



“IT’S NOT WHAT WE DO, IT’S WHO WE ARE”



**NAC**

**2014/15**  
COMMUNICATION ON PROGRESS

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## REPORT SCOPE

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The 2014-2015 Communication on Progress (COP) encompasses company performance information, initiatives, and statements for North American Communications (NAC) and its partner companies, North American Mailing Services (NAMS), NAMSdirect, and NAC Logistics, LLC.

This is NAC's fifth CSR report. Its boundaries are limited to January 2014-June 2015.

This COP shall serve as a transitional report into NAC's new reporting structure. Future COPs shall have a scope limited to the final two quarters of the previous year and the first two quarters of the current reporting year.

Company statistics are calculated per reporting period and represent all U.S. and Mexico locations.

Unless otherwise stated, statistics referenced in this report represent combined averages of data sets from all NAC facilities.

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## REFERENCES

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Reference to "NAC" within the scope of this report shall mean "NAC and its partner companies, NAMS, NAMSdirect, and NAC Logistics, LLC". Unless otherwise stated references to "NAC facilities, operations, systems, and locations" shall mean "NAC, NAMS, NAMSdirect, and NAC Logistics, LLC facilities, operations, systems, and locations. Use of the words "we" and "our" within the scope of this report shall mean of, belonging to, or on behalf of "NAC and its partner companies, NAMS, NAMSdirect, NAC Logistics, LLC."

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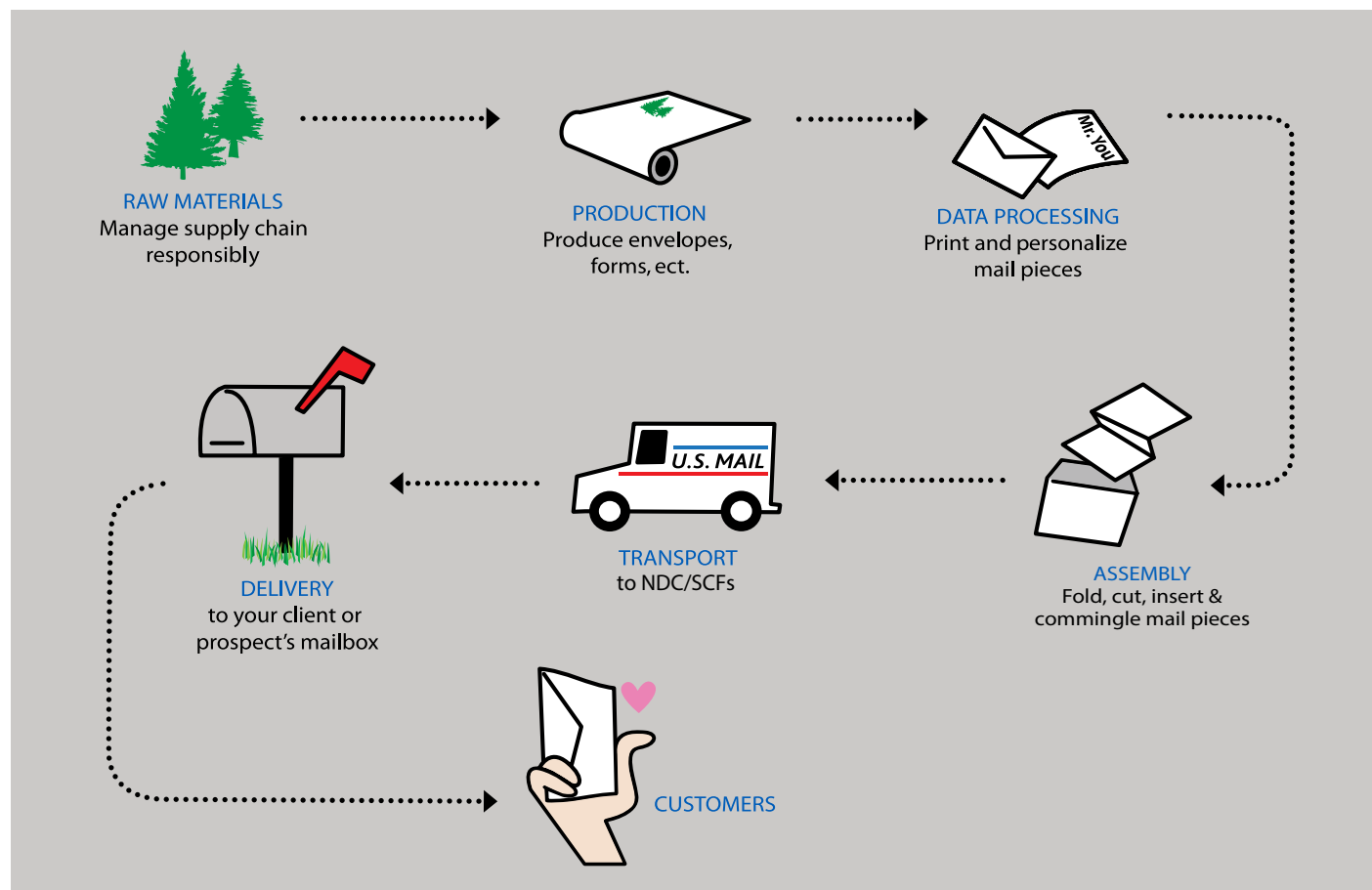
## METRICS

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NAC is committed to providing accurate information to our stakeholders. At this time NAC has chosen to forego seeking outside assurance for this report.

The growth from one envelope converter in 1934 to one of the largest international Direct Mail producers has undoubtedly been the catalyst of tremendous changes in NAC operations throughout the years. Today, our three strategically located facilities and our vertically integrated production process, allow us to offer a diverse product portfolio, competitive mailing options, and the flexibility to meet the various needs of our customers. However; our success cannot be solely attributed to multiple facilities or machines. Our success is the product of the continuing dedication of our third generation ownership, our management team, and our staff. Their commitments to unparalleled customer service and unmatched quality have helped NAC to grow into the direct mail powerhouse it is today.

## THE DIRECT MAIL PROCESS



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## CORPORATE STRUCTURE OVERVIEW

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NAC is a privately owned U.S. company operating in North America. The NAC Board of Directors is comprised of current owners and senior level executives. The Board of Directors steers the overall vision for NAC and offers guidance to aid in and promote strategic growth.

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## ABOUT THIS REPORT

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NAC became a signatory of the United Nations Global Compact (UNGC) in 2008. Over the past seven years, the UNGC Ten Principles have been thoroughly integrated into NAC's best business practices, company policies, and reporting structure. In addition to the UNGC Ten Principles, NAC utilized the Global Reporting Initiative's G4 Guidelines to assist in assembling and organizing the information in this report. The specific locations of the UNGC Ten Principles and GRI Indicators within this report are outlined in indices found on pages 19-20.

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## DIRECT MANAGEMENT APPROACH

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NAC has compiled this report based exclusively on the areas of interests expressed by our stakeholders. NAC's Board of Directors, clients, associates, and local communities in which we operate, all play crucial roles in defining which of the Aspects outlined by the Global Reporting Initiative are material to our organization. Our stakeholders also aid in determining which economic, environmental, and human rights goals are prioritized for future pursuit.



## FROM THE EXECUTIVES

To my fellow stakeholders,

Once again, we have the pleasure of reaffirming NAC's commitment to the United Nations Global Compact. Assembling the information for our COP always brings with it a period of reflection. We take this time to celebrate our triumphs, learn from our mistakes, and establish new goals for the future.

While welcoming our 37th year of operation, we asked ourselves, "What has contributed most to the longevity and success of NAC?" Every aspect we considered brought us to the same conclusion; increases in production capacity, machinery advancements, and global expansion mean nothing without the people who make it all possible. Our associates are passionate and hardworking. Our management team is efficient and quality driven. Our customers provide us with excellent feedback. Our communities inspire us to do better. And without the know-how, honesty, and generosity of these incredible people, we would not be where we are today.

That is why we have dedicated our time, energy, and capital into incorporating all 10 Global Compact principles into our core business strategy. Our goal is to preserve and, ultimately, improve where we live, work, and do business.

Sincerely,

Rob Herman  
President & COO

Nick Robinson  
CEO

# REPORT BREAKDOWN

INTRODUCTION

COMMITMENT TO  
OUR ASSOCIATES

COMMITMENT TO  
OUR CUSTOMERS

COMMITMENT TO  
OUR ENVIRONMENT

COMMITMENT TO THE  
GLOBAL COMMUNITY

CONCLUSION





# COMMITMENT TO OUR ASSOCIATES

The NAC family of companies employs over 1,000 people across North America. These individuals dedicate their time and expertise to help fulfill our mission of unmatched quality and customer service. In return, we believe it is our responsibility to guarantee them a safe and respectful workplace. We have worked diligently to create a work environment where individual ingenuity and professional development are fostered; where all associates know that their physical and emotional well-being are a priority, and where diversity is celebrated and discrimination is never tolerated.

In order to maintain our vision, we have incorporated the principles of the Universal Declaration of Human Rights into our best business practices. We support the Human Rights principles through corporate documents, audits, trainings programs, and company policies. By integrating these principles into our business strategy, we are able to clearly communicate our commitment to both internal and external stakeholders. Most importantly, this integration helps us to provide our associates with the work environment they deserve.



# WORKPLACE

# HEALTH & SAFETY

The Safety, EHS, Human Resources, and Compliance departments all play a role in ensuring adherence to OSHA and ANSI standards throughout our facilities. Safety at each of our facilities is maintained through the creation of workplace committees, formal programs, periodic audits, and departmental management oversight.

Throughout the reporting period, NAC has launched several successful initiatives and enhancements to our Safety program in order to inspire our associates and visitors to make Health and Safety a daily focus.

- Increased safety awareness has made a significant impact on the number of workplace accidents at our facilities. Management reminders, updated safety signage, and periodic safety audits have allowed us to combat unsafe behavior and pro-actively identify and address opportunities for improvement or necessary corrective actions.
- We incorporated a third party consultant into our NAC Safety Committee. The consultant is able to offer advice on how to reinforce the importance of Workplace Safety to our associates and provided insight into commonly overlooked safety concerns.
- The Safety Committee held a Safety Slogan contest that awarded a \$100 Visa Gift card to the winner. The winning slogan will also be featured on new internally produced safety reminders posted throughout our facilities.
- NAC sponsored the training of an associate to become RCRA/DOT Hazardous Waste certified. This associate ensures the safe separation, storage, and transportation of all hazardous waste.
- NAC released a new Visitor's Guide. The Visitor's Guide outlines all internal safety measures, emergency evacuation routes and procedures, security policies, and expected conduct while visiting our facility.
- The NAMS facility welcomed a female doctor to the complement of our EHS team. With both a male and female doctor on staff, our associates are afforded a more comfortable examination environment.
- NAC offered associates the opportunity to utilize on-site garden plots. Not only were associates able to grow and harvest their own fruits and vegetables, but we found that it created an increased sense of community among the staff. Much of the bounty from each garden was shared or offered to other associates in the break room and common areas.
- NAC hosted a 60 day weight loss challenge program. Associates were offered the opportunity to track their progress with measurements, blood sugar and cholesterol tests, and before and after photos. Participating associates also received nutritional advice and the addition of a healthy food option in the cafeteria.

# ADDITIONAL BENEFITS

NAC has developed several additional associate benefits. We recognize that we are in a position to effect positive change in the lives of not only our associates but their families' lives as well.

- NAC hosts Kid's Day each year in accordance with the national Mexican holiday. Associates and their families are invited to our facility where the children take part in fun activities and receive goodie bags.
- NAC offers health check-ups to associates and their family members at our on-site facility in Mexico.
- The NAC scholarship programs awards an associate or an associate's family member with a \$500 scholarship and a new laptop.
- The NAC Transportation Program shuttles associates to and from the facility.
- The Employee Savings Fund offers associates the opportunity to start a savings account that automatically deducts from their paychecks.
- NAC associates that are getting married are offered two additional paid days off.
- NAC associates are given the opportunity to use a Volunteer paid day off to volunteer at the philanthropy of their choice.
- We offer various incentives and awards for perfect attendance and punctuality.
- Each month an associate is recognized through our Above and Beyond Program. The selected associate receives one paid day off, a \$100 dollar bonus, an NAC t-shirt, and \$25 NAC bucks.
- NAC hosts celebrations for several National Holidays and events. This past reporting period we had the pleasure of hosting a World Cup viewing party.



## LABOR MANAGEMENT

NAC completed its first Sedex Members Ethical Trade Audit (SMETA) in Q3-2014, and its second SMETA audit in Q1-2015. The SMETA Audit assessed our best business practices related to human rights, labor standards, health and safety, and the work environment in both of our production facilities. The successful completion of these audits provided NAC with independent verification that both of our production facilities align with Ethical Trade Initiative Standards.

**0** INCIDENTS OF  
DISCRIMINATION

# STATISTICS

## AND

## GOALS

### WORKPLACE

Our Total Recordable Incident Rate (TRIR) gives a score based on the total number of recorded accidents in relation to the hours worked. We have seen a significant decrease in our TRIR throughout this reporting period thanks to our renewed focus on workplace safety.

**2014: 2.0** AVERAGE ACROSS ALL FACILITIES | **2015: 0.7** YEAR TO DATE

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### SAFETY COMMITTEE COMPOSITION

**36 ASSOCIATES** ON THE SAFETY COMMITTEE

**54%** OF SAFETY COMMITTEE MEMBERS ARE NON-MANAGEMENT | **46%** OF SAFETY COMMITTEE MEMBERS ARE MANAGEMENT

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### GOALS

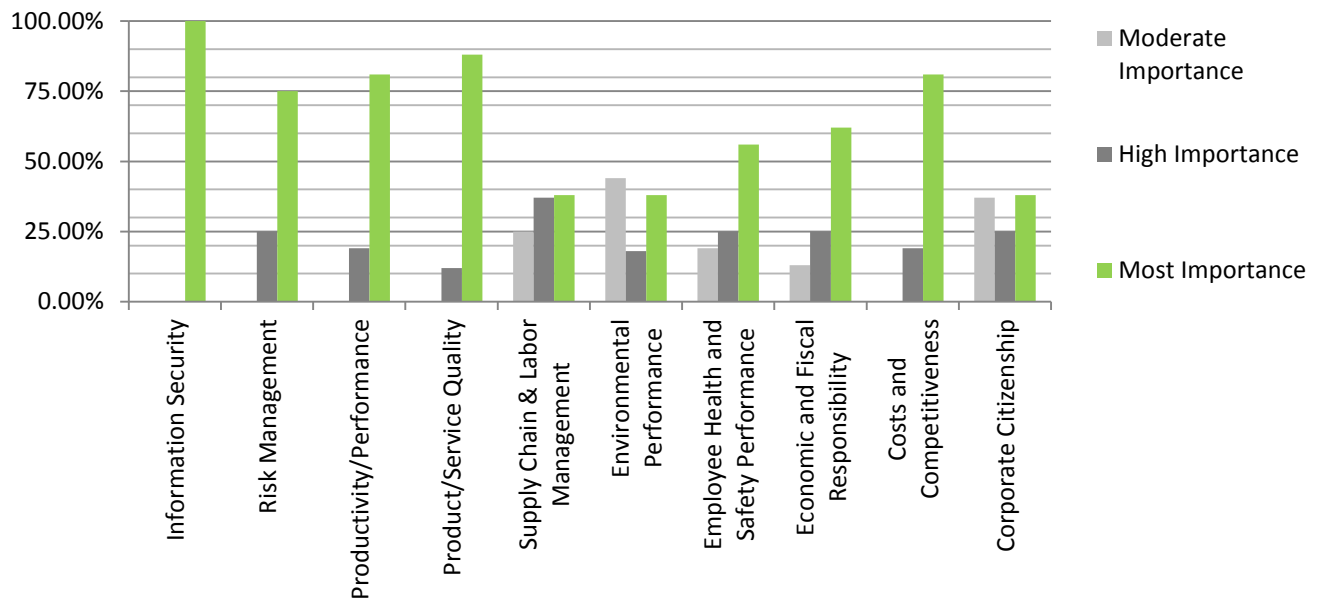
- Work towards 0 recordable incidents and maintain a TRIR of 0.7 or below.
- Additional associate training and education on Waste Handling procedures throughout the facility.
- Further integrate Safety into the daily work routine of our associates with weekly Safety Highlight topics and additional safety meetings for members of the management team.
- Improving and standardizing our global safety metrics.

# COMMITMENT TO OUR CUSTOMERS

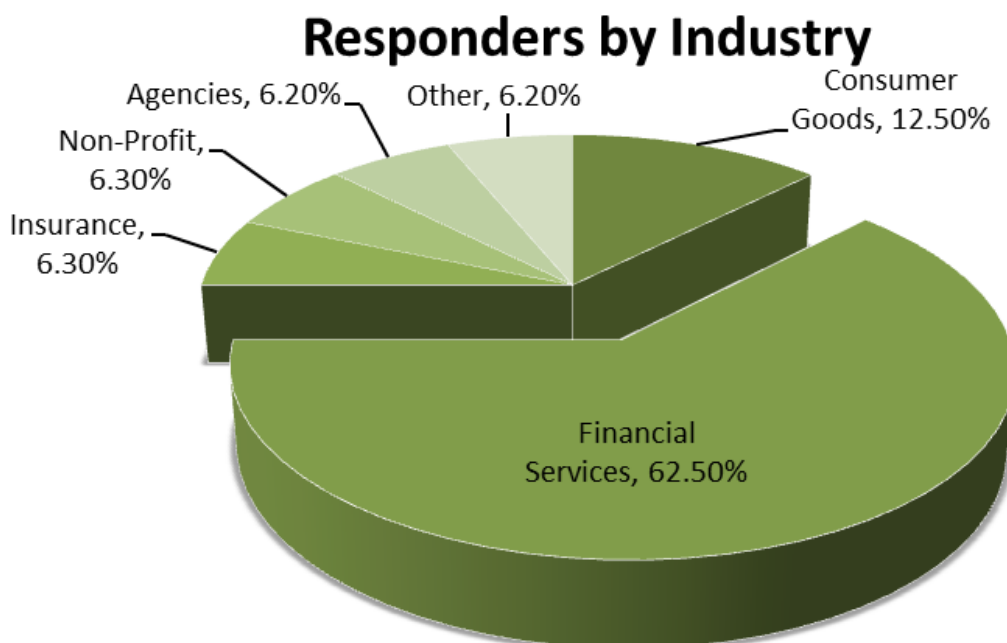
Exceptional customer service has always been part of the NAC philosophy. However; customer service ideals have transformed into more than just prompt responses and cordial interactions. Success in our modern business relationships require ethical alignment and mutual understanding of each partners' goals. As such, NAC strives to remain a socially and environmentally conscious member in our clients' supply chains. Through our Third Party Oversight Program we have extended the scope of our commitments to include the evaluation of relevant third parties vendors/suppliers that may be utilized in our processes. These assessments further demonstrate our dedication to promoting better business practices throughout the entire Supply Chain and our diligence in selecting diverse and socially conscious companies to share in our business.

# STAKEHOLDER ENGAGEMENT

NAC distributed our first Stakeholder Engagement survey which provided us with insight into the areas meaningful to our clients and the information they consider crucial to be included in reporting documents.



Using insight provided by responses to the Stakeholder Engagement survey responses, NAC developed a new corporate reporting schedule. This schedule includes the release of quarterly Stakeholder Reports and the annual release of NAC's Communication on Progress. NAC's first quarterly stakeholder report was released in May of 2015.



# INITIATIVES

- In Q3-2014, NAC took the next step in transitioning governance, risk and compliance methodology with the establishment of a formalized Compliance & Operational Risk Department comprised of a senior level Vice President, a Global Compliance Manager, Compliance Coordinator, Information Security Analysts, Document Control Specialists and Sustainability administration. Capitalizing on the groundwork performed to align the information security aspects managed under IT, Development, and Physical Security, the corporate level program expanded to encompass Controls, Quality, ISO, Customs, Health & Safety, and Human Resources departments within the scope of the aligned and monitored activities. With an emphasis on conformance through the implementation of best practices and controls, performance across the operational and technology-driven aspects of the business are supported through these initiatives. As the year closed, the Compliance and Operational Risk Department had begun the integration of risk-based evaluations and control assessments across all levels of the organization, with measurement of conformance to internal and external standards and metric reporting emphasized in Q2-2015.
- Q1-2015 began with the development of NAC's new Document Control system. The system allows for increased document integrity and provides a structured process for approving and auditing all company documentation.
- NAC implemented a Third Party Oversight program and completed the first on-site Third Party Oversight assessment. In Q1-2015, NAC sent members of its TPO team to assess the operations of suppliers, beginning with mail freight consolidation services. This assessment process, in addition to our Supplier Diversity program, is designed to be used to vet vendors and suppliers.
- NAC has worked to promote ethical and responsible business practices throughout our supply chain by building a diverse supplier base. The goal of our Supplier Diversity program, was to achieve a minimum of 10% diversity spend. In this reporting period, we not only have achieved this milestone, but have maintained it quarter after quarter. As we continue to advance our supply chain programs, we are committed to engaging our diverse and local supplier base through awareness initiatives, attestation programs, and third party oversight activities. Through our relationships with small, minority owned, and local businesses, we aim to improve the economic stability in our communities and help to build a more transparent and responsible supply chain.
- NAC successfully completed two SMETA 4 Pillar Responsible Sourcing Audits, in Q3-2014 and Q1-2015. The completion of these audits, at both of our production facilities, validates that our labor management policies and procedures related to human rights, occupational health and safety, and environmental practices are in alignment with the Ethical Trade Initiative standards. Specific information pertaining to the SMETA audit framework and Sedex can be found at <http://www.sedexglobal.com>.
- NAC requested the completion of Attestations of Compliance from our international suppliers. Our goal was to clearly communicate to these suppliers our company values and commitment to ethical business practices. These attestations included a statement of compliance with all relevant legal requirements, the recognition of human rights and fair labor standards within their respective businesses, and the implementation of safety driven best business practices.
- An internal Risk Assessment was completed for all operational departments. The assessment measured technological, physical, and operational risks throughout each stage of the direct mail process. The information collected facilitated the mapping, testing, and maintenance of all existing controls, as well as helping to identify areas in need of additional controls.



# STATISTICS

## AND

## GOALS

NAC is fully committed to protecting our customers' sensitive data. We have segregated duties between the Information Technology and Information Security departments, dedicating IS Analysts to monitor NAC's network and investigate all potential security threats. We are proud to report that we have had zero breaches identified throughout the reporting period.

### INFORMATION SECURITY

**0** IDENTIFIED  
BREACHES

### MAIL/QUALITY

**1,105,388,207** MAIL UNITS PRODUCED | **98.7%**<sup>1</sup> MAIL UNITS PRODUCED WITH NO ERRORS

**0** Customer complaints due to loss of data/breach of privacy

**18**<sup>2</sup> Customer complaints warranting action

**100%** Customer Complaints Rectified

### FUTURE GOALS

NAC plans to participate in the UN Anti-Corruption Call to Action. In addition to the letter of commitment, NAC plans to develop an Anti-Corruption training to be conducted with all associates and members of management.

<sup>1</sup> The numbers we report regarding the percentage of units produced with no errors is representative of our throughput quality rate. This takes into consideration our internal quality rate, including rework performed to ensure all products released to mailstream is accurate and meets specifications.

<sup>2</sup> Complaints are defined as any inquiry made by customers regarding either accuracy or subjective quality characteristics of products or services.

# COMMITMENT TO OUR ENVIRONMENT

Global warming, climate change, water scarcity, environmental sustainability; these issues have recently been garnering increasing international concern among everyday citizens and communities. However, these mounting concerns about environmental impact and sustainability have been on the radar at NAC for years. And ultimately, while global leaders must work together towards measures to solve our climate crises, the business sector is in a unique position to drastically effect global change. NAC has recognized this opportunity, and we are committed to operating in sustainable manner. Our goal is to produce mail packages that meet all of the needs of our clients, without sacrificing forests, clean air, and drinking water for our future generations. We have evaluated our processes in order to conduct business in a way that is not only financially sound, but is also best for the environment. While we are proud of the accomplishments we have made thus far, we remain dedicated to researching new strategies and improving our sustainable processes.





# WASTE, RECYCLING & SUSTAINABLE MAIL

Waste is an unfortunate reality of every production process. However, the effective management of that waste not only increases process efficiency, but also helps to cut costs and threats to the environment. NAC has used this reporting period to focus on reducing the amount of waste created, training associates on the correct handling and storage of waste, and improving the methods used to track our progress.

- NAC updated its Waste Handling Protocols. The changes made helped to clarify the division between sensitive and non-sensitive paper waste and how each type of waste must be handled throughout the facility. The waste is separated, collected and destroyed before being bailed and recycled. When sensitivity of the waste requires, certified destruction services are also used. Our efforts have allowed us to recycle over 2.5 million pounds of paper.
- Throughout the reporting period, NAC was able to recycle 35,161 gallons of water through our Water Reuse program. The water collected is used to water the vegetation surrounding our facility.
- NAC sponsored the training of a Sustainability associate in DOT Hazmat General Awareness and EPA RCRA Hazardous Waste Management training. These certifications courses offered trainings to ensure all hazardous waste in the facility is being stored, handled, and shipped according to EPA and DOT regulations.
- New recycling data collectors were created to better track the progress of the recycling program in our Duncansville facility.
- NAC has continued our commitment to responsible paper procurement and forestry initiatives by maintaining our Chain of Custody Certifications through the Forest Stewardship Council (FSC®) and the Sustainable Forestry Initiative (SFI®). Maintaining both of these certifications offers our customers the opportunity to demonstrate their commitment to acting as an environmentally conscious entity.

# STATISTICS &

# GOALS

## RECYCLING

**2,523,880**

LBS OF PAPER RECYCLED OR

**21,453 TREES**

Recycling  
paper does not  
only save trees.

By recycling  
paper we have  
also saved:

**1,630** GALLONS OF OIL

**3,750** CUBIC YARDS OF SPACE IN LANDFILLS

**5,000,000** KILOWATTS OF ENERGY

**8,750,000** GALLONS OF WATER

RECYCLED CARDBOARD: **143,860** POUNDS

RECYCLED PLASTIC: **6,880** POUNDS

WATER RECYCLED: **35,161** GALLONS

## GOALS

- Standardize all metrics and collectors used to collect our environmental sustainability data.
- Design and conduct formalized trainings for our associates and management team to increase awareness of the effects that NAC can have on the environment. We believe these informative trainings will inspire creative thought among our associates, and ultimately lead to the development of new initiatives and help to make our processes more environmentally friendly.
- Formalize our water resource strategies and introduce initiatives in 2016.

# COMMITMENT TO OUR GLOBAL COMMUNITY

NAC has always believed in promotion of social good. We see our growth as a company as an opportunity to do more. However; our scope of social responsibility does not end locally. We have never shied away from opportunity to engage as a global citizen; to help those in need and to learn from those experiences. Throughout the reporting period we have continued our work with several non-profit organizations. It is our hope that our work within the community and throughout the world will inspire others to take action, make changes, and act as responsible global citizens.





*“Creating sustainable opportunities for women to lift their families out of extreme poverty by connecting people worldwide in a circle of exchange that enriches everyone”.*

- BeadforLife Mission

As an globally minded company we identify with BeadforLife’s mission and have continued our support of this organization throughout the reporting period. We want to aide in constructing a global community; one in which we support those in need, and provide all citizens of this community with the necessary opportunities to succeed. By providing in-kind mailings and distributing informational brochures, we have helped BeadforLife to connect with people all over the world and raise awareness about these amazing women.

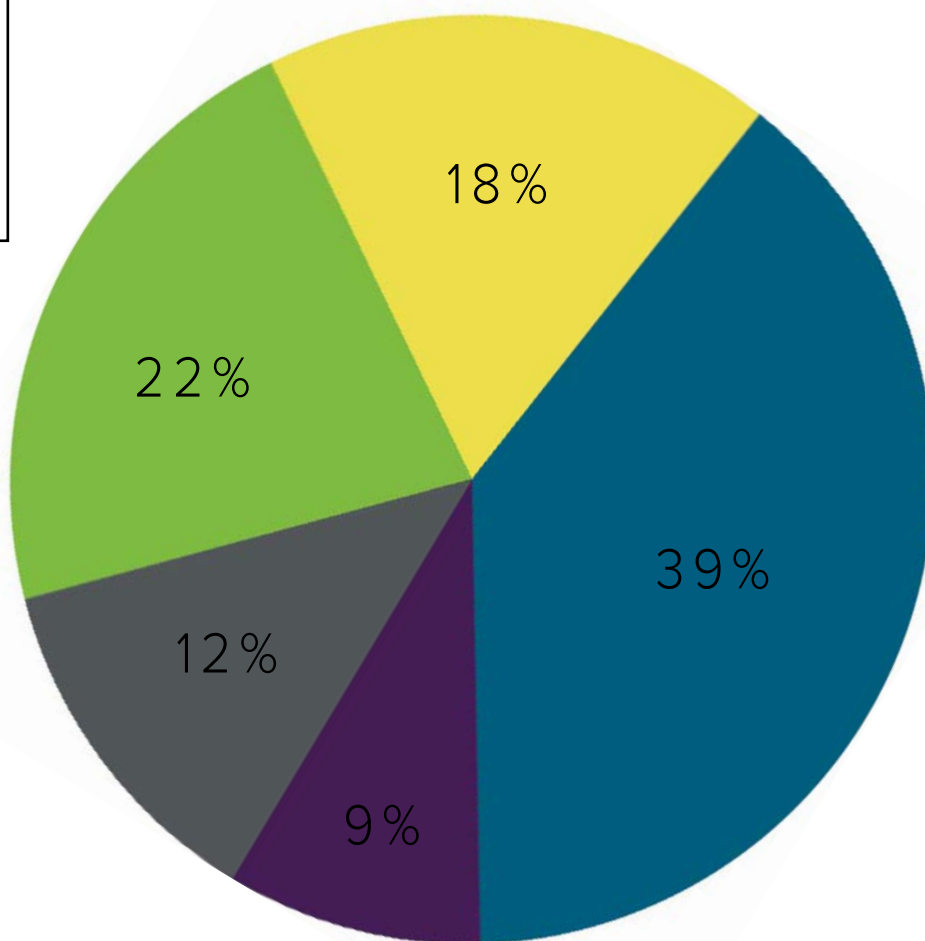
## STATS

**63,000** MAIL PIECES PRODUCED AS IN-KIND DONATIONS FOR **11** ORGANIZATIONS

## GOALS

- Establishing parameters for the use of global funds including more transparent record keeping and reporting.
- Increasing access to educational tools for our associates and surrounding communities.

- Community Outreach
- Health & Social Services
- Education
- Culture & Arts
- Economic Development



ABCD Corp.  
 Altoona Symphony Orchestra  
 American Cancer Society  
 American Red Cross  
 Amor Por Juarez  
 Blair County Arts Foundation  
 B.C.L.E.O.M.F. Golf Tournament  
 Big Brothers Big Sisters  
 Blair County Respiratory Disease  
 Central PA Humane Society  
 Children's Hospital of Pittsburgh  
 Diner's Club  
 Dreams Go On  
 Duncansville Community Days  
 Duncansville EMS  
 Duncansville Volunteer Fire Company  
 Dreams Go On  
 El Paso Museum of Art  
 For the Kids  
 Foundation for the Global Compact

Futures in Education  
 Gary Deem - Annual Thanksgiving Dinner  
 Girls Night Out Altoona, Inc.  
 Gloria Gates Memorial Foundation  
 Griffith Family Foundation  
 Hollidaysburg Area Public Library  
 Hollidaysburg Baseball  
 Hollidaysburg Area Youth Football  
 Junior Achievement of Western PA  
 Keystone Stingers Softball  
 March of Dimes  
 McEldowney Academic Scholarship Fund  
 Mission Hospital Foundation  
 Presbyterian Homes Foundation  
 Southern Alleghenies EMS  
 Sunrise Rotary Club  
 The Chronicle  
 Through, Inc.  
 Toys for Tots  
 UPMC Altoona Foundation



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## AWARDS & RECOGNITIONS

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2014 Winner of the Hermes Creative Platinum Award for our Speed & Power in Direct Mail Brochure  
2014 Winner of the Hermes Creative Platinum Award for our Enter the World of NAC Brochure  
2014 Winner of the Hermes Creative Gold Award for Writing/Ad Copy in the Enter the World of NAC Brochure  
2014 Winner of the Hermes Creative Gold Award for our brochure Enter the World of NAC  
2014 Winner of the PIMA Gold Award in the Marketing Methods Competition  
2015 Winner of the Hermes Gold Award in the Outdoor Advertising Category  
2015 Honorable Mention in the Hermes Creative Awards for our 35 year Anniversary Outdoor Advertising Campaign

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## MEMBERSHIPS & ASSOCIATIONS

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Direct Marketing Association of **Washington**



*Where Affinity Business Grows*



# PERFORMANCE HIGHLIGHTS

Total NAC facilities	4
Average Total Workforce	964
Male	57%
Female	43%

## WORKPLACE

Percentage of associates that received training on the NAC Open Door Policy	100%
Percentage of senior management positions occupied by women:	25%
Percentage of total workforce comprised of women:	43%

## TOTAL RECORDABLE INCIDENT RATE (TRIR):

Average across all facilities 2014	2.0
Average across all facilities 2015 YTD	0.7

## SAFETY COMMITTEE COMPOSITION

Total number of associates on the Safety Committee	36
% of Safety Committee Members that are management	46%
% of Safety Committee Members that are non-management	54%

## LABOR MANAGEMENT STATISTICS

Number of Employees under the age of 18	0
Number of Incidents of Discrimination	0

## MARKETPLACE VALUE

Number of Mail Units Produced	1,105,388,207
Percentage of mail units produced with no errors <sup>1</sup>	98.7%
Number of Customer complaints due to loss of data/breach of privacy	0
Number of Customer complaints that warranted action <sup>2</sup>	18
Percentage of customer complaints rectified	100%

## QUALITY

Number of Mail Units Produced	1,105,388,207
Percentage of mail units produced with no errors <sup>1</sup>	98.7%
Number of Customer complaints due to loss of data/breach of privacy	0
Number of Customer complaints that warranted action <sup>2</sup>	18
Percentage of customer complaints rectified	100%

## ENVIRONMENTAL

Gallons of water recycled through NAC's Water Reuse Program:	35,161
Pounds of Recycled Paper	22,071,574
Number of trees saved due to paper recycling initiatives	187,608
Gallons of oil saved due to paper recycling initiatives	4,193,599
Reductions in landfill space due to paper recycling initiatives (cubic yards)	33,107
Reductions in energy consumption due to paper recycling initiatives (kilowatts)	44,143,148
Gallons of water saved due to paper recycling initiatives	77,250,509

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## SUSTAINABLE MAIL PRODUCTS

Percentage of corporate production facilities with FSC® Chain-of-Custody Certification	100%
Percentage of corporate production facilities with SFI® Chain-of-Custody Certification	100%
Number of mail pieces produced using FSC® certified materials <sup>3</sup>	94,840,700
Number of mail pieces produced using SFI® certified materials	250,787,300

## GLOBAL COMMUNITY STATS

Number of mail pieces produced as in-kind donations	36,825
Number of organizations that received in-kind donations	11

## ANTI-CORRUPTION

Number of instances of fines, sanctions, or legal actions taken for non-compliances with environmental regulations, product-use regulations, product health and safety codes, or anti-competitive behavior-	0
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<sup>1</sup> The numbers we report regarding the percentage of units produced with no errors is representative of our throughput quality rate. This takes into consideration our internal quality rate, including rework performed to ensure all products released to mailstream is accurate and meets specifications.

<sup>2</sup> Complaints are defined as any inquiry made by customers regarding either accuracy or subjective quality characteristics of products or services.

<sup>3</sup> These numbers are for 2014 only as this information is reported on an annual basis.

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# UN GLOBAL COMPACT REPORTING INDEX

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As a United Nations Global Compact signatory, NAC has integrated all ten principles into its best business practices. The index below lists all ten principles and their location within this report.

Principle 1 - Protection of Human Rights	1, 8
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# GRI REPORTING INDEX

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# COMPLIANCE, ETHICS & ANTI-CORRUPTION STATEMENT

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NAC upholds the strongest commitment to meeting all of our legal, regulatory, and contractual obligations. Beyond ensuring compliance with all government mandated regulations, NAC adheres to many voluntary codes promoting ethical business practices.

In the 2014-2015 reporting period, NAC had zero (0) instances of sanctions, fines, or legal actions for non-compliances with environmental regulations, product-use regulations, product health and safety codes, or anti-competitive behavior.

Within all NAC operations, our core values promoting honesty, integrity, and transparency are actively executed and processes are designed to eliminate the opportunities for corrupt practices. Our Code of Ethics guides all business transactions and stakeholder interactions.

Reinforcing our commitment to anti-corruption and ethical practices across our supply chain, NAC participates in programs designed to promote anti-corruption and transparency through adherence to practices governing security, customs, and fiscal responsibilities, including certification through the Customs Trade Partnership Against Terrorism (C-TPAT) and Esquema de Empresas Certificadas (NEEC) programs.

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## DISCLAIMER

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The contents of this report are correct to the best of our knowledge, information, and belief. The data contained herein is for informational purposes only. It is not represented to be error-free, and is subject to change.

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## COMPANY HEADQUARTERS

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North American Communications Administrative Headquarters  
141 NAC Drive  
Duncansville, PA 16635  
814-696-3553

### OTHER CORPORATE LOCATIONS

North American Mailing Services  
Avenida Enrique Pinocelli  
#9019 int 1y2  
Parque Industrial Aerojuarez,  
Cd. Juarez, Chih. Mexico 32695

NAC Logistics, LLC  
9640 Joe Rodriguez, Suite 2  
El Paso, TX 79227

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## CONTACT

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