRI 2-28

Quadra prides itself on taking part in various associations devoted to advancing industry practices and sustainable procurement. Key memberships include:

- Responsible Distribution Canada (RDC)
- Alliance for Chemical Distribution (ACD)
- American Chemistry Council





Optimizing Logistics for Efficient Customer Delivery

In addition to meeting compliance requirements, ensuring the highest quality service to meet our customers' needs involves increased digital integration in logistics. In 2024, we advanced our multi-year plan to better use Oracle Transportation Management (OTM), which streamlines the management of global transportation needs across modes and regions. This system allows us to have visibility on inbound marine shipments and prioritize a variety of factors on outbound shipments. As a result, we are able to select efficient transportation methods, optimize route planning, and minimize empty miles, resulting in reduced freight costs and optimized service levels for our customers.

Quadra prefers to utilize accredited SmartWay carriers, a program managed by the United States Environmental Protection Agency (EPA) to help businesses in the freight industry improve fuel efficiency and reduce emissions. The integration of OTM and the SmartWay program are two ways through which we are further embedding sustainability into our day-to-day operations and supporting the sustainability goals of our business and supply chain.

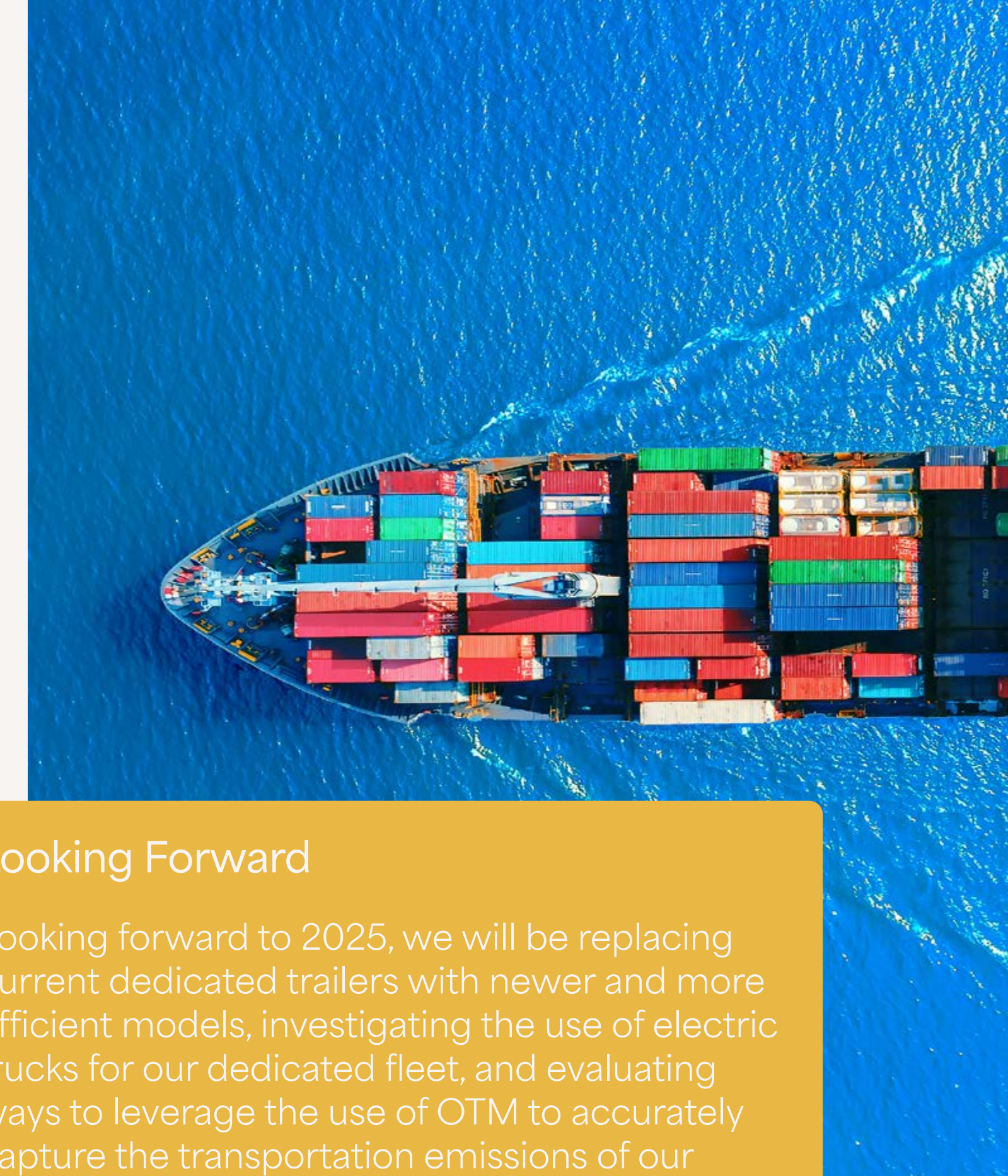
Further enhancing our approach, we regularly consolidate freight through scheduled intercompany transfers between our facilities or third-party warehouses, reducing the number of loads, lowering our carbon footprint, and leading to better cost efficiency.

In 2024, a change to our approach brought significant improvements. While our fixed shipping schedules gave customers reliable delivery timelines, we found ourselves facing a challenge with partially filled trucks and occasional product damage, especially for our ingredients division. Our shift to capacity-based shipping has yielded interesting results. With full truckload shipments increasing from **40% to 60% between 2023 and 2024**, **damage claims fell 87%, from 76 to 10**. Each avoided claim represents ingredients saved from becoming waste and unnecessary costs. By solving this challenge, we enhanced service quality, protected product integrity, and reduced waste—delivering value to both customers and our business.

Looking Forward

Looking forward to 2025, we will be replacing current dedicated trailers with newer and more efficient models, investigating the use of electric trucks for our dedicated fleet, and evaluating ways to leverage the use of OTM to accurately capture the transportation emissions of our products for our customers.

We are also exploring ways to further integrate sustainability as an assessment tool to guide our third-party carrier selection. Our approach is inspired by SmartWay, designed by the United States Environmental Protection Agency to help companies measure and improve freight transportation efficiency, as well as other sustainability certifications.



Workplace and Community Engagement

Health and Safety

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8

At Quadra, we believe that focusing on safety excellence is fostered through a culture where each person and team is accountable for their own safety and that of those around them. Safety is the responsibility of every employee, regardless of position, and we value education by providing every employee with the knowledge and requirements to perform their job safely. Our approach manages risk while empowering our people to speak up and look out for one another. We track metrics by operating location and communicate our performance monthly.

Our safety team targeted four key initiatives in 2024: leadership commitment and employee engagement, proactive hazard identification, risk assessment and emergency preparedness. Engagement of Quadra's leadership and employees was evident through the team training matrix review, where company leaders and the safety team collaborated to define the level of safety training required for each role at Quadra. This project is still ongoing as we work through all roles, and requirements will be incorporated into employee onboarding.

In 2024, we added one-on-one meetings with the safety team and operations to encourage connection with the program and day-to-day tasks. Through collaboration and discussion across our operations, the safety team identified over 70 job tasks that required varying scales of process improvement. Peer-to-peer assessment and connection were further embedded through a targeted job observation campaign.



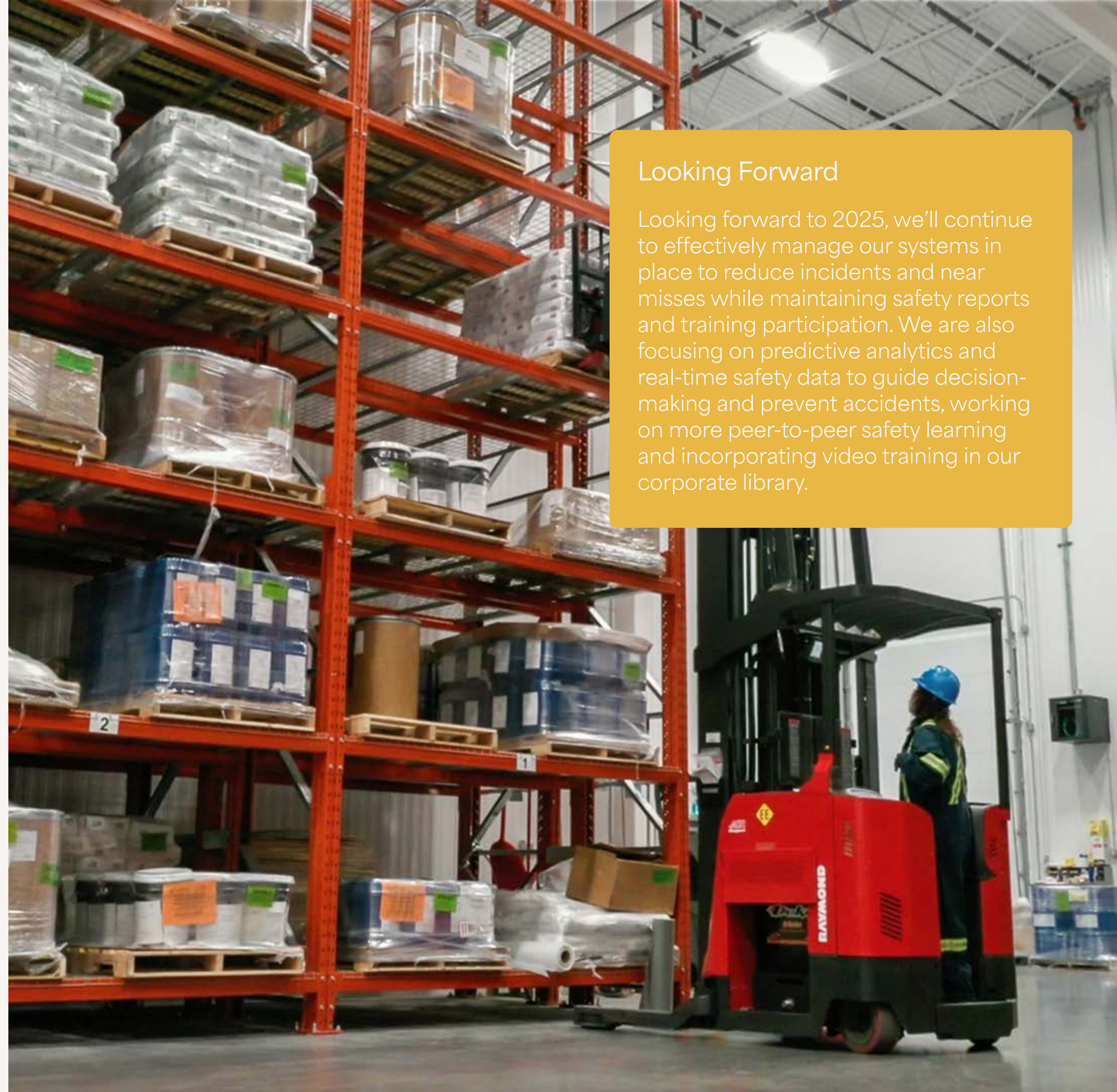
To illustrate our efforts, we reported one lost time injury during the year, compared to three in 2023, reducing our lost time incident frequency (LTIF) to 0.31 from 0.40. First aid treatments dropped to six from ten the previous year.

Quadra's hazard assessment program has successfully reduced injuries and tasks that pose a high risk to our operational team through intentional planning and discussion. With improvements to our incident reporting process, we've increased visibility into the root cause of workplace incidents and continue to measure the effectiveness of mitigation strategies.

Efforts to increase awareness about Quadra's crisis management program were the direct result of two incidents in 2023. We reinforced with our operations teams the importance of structured communication processes and defined staff responsibilities to effectively and efficiently manage a crisis. A tabletop exercise formulated around chemical spill response was completed, allowing team members to envision the scenario, discuss the approach and learn from each other, without fear of crisis escalation. In addition to this exercise, Quadra completed at least one fire drill at each location to ensure evacuation and muster protocols were followed.

Looking Forward

Looking forward to 2025, we'll continue to effectively manage our systems in place to reduce incidents and near misses while maintaining safety reports and training participation. We are also focusing on predictive analytics and real-time safety data to guide decision-making and prevent accidents, working on more peer-to-peer safety learning and incorporating video training in our corporate library.





Employee Development and Wellness

GRI 2-7, 2-8, 2-30, 401-1, 404-2, 404-3, 407-1

People are the cornerstone of our success. We believe that investing in our people is essential to building a thriving organization and are committed to providing a caring environment for our teams. Quadra embodies a culture where going the extra mile for our colleagues, customers, and suppliers is both a gesture and a principle. We seek ways to support, uplift, and prioritize the well-being of those we interact with.

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Our people-centric approach is core to our values.

– Anne Marie Infilise,
Quadra’s CEO and President

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OUR WORKFORCE

At fiscal year-end 2024, our workforce included **528 employees** (full-time, part-time and temporary). Our U.S. operations included **57 full-time employees**. Employees identifying as female represented **54% of Quadra’s personnel**, and the percentage of women in management positions remained stable at **37%**.

TRAINING AND DEVELOPMENT

In 2024, we introduced a series of innovative training programs aimed at enhancing skills among various teams and fostering a culture of continuous improvement. These included customer service excellence and specific training for managers, as well as a training platform that offers curated learning pathways for new employees. We also established a cross-functional training committee to refine our understanding of training needs and requirements across all roles and levels of the organization. In all, **we delivered training on 17 different topics, with 432 employees taking part in training programs**. During this reporting period, Quadra employees averaged more than nine hours of professional development activities.

We are proud to say that in 2024, **over 50% of employees** benefit from a development plan, a number we are working to increase.

“

We continued to provide professional development opportunities, coaching and mentorship programs, and career growth pathways that empower employees in developing their individual growth plan to reach their full potential.

– Marie-Chantal Perreault,
Vice-President, Human Resources

”



EMPLOYEE ENGAGEMENT AND RETENTION

The meaningful workplace environment that Quadra strives to cultivate is reflected in our voluntary turnover rate across the company, which was only 7% in 2024, in part due to employee retirements. We are pleased to report that **42% of new hires in 2024 came on board due to our employee referral program**, a substantial improvement from 37% in the previous reporting year.

EMPOWERING EMPLOYEES THROUGH WELLNESS, BENEFITS, AND FAIR COMPENSATION

As Quadra continues to grow, ensuring fair, equitable, and scalable compensation practices remains a priority. While we have always managed compensation with a strong focus on fairness, we recognized the need for a more structured and transparent approach as our workforce and geography expanded. Given our growth and the legislative complexity of our operations, we proactively implemented a salary structure and pay equity model that was scalable and applied across all U.S. states and Canadian provinces.

With pay transparency laws emerging in various jurisdictions and a steadfast commitment to our employees, we felt it was important to standardize our approach ahead of regulatory mandates. By sharing salary levels, we aimed to foster trust, promote fairness, and empower our employees with a clear understanding of their career growth opportunities.

In addition to pay equity, we are committed to recognizing the individuals who contribute to our success by offering our workforce comprehensive and competitive benefits that promote physical, mental, emotional, social, and financial well-being. Our benefits package supports employees through an all-in-one digital well-being platform that includes a wellness wallet, virtual telehealth appointments, and flexible time. Performance-based incentives are offered to reward employee excellence and innovation during each fiscal year.

By investing in comprehensive programs, we attract top talent while ensuring that our teams thrive both personally and professionally.

RECOGNITION AND CULTURE

Our commitment was once again reflected in 2024 through the renewal of significant certifications:

- Great Place to Work in QCL and QCI
- Top 100 Best Employers recognition in QCL
- Best Workplaces for Women in QCL
- QCI was again recognized as a Women-Owned™ business by WEConnect International



Looking Forward

As we look ahead to 2025, we will introduce several new training initiatives, including talent acquisition training for leaders, Allyship Training for managers, and newly developed sales management training.

We have also modernized our Core Values Training and designed a module on coaching skills for managers. These upcoming programs reflect our ongoing commitment to fostering a culture of continuous learning and development within our organization.



Community Outreach

GRI 413-1

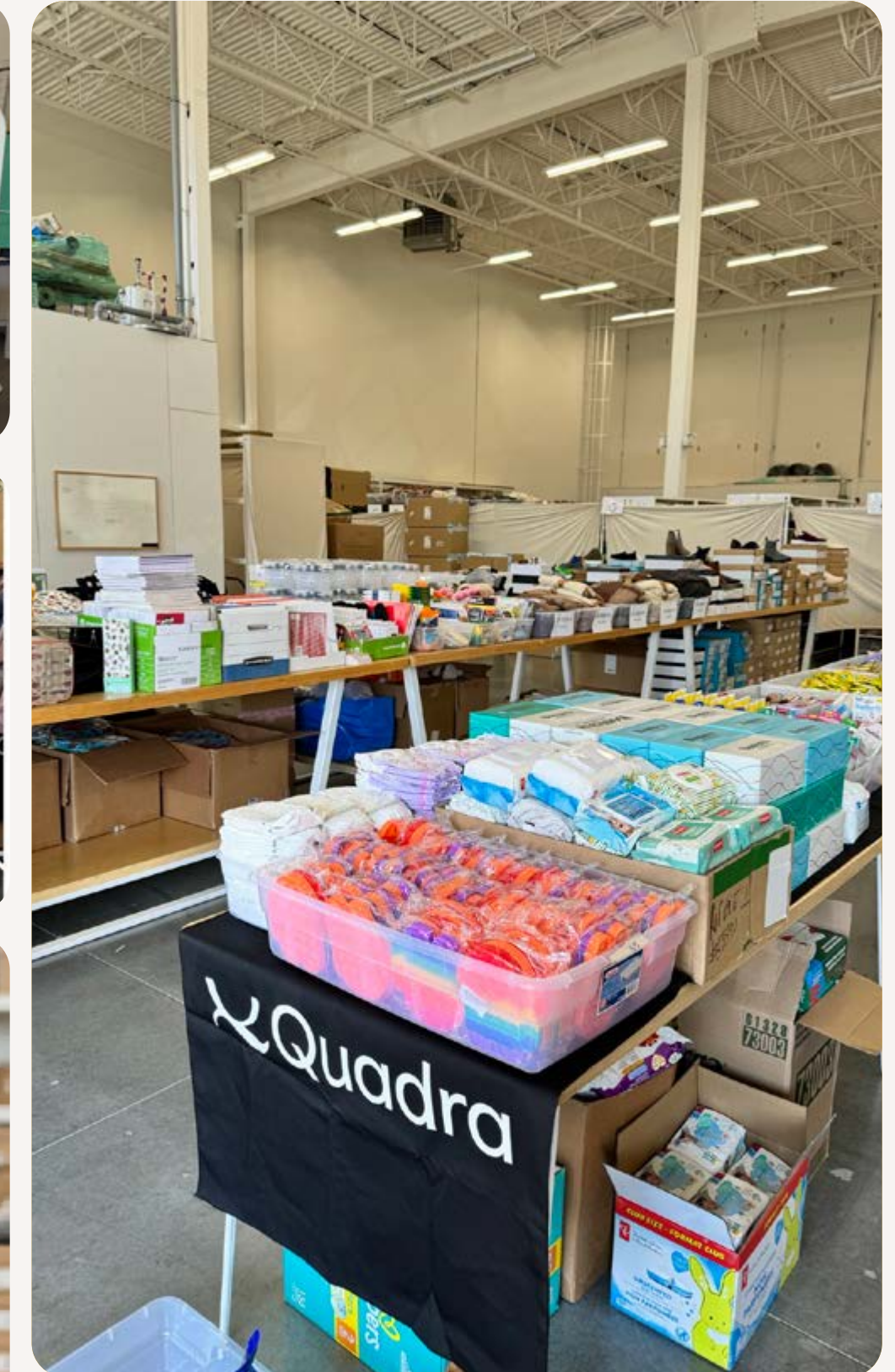
In 2024, the Quadra employee volunteer program (EVP) continued to support local registered charities. An individual from each regional office manages the allotted donation budget and coordinates volunteer days for employees to participate. Due to our committed and dedicated staff, the EVP program was able to support charities assisting with homelessness, food insecurity, family and children’s needs, and human and animal welfare. This year, the team successfully donated C\$70,000 and US\$20,000 in Canada and the United States, respectively. In addition, employees dedicated more than 600 hours to charitable causes.



Employee volunteer impact:
600+ hours
dedicated to charitable causes.

MAMAS FOR MAMAS: BACK-TO-SCHOOL DONATION DRIVE

We are proud to have established a strong partnership with the Mamas for Mamas organization in Delta, British Columbia. Quadra recognizes the true impact that this charity has on local families in the community who require external assistance. Their events focus on providing essential items to vulnerable families who would otherwise struggle to afford these necessities. In August 2024, our Quadra Delta branch supported a Back-to-School donation drive by donating items such as medicine, backpacks, school supplies, lunch bags, water bottles and toiletries to assist families invited by the organization. Quadra employees helped with sorting items for display, setting up equipment and greeting families on opening day.



CALGARY COMMUNITY KITCHEN

Employees from our Calgary office joined forces with the Calgary Community Kitchen to help package non-perishable food boxes for community distribution. Many of the consumables were “rescued items” from local grocery stores that would otherwise have ended up in landfills or food compost. Our team packed two pallets’ worth of produce boxes for those in need.



INFILISE FOUNDATION AND QUADRA: MAKING A MEANINGFUL IMPACT IN OUR COMMUNITY

In 2024, the Infilise Family Foundation and Quadra reinforced their commitment to community impact through a unique charitable team-building event in Montreal, home to Quadra's head office. This initiative combined giving back with strengthening connections within the local community, showcasing the values of generosity and collaboration that both organizations hold dear.

The event began with inspiring presentations by the executive directors of Batshaw Youth and three organizations that the Infilise Family Foundation supports: Family Centres, Elizabeth House, and Hadley Communities. These leaders shared their missions and the transformative work they do to uplift children, families, and individuals in need. The event also included the presentation of annual grants, a testament to the Foundation's continued financial support.

Over the past three years, the Infilise Family Foundation has donated over \$5 million to organizations.

Over the past three years, the Infilise Family Foundation has donated over \$5 million to organizations aligned with its mission of building a stronger Canada, supporting initiatives that empower under-resourced communities, foster democratic engagement, and improve health services, including mental health. With deep roots in Montreal, the Foundation's work goes beyond financial contributions. It is about creating lasting, meaningful change. The collaboration with Quadra exemplifies the significant impact that corporate and philanthropic partnerships can have on both the lives of those we support and within our own organizational culture. Together, we demonstrate that giving back is not just something we do; it is an integral part of who we are.





Indigenous Engagement

GRI 411-1

Quadra supports 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.

We remain committed to learning about Indigenous history and establishing strong relationships with Indigenous Nations and businesses. We respect all distinct Indigenous cultures across North America and honour Indigenous rights as part of our core value of caring. This drives us to seek out meaningful opportunities and to strengthen the participation of Indigenous Peoples in the industries we serve.

In 2024, we established five new relationships, for a total of 26. Our energy business unit entered a limited partnership with Oosita Group of Companies Inc., a driving force for prosperity and reconciliation for the Fort Chipewyan Métis Nation (FCMN). We also expanded our support to Indigenous Nations, from a socio-economic benefit standpoint to an advisory capacity, by providing technical support to a new Indigenous business start-up in the pharmaceutical sector.

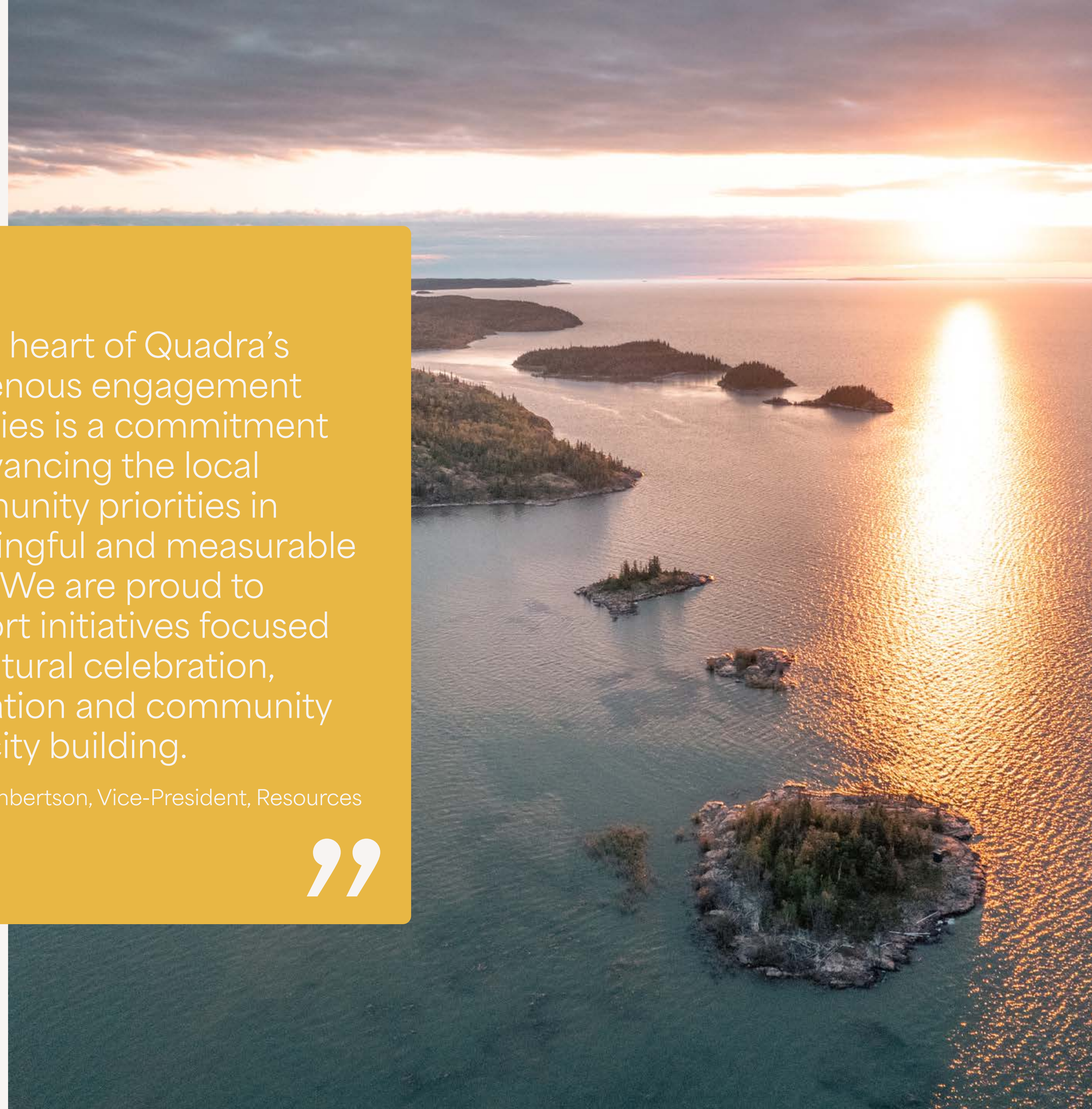


“

At the heart of Quadra’s indigenous engagement activities is a commitment to advancing the local community priorities in meaningful and measurable ways. We are proud to support initiatives focused on cultural celebration, education and community capacity building.

– Ian Cuthbertson, Vice-President, Resources

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Over the past year, Quadra collaborated with its partners to promote economic development, provide educational programs, and support cultural events across numerous Indigenous communities. Some notable achievements include onsite chemistry education and experimentation with elementary youth, the addition of new playground equipment, and scholarship and bursaries provided to post-secondary students. On the commercial side, Quadra supported building economic capacity within nations through advising on best practices in warehousing and procurement.

Quadra recognizes the importance of raising awareness for reconciliation and has created a Land Acknowledgement Policy for each regional office, showcasing the different traditional lands in which we operate. For more information, we’ve included a dedicated Indigenous Relations page on the Quadra Group website, which highlights our mission and community activities.

We’ve continued our membership with the Canadian Council for Indigenous Business (CCIB) and the Mining Association of Canada (MAC). A notable achievement for our Indigenous Relations Manager was partnering with the Canadian Institute of Mining, Metallurgy and Petroleum as a presenter on Regulatory Indigenous Best Practice at the 2024 Mineral Resources Review. Lastly, we contributed feedback on two Government of Canada policies to increase collaboration between Canadian businesses and Indigenous Nations.

Looking Forward

Learning is a journey. Looking forward to 2025, we will be broadening opportunities for Indigenous partners to tour Quadra’s activities at customer facilities for greater awareness of Quadra’s commitment, and we will establish an Indigenous Relations Committee.





Environmental Impacts

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8

GHG Emissions

The total greenhouse gas emissions (GHG) associated with Quadra’s 12-month fiscal period ending on September 30th, 2024 was 3,126.5tCO₂e. This value dropped 2% compared with 3,189.9tCO₂e reported during calendar year 2023. Our emissions are quantified by a trusted advisory firm in accordance with the principles of ISO 14064-1 and the GHG Protocol.

When comparing historical data, please note that our commitment to transparency led to an improvement to the quality and accuracy of our greenhouse gas quantification in our 2023 report. At the time, we addressed data gaps by reducing our reliance on estimates and incorporating actual energy consumption data. Through this process, we discovered discrepancies in our Scope 2 emissions for the 2021 and 2022 reporting years, which impacted our footprint. In 2024, there was no need for any data restatement.

Annual GHG Emissions

	Units	2024	2023	2022	2021
Total GHG Emissions	tCO ₂ e/year	3,126.5	3,189.9	3,310.3	2,702.9
Total Emissions by Scope:					
Scope 1 Emissions	tCO ₂ e/year	2,629.3	2,662.4	2,814.8	2,244.7
Scope 2 Emissions	tCO ₂ e/year	497.1	527.5	495.5	458.2

Total GHG emissions declined by 2% for a second consecutive year to 3,127 tCO₂e.



SCOPE 1 EMISSIONS

Scope 1 emissions accounted for 84% of our total GHG emissions during the reporting period, remaining relatively stable in recent years. Natural gas combustion, which decreased 2.4% from 2023 levels, accounted for 61% of all Quadra’s GHG emissions in 2024. Natural gas used in furnaces for building heat represented 1,891.8 tCO₂e or 61% of total emissions in 2024, a notable decrease compared with 2021, when it accounted for 1918.1 tCO₂e, or 71% of total GHG emissions.

Mobile combustion emissions, associated with fleet vehicles and warehouse equipment, accounted for 737.5 tCO₂e, or 24% of total Scope 1 GHG emissions.

While we have explored ways to reduce our fuel usage, opportunities for lower natural gas consumption are limited, since it is primarily used for heating and is dependent on weather conditions. Fuel used by our warehouse equipment represents a small portion of our emissions; reducing it would not materially impact our emissions inventory.

Annual GHG Emissions by Source

	Units	2024	2023	2022	2021
Natural Gas	tCO ₂ e/year	1,891.8	1,938.6	2,184.1	1,918.1
Propane	tCO ₂ e/year	18.9	18.4	26.3	-
Diesel	tCO ₂ e/year	13.1	13.4	0.9	2.7
Gasoline	tCO ₂ e/year	705.6	692.1	603.5	323.9



Overall natural gas consumption decreased by 8% from 2023.



SCOPE 2 EMISSIONS

Quadra’s Scope 2 emissions comprised 16% of our total GHG emissions during the reporting period and represented 497.1 tCO₂e. Among all the provinces in which we operate, Alberta is the main contributor to Quadra’s Scope 2 GHG emissions, due to the province’s reliance on natural gas to create electricity. While the total consumption of electricity in Alberta was only 20% in Quadra’s operations, it accounted for approximately 86% of the company’s Scope 2 GHG emissions. Electricity consumption in the province of Quebec was the highest across our operations, but accounted for the lowest percentage of emissions from electricity at 0.4%. Quadra’s electricity consumption decreased by 2% during the fiscal year, versus a 42% increase in 2023, which occurred after taking over a tenant-occupied location in Oakville in 2022.

Scope 3 emissions are not currently included in our greenhouse gas inventory; however, we are in the process of establishing methodologies and data collection frameworks to enable quantification in 2025. This effort aligns with our goal to enhance the completeness and accuracy of our emissions profile in accordance with leading reporting standards.

Electricity consumption 2024 by province

Province/State	2024 Electricity consumption, MWh	2023 Electricity consumption, MWh	2022 Electricity consumption, MWh	2021 Electricity consumption, MWh
Quebec	1,561	1,647	1,450	1,226
Ontario	1,649	1,655	625	579
Alberta	900	903	811	749
BC	263	257	271	296
California	28	27	-	-
TOTAL	4,402	4,488	3,157	2,850
% change	-2%			



79%

of Quadra’s electricity
is sourced from
renewable sources

Waste and Water Management

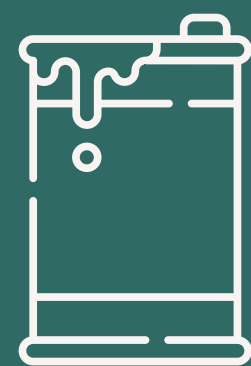
As a distributor, we aim to eliminate the amount of product waste we incur through maintaining our targeted warehouse inventory levels. In cases where a product expires, is received damaged, or does not meet specifications, the product may be sent for disposal. Through enhancements to our internal processes, we have been refining our waste procedures and exploring alternative disposal streams for our products. For example, we have partnered with a Quebec-based recycling company that collects food-grade waste to be upcycled into animal feed, reducing the amount of food products going to landfills. In 2024, we disposed 349.2 tons of hazardous or ingredient product waste from our warehouses, of which 13.3 tons were diverted from landfill.

We have partnered with a Quebec-based recycling company that collects food-grade waste to be upcycled into animal feed.

In 2024, our operations team standardized our waste data collection processes, which enhanced the accuracy of our waste data and reduced previous reporting gaps.

Quadra's water consumption results from three main activities: the blending of industrial products, the cleaning and maintenance of our warehouses, and the operations of commercial office facilities. We use municipal water supply in these operations and ensure responsible sewer discharge. Our water consumption increased in 2024 due to the acquisition of additional office and warehouse space in 2023, and an increase in office staff.

At Quadra, we are committed to the safe handling of our products and uphold stringent policies and procedures across all operations. In 2024, we recorded **six reportable releases**, following two consecutive years with zero incidents. Each release was promptly reported to regulators, and our containment systems effectively mitigated any risk to employees and the environment. All incidents were related to the loading or unloading of bulk fluids. To address this, we are actively reviewing our procedures and enhancing oversight of these activities at our operations to minimize future occurrences.



13.3 tonnes
of ingredient product waste
was diverted from landfill.

Risk Management

GRI 2-15, 2-16, 205-1, 205-2, 205-3, 206-1

Defining and Applying our Framework

Quadra's risk management strategy for its business operations is overseen by our executive committee and executed by a full-time dedicated team member. This ongoing process monitors all business-related risks, including our operations, the environment, our contractual agreements, and our supply chain dependencies. Our governance framework for the business continuity management program is aligned with ISO 22301, the international standard planning and improving systems to protect against disruptive incidents.

In 2024, we evaluated opportunities to improve the scope and breadth of our risk registry to complement the existing tactical and operational level registry. This expansion of the risk registry's scope is intended to help ensure that our risk management practices remain robust. We also defined and documented our company's contractual risk appetite, incorporating risk tolerance thresholds into our relationships with business partners and determining how these standards are managed.

These initiatives were accompanied by significant steps to refine our definition of cyber risk, essential for safeguarding our digital assets and ensuring that our cybersecurity measures are aligned with our overall risk management strategy. We also deployed a improved supplier assessment process to enhance risk management in this area and maintain supply chain integrity.

Regarding the ethical business conduct of our suppliers and customers, our sustainability department collaborates with Quadra's commercial team to review and engage on any anti-corruption or ethical business requirements for our partners. In addition, our finance department investigates outlier data points, such as abnormally high gross margins, to help detect and prevent collusion and corruption.



Cybersecurity

GRI 418-1

Our company prioritizes data and digital platform security through software and cybersecurity system improvements, providing enhanced safety measures to our shareholders and stakeholders. We frequently evaluate our network, infrastructure, and personnel to identify and remedy weaknesses.

In 2024, we made significant progress in enhancing our infrastructure. We conducted three penetration tests on our systems, as well as two third-party audits. These thorough assessments help manage potential risks, ensuring that they do not impact our operations, allowing us to confidently engage with our vendor partnerships.

We also updated our cybersecurity awareness platform content and delivered four training courses on various topics, including phishing and ransomware. To enhance employee awareness and response capabilities, we are increasing the frequency of phishing simulations; we have observed a positive trend in reported phishing attempts and security concerns before and after training, highlighting a significant increase in awareness among staff. In 2024, we ensured our employees completed cybersecurity training for all modules.

We reviewed our incident response escalation procedures with our Security Operations Centre (SOC) partner, establishing actions to take based

on the severity of incidents. Additionally, our cloud infrastructure assessment revealed a well-segmented network, minimizing the risk of lateral movement within the network by effectively segmenting the production environment.

Four training courses were delivered on various topics, including phishing and ransomware.

Looking Forward

Looking ahead to 2025, our key areas of focus will include reviewing our partnerships and services to further enhance detection and response capabilities. We plan to introduce a comprehensive IT vendor risk assessment process to evaluate both existing and prospective IT vendors. We will also seek to reduce the time required to restore our systems and data following a disruption, increase vulnerability detection, implement measures stemming from the penetration test results, and automate third-party application patching.



Customer Care and Responsible Use



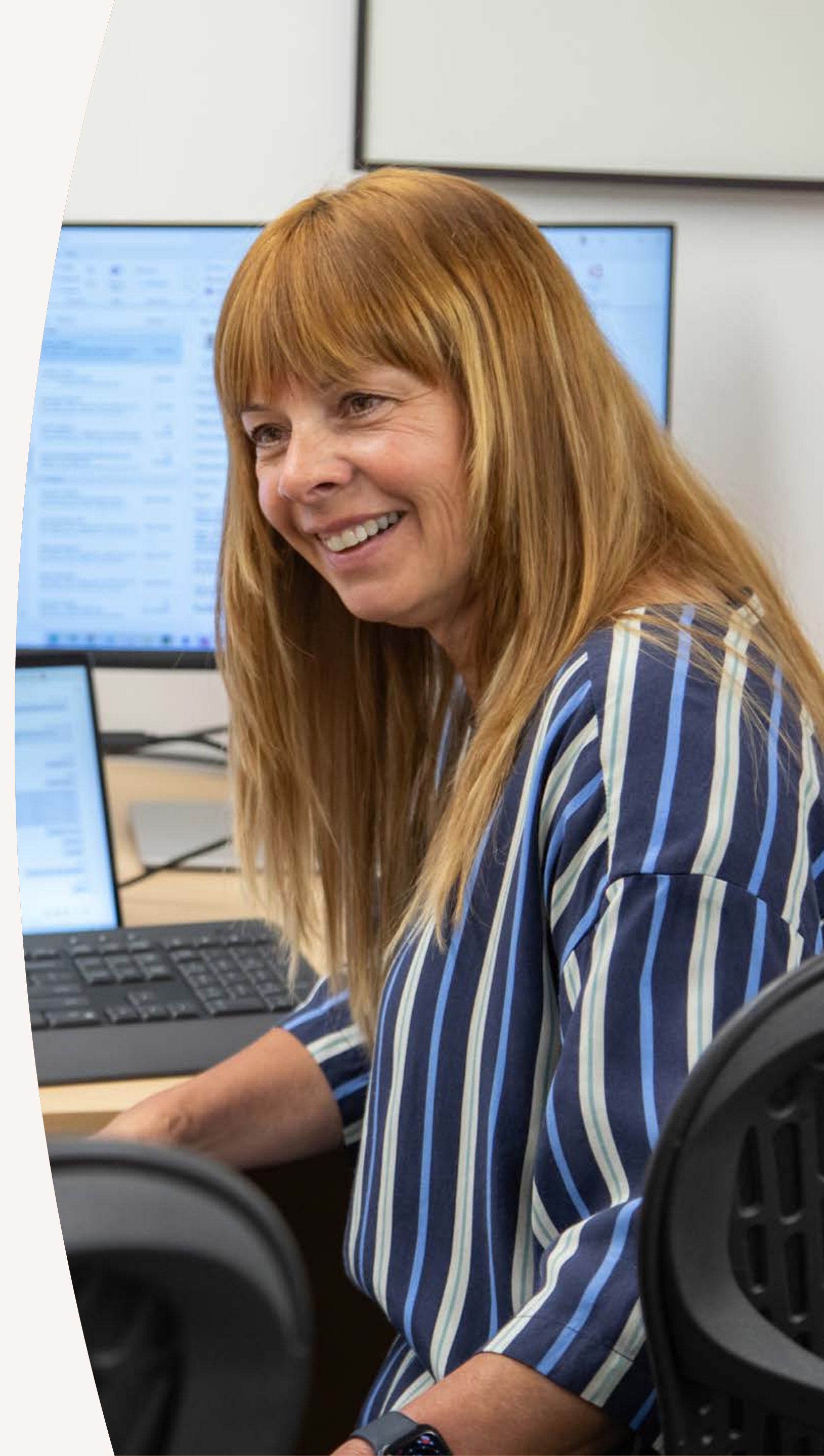
Customer Service: Driving Satisfaction Excellence

GRI 2-15, 2-16, 205-1, 205-2, 205-3, 206-1

Our purpose is rooted in delivering strong customer satisfaction. By listening to the needs of our customers, we position ourselves to craft solutions that solve their challenges, cultivating mutual success. In 2024, we deepened our commitment to providing superior customer satisfaction through training and digital integration. We launched a department-wide customer service excellence training program, administered by our lead internal trainer.

By engaging a lead trainer, we are able to reduce onboarding time, ensure each customer service representative (CSR) obtains a consistent and foundational level of customer service training, and get our team working hands-on as soon as possible. This training also includes facility tours and opportunities to become acquainted with leadership. In total, 55 employees participated in the training last year.

As a bridge between our customers and our commercial teams, the customer service department identified order bottlenecks and through cross-department collaboration, we will continue to find opportunities to optimize the flow of customer orders and implement key performance indicators (KPIs) to track and measure improvements.





QUADRA, EVOLVED: A DIGITAL EXPERIENCE THAT REFLECTS OUR VALUES AND OUR VALUE

As part of Quadra's brand evolution, the launch of our newly redesigned website in 2024 marked a significant milestone in our journey to strengthen digital engagement and elevate our customer experience. More than just a visual refresh, the site represents a powerful expression of our identity, designed to reflect our culture, values, and leadership in the chemical and ingredient distribution industry.

At the core of the new site is a robust, customer-centric product portfolio. Enhanced software features, including intuitive filtering and categorization, enable users to quickly find the right solution tailored to industry trends and their specific needs. Once an inquiry is submitted, customers are seamlessly connected to a dedicated member of our service team, ensuring timely, personalized connection to our experts.

Our refreshed digital presence doesn't just improve usability; it reinforces our position as a forward-thinking, responsive, and reliable partner. With an expanded and strategically curated, searchable product portfolio showcasing the depth and breadth of our offering, we're not just keeping pace with the industry, we're helping to shape its future.

“

Our brand is the face of our organization. It is the embodiment of our people, our values, our 'Why,' and our commitment to excellence. By refreshing our brand, we wanted to ensure that it accurately reflects who we are and what we stand for in the eyes of our customers, suppliers, partners, and the broader community.

– Christine Infilise,
Senior Vice-President, Ingredients & Corporate Marketing

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Turning to the Future: our Green & Better Choice Program

In 2024, we worked on updating Quadra's Green & Better Choice program, which is designed to promote a sustainable product line for customers interested in or participating in markets that require a wider range of product options. In addition to meeting evolving expectations, this approach will also allow us to strengthen supplier relationships while embracing innovation and advancing our sustainability practices.

Products in the program include those with sustainable attributes, such as environmental certifications, social responsibility standards, reduced environmental impact, and innovative design. Examples include low-carbon products, plant-based materials, local sourcing, circular packaging, and regenerative agricultural practices.

This approach, whose rollout is set for 2025, aims to expand our product diversity and options while maintaining a balanced approach across all manufacturing partners.

Our updated Green & Better Choice Program includes sustainable attributes such as environmental certifications, social responsibility standards, and reduced environmental impact.

Bulk Audit Process

In 2024, we addressed a specific customer challenge: when ordering products in bulk format, some customers were occasionally unprepared to receive the product, due to issues such as insufficient onsite storage capacity, inadequate equipment to handle high volume sizes, or a lack of special labelling requirements for health and safety.

Our approach to this challenge included the development of an audit protocol that addressed the common issues experienced. This bulk audit, which would be conducted at a customer's site prior to the delivery of any new bulk product, considers the product safety practices, product loading and unloading, proper equipment inspection, and personnel training for handling the product.

This process has increased our customers' satisfaction with Quadra as a distributor, reduced health, safety, and environmental risks from incorrect handling, and ensured our customers have the equipment and detailed knowledge needed. With timely planning and execution of bulk delivery, we not only protect our valued customers, but also contribute to a safer and more sustainable environment.



Customized Solutions for Customer Excellence

During the year, we continued making every possible effort to meet customer requests through timely and efficient solutions. Here are a few examples.

INNOVATION SEMINARS

Experts from our Food, Health (Supplements and Pharma) and Personal Care teams collaborated with key suppliers to deliver five innovation seminars that solidified our position as a chosen distributor while creating new growth opportunities. These events connected over 150 customers with 20 supplier partners, presenting more than 20 prototypes created by our internal R&D team in conjunction with our suppliers. We also addressed market trends, performed tabletop exhibitions, and encouraged networking among peers. This approach builds trust, sparks collaboration, and creates lasting partnerships, with feedback confirming positive impact on the future of our industries.

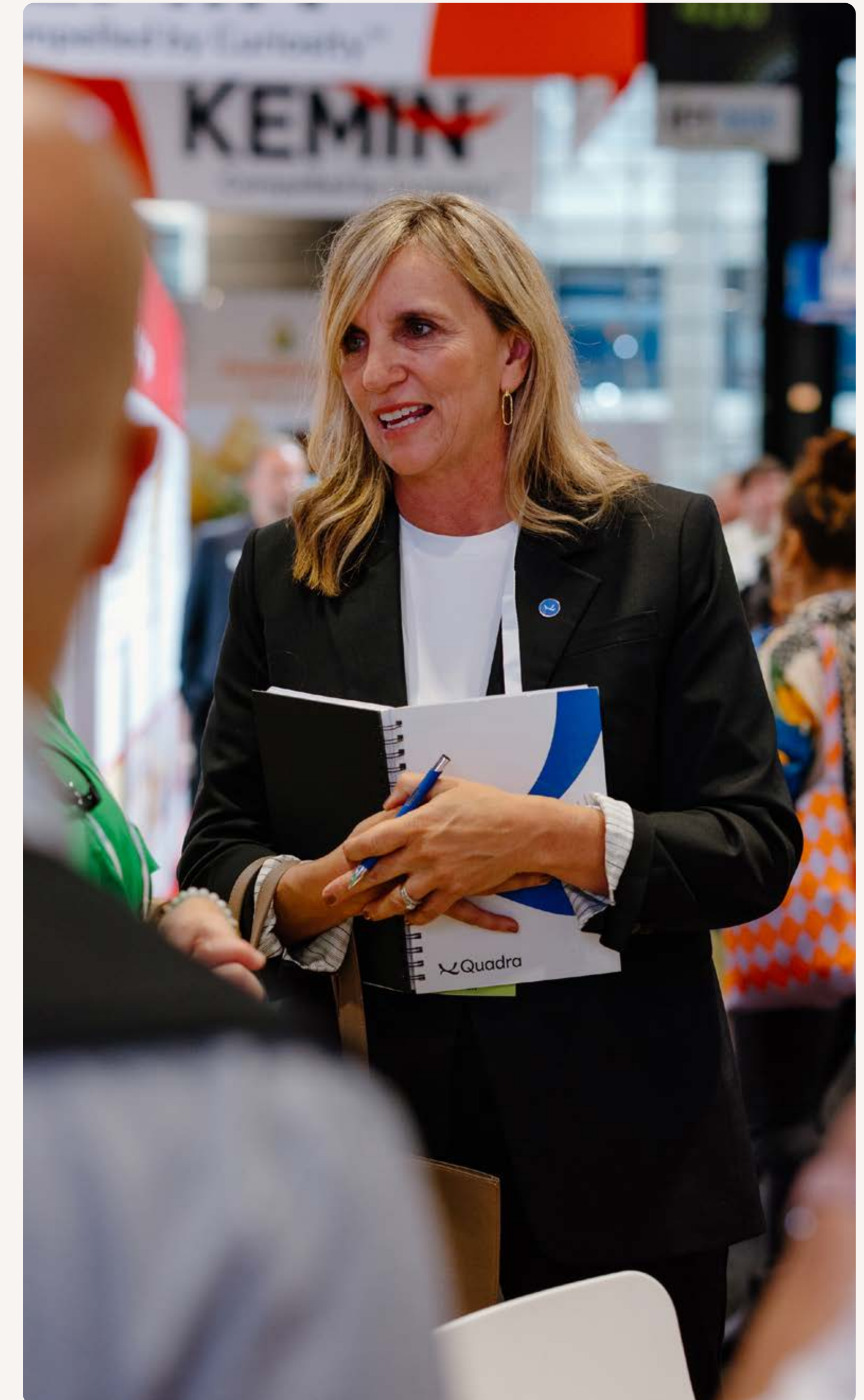
SATELLITE LOCATIONS PROCESS IMPROVEMENT PROJECT

To better serve our customers, we rely on satellite locations that function as external distribution points for Quadra products, strategically located to facilitate delivery. However, these satellite locations posed administrative challenges due to their third-party

management. Ensuring the chain of custody for products required physical signatures.

In a digital age, we knew there had to be a better way. In 2024, representatives from a variety of Quadra departments, including Customer Service, Commercial, Digital, User Experience, and Finance, connected to address this issue. Through collaborative thinking, they developed an innovative solution that improved workflows. Our partnership with vendors that deliver our products to customers allowed us to roll out a digital solution, including ensuring appropriate digital securities that enabled system access for order entry, data accuracy, and timely information transfer.

The Satellite Process Improvement Project has generated multiple benefits, including improved workflow efficiency, reduced documentation errors for our customers, and enhanced visibility into our customers' needs.





“ONE TEAM” COLLABORATION

Sometimes, finding the right solution for a customer requires support from nearly every team at Quadra. In 2024, a large industrial operation identified the need for a pre-blended product delivered to their site, which was located approximately 12 hours from a major city. Simply delivering the products to the site was not sufficient; the request was to have the products delivered to site, and pre-blended to a known specification.

We were able to design and build a temporary blending facility close to the site to deliver the blended product in the containers that the raw materials were sent in. This setup reduced waste, decreased the risks of spills at the customer’s site, lowered contractual risk and penalties for the contract, and actually improved the delivery timeline for products to an operating facility.

Quadra’s technical team members were quick on their feet, able to build trust and develop a solution that met our customers’ needs. Our product sourcing team was able to source, qualify, negotiate, and execute the delivery of multiple products from several sources. The team was connected to our suppliers, who were nimble and responsive to changing timelines and finding alternate sources when dealing with product shortfalls. Quadra’s logistics and operations teams were able to source an array of contractors and partners to design and build the temporary blending facility.





Contact Us

If you have any inquiries concerning the
2024 Sustainability Report, please contact
sustainability@quadragroup.com

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Canada J7V 5V5



2024 Performance Data

The 2024 Performance Data was collected based upon Quadra’s fiscal year (October 1, 2023 - September 30, 2024) vs. previously reported data collected upon the calendar year (2022, 2023).

Governance

	Measurement	2024	2023	2022	GRI
Code of Business Ethics	Y/N	Y	Y	Y	2-26
Whistleblower Complaints ¹	#	0	0	1	2-26
Whistleblower Complaints Closed	#	0	0	1	2-26
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.

Incidents & Compliance

Reportable Releases ^{1,2}					
	Measurement	2024	2023	2022	GRI
Number of reportable releases	#	6	0	0	
Environmental Compliance					
	Measurement	2024	2023	2022	GRI
Significant fines and non-monetary sanctions for non-compliance with environmental regulations ³	#	0	0	0	307-1

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.

² Reporting thresholds are variable depending on jurisdiction and therefore releases are not wholly comparable by jurisdiction or year over year.

³ Defined as any penalty within Quadra operations.



2024 Performance Data

Emissions & Energy

Greenhouse Gas Emissions ^{1,2}					
	Measurement	2024	2023	2022	GRI
Total direct GHG emissions (Scope 1) ³	tCO ₂ e	2,629	2,662	2,816	305-1
Total indirect GHG emissions (Scope 2) ⁴	tCO ₂ e	497	528	496	305-2
Air Pollutants ^{1,2}					
	Measurement	2024	2023	2022	GRI
Carbon Monoxide (CO)	tonnes	32.7	-	-	305-7
Nitrous Oxides (NO _x)	tonnes	2.1	-	-	305-7
Sulphur Dioxide (SO _x)	tonnes	0.1	-	-	305-7
Particulate Matter (PM)	tonnes	0.2	-	-	305-7
Particulate Matter (PM ₁₀)	tonnes	0.1	-	-	305-7
Total Volatile Organic Compounds (VOCs)	tonnes	0.8	-	-	305-7
Energy Consumption ^{1,2}					
	Measurement	2024	2023	2022	GRI
Total natural gas consumption	m ³	965,251	989,132	1,113,632	302-1
Total diesel consumption	L	4,870	4,969	336	
Total gasoline consumption	L	304,770	298,934	260,649	
Total propane consumption	m ³	12	12	17	
Total electricity consumption	MWh	4,402	4,488	3,157	
Total renewable energy consumed	MWh	3,502	3,559	0	

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 practice.

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.



2024 Performance Data

Water

	Measurement	2024	2023	2022	GRI
Total water withdrawal ¹	m ³	14,326	12,308	12,440	303-3
Water used for product blending	m ³	3,578	4,400	2,600	
Water used for product blending	%	25	36	21	

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

Waste

	Measurement	2024	2023	2022	GRI
Hazardous waste ¹	tonnes	15.3	47.5	37.2	306-3-a
Landfill waste	tonnes	311	162.1	-	306-5-a
Diverted from Landfill ²	tonnes	13	-	-	306-4-a
Food Waste	tonnes	9.6	-	-	306-3-a

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

¹ The definitions of hazardous and non-hazardous waste are defined by local jurisdiction where the waste is generated. Hazardous waste includes both liquid and solid.

² Waste Diverted from landfill was sent to a third-party recycling facility that turns food waste to animal feed



2024 Performance Data

Safety & Training

Safety					
	Measurement	2024	2023	2022	GRI
Fatalities ¹	#	0	0	0	403-9
Lost Time Injuries	#	1	3	0	
Lost Time Incident Frequency (LTIF)	#	0.31	0.4	0	
Lost Days ²	#	5	94	0	
First Aid Incidents ³	#	6	10	0	
Total Km Driven	km	3,054,494	2,950,020	2,578,527	
Vehicle Incident Rate ⁴	Incidents/1,000,000 km	2.61	0.66	0.77	
Near Misses	#	357	344	247	
Training					
	Measurement	2024	2023	2022	GRI
Average training per employee	hrs	9.4	10	7	404-2

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.

Community Investment

	Measurement	2024	2023	2022	GRI
Regional contributions to registered charities ¹	\$ CAD	70,000	90,208	50,031	413-1
Regional contributions to registered charities	\$ USD	20,000	20,000	41,524	
Employee volunteer hours	hrs	606	-	-	

¹ Donations to registered charities include regional office donations and corporate donations.



2024 Performance Data

Workforce Demographics

Work Demographics ¹					
	Measurement	2024	2023	2022	GRI
Total Employees ²	#	528	515	493	2-7
Male	%	46	47	48	
Female	%	54	53	52	
Full Time Employees	#	513	500	480	
Canada	#	456	445	428	
US	#	57	55	52	
Part Time Employees ³	#	1	1	0	
Canada	#	1	1	0	
US	#	0	0	0	
Contractors ⁴	#	14	14	13	2-8
Canada	#	14	14	13	
US	#	0	0	0	
Employee Age Profile ⁵					
	Measurement	2024	2023	2022	GRI
Ages 18-24	%	2	2	4	405-1
Ages 25-34	%	19	20	21	
Ages 35-44	%	21	24	26	
Ages 45-54	%	32	31	28	
Ages 55-64	%	22	21	19	
Ages 65+	%	3	2	2	

¹ The data reflects the workforce breakdown for Quadra’s North American Operations.

² Total employees includes inactive employees: those that are on unpaid leave or leave paid by state. Does not include occassional workers or students.

³ Part time employees incude 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 (eg. maternity leave replacement).

Annual totals may not equal 100% due to rounding.

⁵ The employee age profile provided includes full time, part-time and contractors in the calendar year.



2024 Performance Data

Diversity

Diversity in Leadership					
	Measurement	2024	2023	2022	GRI
Diversity of Executive Management ¹					
Male	#	7	8	8	405-1
Male	%	64	73	73	
Female	#	4	3	3	
Female	%	36	27	27	
Total Executive Management	#	11	11	11	
Diversity of People Leaders ²					
Male	#	60	65	56	405-1
Male	%	63	63	62	
Female	#	36	38	34	
Female	%	37	37	38	
Total Number of Leaders	#	96	103	90	
Age Profile of People Leaders					
25-34	%	5	-	-	405-1
35-44	%	17	-	-	
45-54	%	49	-	-	
55-64	%	28	-	-	
65+	%	1	-	-	

¹ Executive Management at Quadra includes President & CEO, 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. Does not include Executive Management.



2024 Performance Data

Creation & Turnover

Employment Creation					
	Measurement	2024	2023	2022	GRI
Total Employees	#	67	63	84	401-1
Male	%	52	48	45	
Female	%	48	52	55	
New Hires by Age Group ^{1,4}					
18 - 24	%	9	11	10	
25-34	%	27	29	31	
35-44	%	15	22	28	
45-54	%	37	22	24	
55-64	%	12	16	7	
65+	%	0	0	0	
Employee Turnover Rate					
	Measurement	2024	2023	2022	GRI
Employee Voluntary Turnover Rate ²	%	7	6	9	401-1
Employee Involuntary Turnover Rate ³	%	3	4	4	
Employee Voluntary Turnover Canada	%	7	6	14	
Employee Voluntary Turnover US	%	4	6	4	

¹ New Hires include employees that were permanently hired during the period.

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

³ Involuntary turnover includes severances and layoffs.

⁴ 2022 data was amended due to calculation error.





GRI Index

Disclosure #	Description	Cross Reference - 2024 Sustainability Report
The Organization and its Reporting Practices		
2-1	Organizational Details	Corporate Overview (p.5)
2-2	Entities including in the organization's sustainability reporting	About This Report (p.4)
2-3	Reporting period, frequency, and contact point	About This Report (p.4)
2-4	Restatements of information	About This Report (p.4)
2-5	External Assurance	Environmental Impacts (p.32)
Activities and Workers		
2-6	Activates, value chain and other business relationships	Corporate Overview (p.5)
2-7	Employees	Employee Development and Wellness (p.24-25)
2-8	Workers who are not employees	2024 Performance Data: Workforce Demographics
2-9	Governance structure and composition	Governance, Compliance, and Logistics (p.18)
2-10	Nomination and selection of the highest governance body	We do not currently disclose this information
2-11	Chair of the highest governance body	CEO & President's Statement (p.8-9)
2-12	Role of the highest governance body in overseeing the management of impacts	CEO & President's Statement (p.8-9)
2-13	Delegation of responsibility for the management of impacts	CEO & President's Statement (p.8-9)
2-14	Role of the highest governance body in sustainability reporting	Sustainability (p.10)
2-15	Conflicts of Interest	Risk Management (p.36)
2-16	Communication of Critical Concerns	Risk Management (p.36)
2-17	Collective knowledge of the highest governance body	We do not currently disclose this information
2-18	Evaluation of the performance of the highest governance body	Governance, Compliance, and Logistics (p.18)
2-19	Remuneration policies	Employee Development and Wellness (p.24-25)
2-20	Process to determine remuneration	Employee Development and Wellness (p.24-25)
2-21	Annual total compensation ratio	We do not currently disclose this information
Strategies, Policies, and Practices		
2-22	Statement on Sustainable Development Strategy	Sustainability (p.10)
2-23	Policy Commitments	Governance, Compliance, and Logistics (p.18)
2-24	Embedding Policy Commitments	About This Report (p.4)
2-25	Process to remediate negative impacts	Governance, Compliance, and Logistics (p.18)
2-26	Mechanisms for seeking advice and raising concerns	Governance, Compliance, and Logistics (p.18)
2-27	Compliance with laws and regulation	Regulatory Compliance (p.19)
2-28	Membership associations	Member associations (p.20)
2-29	Approach to stakeholder engagement	Stakeholders (p.13)
2-30	Collective bargaining agreements	Employee Development and Wellness (p.24-25)



Disclosure #	Description	Cross Reference - 2024 Sustainability Report
Material Topics		
3-1	Process to determine material topics	Focus Areas (p.11)
3-2	List of material topics	Focus Areas (p.11)
3-3	Management of material topics	Focus Areas (p.11)
Economic Performance		
201-1	Direct economic value generated and distributed	We do not currently disclose this information
201-2	Financial implications and other risks and opportunities due to climate change	We do not currently disclose this information
201-3	Defined benefit plan obligations and other retirement plans	Employee Development and Wellness (p.24-25)
Market Presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	We do not currently disclose this information
202-2	Proportion of senior management hired from the local community	We do not currently disclose this information
Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	We do not currently disclose this information
203-2	Significant indirect economic impacts	We do not currently disclose this information
Procurement Practices		
204-1	Proportion of spending on local suppliers	We do not currently disclose this information
Anti-Corruption		
205-1	Operations assessed for risks related to corruption	Risk Management (p.36)
205-2	Communication and training about anti-corruption policies and procedures	Risk Management (p.36)
205-3	Confirmed incidents of corruption and actions taken	2024 Performance Data: Governance
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.
		Risk Management (p.36)
Tax		
207-1	Approach to Tax	We do not currently disclose this information
207-2	Tax Governance, control, and risk management	We do not currently disclose this information
207-3	Stakeholder engagement and management concerns related to tax	We do not currently disclose this information
207-4	Country-by-country reporting	We do not currently disclose this information
Materials		
301-1	Materials used by weight or volume	Not Applicable
301-2	Recycled input materials used	Not Applicable
301-3	Reclaimed products and their packaging materials	Not Applicable
Energy		
302-1	Energy consumption within the organization	2024 Performance Data: Emissions and Energy
302-2	Energy consumption outside the organization	We do not currently disclose this information
302-3	Energy Intensity	We do not currently disclose this information
302-4	Reduction of energy consumption	Environmental Impacts (p.32)
302-5	Reductions in energy requirements of products and services	We do not currently disclose this information



Disclosure #	Description	Cross Reference - 2024 Sustainability Report
Water and Effluents		
303-1	Interactions with water as a shared resource	Environmental Impacts (p.35)
303-2	Management of water discharge-related impacts	Environmental Impacts (p.35)
303-3	Water withdrawal	2024 Performance Data: Water
303-4	Water Discharge	We do not currently disclose this information
303-5	Water consumption	2024 Performance Data: Water
Emissions		
305-1	Direct (Scope 1) Greenhouse gas emissions	Environmental Impacts (p.33)
305-2	Energy Indirect (Scope 2) Greenhouse Gas emissions	Environmental Impacts (p.34)
305-3	Other indirect (Scope 3) GHG emissions	We do not currently disclose this information
305-4	GHG Intensity	We do not currently disclose this information
305-5	Reductions of GHG Emissions	Environmental Impacts (p.32)
305-6	Emissions of ozone depleting substances (ODS)	We do not currently disclose this information
305-7	Nitrogen oxide, sulfur oxide, and other air emissions	2024 Performance Data: Emissions & Energy
Waste		
306-1	Waste generation and significant waste-related impacts	Environmental Impacts (p.35)
306-2	Management of significant waste-related impacts	Environmental Impacts (p.35)
306-3	Waste generated	2024 Performance Data: Waste
306-4	Waste Diverted from disposal	Environmental Impacts (p.35)
306-5	Waste directed to disposal	2024 Performance Data: Waste
Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	Responsible Procurement (p.15)
308-2	Negative environmental impacts in the supply chain and actions taken	Responsible Procurement (p.15)
Employment		
401-1	New Employee hires and employee turnover	2024 Performance Data: Employment Creation & Turnover
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	We do not currently disclose this information
401-3	Parental leave	We do not currently disclose this information
Labour Management Relations		
402-1	Minimum notice periods regarding operational changes	Not Applicable
Occupational Health & Safety		
403-1	Occupational Health and Safety management system	Health and Safety (p.22-23)
403-2	Hazard identification, risk assessment, and incident investigation	Health and Safety (p.22-23)
403-3	Occupational Health services	Health and Safety (p.22-23)
403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Safety (p.22-23)
403-5	Worker training on occupational health & safety	Health and Safety (p.22-23)
403-6	Promotion of worker health	Health and Safety (p.22-23)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	Health and Safety (p.22-23)
403-8	Workers covered by an occupational health and safety management system	Health and Safety (p.22-23)
403-9	Work-related injuries	2024 Performance Data: Safety
403-10	Work-related ill health	We do not currently disclose this information



Disclosure #	Description	Cross Reference - 2024 Sustainability Report
Training and Development		
404-1	Average hours of training per year per employee	2024 Performance Data: Training
404-2	Programs for upgrading employees skills and transitions assistance programs	Employee Development and Wellness (p.24-25)
404-3	Percentage of employees receiving regular performance and career development reviews	Employee Development and Wellness (p.24-25)
Diversity, Equity & Inclusion		
405-1	Diversity of governance bodies and employees	2024 Performance Data: Diversity
405-2	Ratio of basic salary and remuneration of women to men	We do not currently disclose this information
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 2024. Fighting Against Forced Labour and Child Labour Report
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	Employee Development and Wellness (p.24-25)
Child Labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	Responsible Procurement (p.15)
Forced of Compulsory Labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Responsible Procurement (p.15)
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	Indigenous Engagement (p.30-31)
Local Communities		
413-1	Operations with local community engagement, impact, assessments and development programs	Community Outreach (p.26-29)
413-2	Operations with significant actual and potential negative impacts on local communities	Not Applicable
Supplier Social Assessments		
414-1	New suppliers that were screened using social criteria	Responsible Procurement (p.15)
414-2	Negative Social Impacts in the supply chain actions taken	Fighting Against Forced and Child Labour Report
Public Policy		
415-1	Political Contributions	We do not currently disclose this information
Customer Health & Safety		
416-1	Assessment of the health & safety impacts of product and service categories	Customer Service: Driving Satisfaction Excellence (p.39)
416-2	Incidents on non-compliance concerning the health & safety impacts of products and services	Regulatory Compliance (p.19)
Marketing and Labeling		
417-1	Requirements for product and service information and labeling	Regulatory Compliance (p.19)
417-2	Incidents of non-compliance concerning product and service information and labeling	Regulatory Compliance (p.19)
417-3	Incidents on non-compliance concerning marketing communications	Customer Service: Driving Satisfaction Excellence (p.39)
Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity (p.37)