

# MAIL *STILL* MATTERS

2015/16  
Communication on Progress

The logo for NAC, consisting of the letters 'NAC' in a bold, stylized, lime green font. The 'N' and 'A' are connected, and the 'C' is a simple curve.

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ABOUT THIS REPORT

NAC became a signatory of the United Nations Global Compact (UNGC) in 2008. Over the past 8 years, the UNGC Ten Principles have been thoroughly integrated in 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.

REPORT SCOPE

The 2015-2016 Communication on Progress (COP) encompasses company performance information, initiatives, and statement for North American Communications (NAC) and its partner companies, North American Mailing Services (NAMS, NAMSdirect, and NAC Logistics, LLC.

This is NAC’s sixth annual COP. Its boundaries are limited to July 2015 to June 2016.

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

Statistics referenced in this report represent combined averages of data sets from all NAC facilities for July 2015- June 2016, unless otherwise stated.

REFERENCES

Reference to “NAC” within the scope of this report refers to “NAC and its partner companies, NAMS, NAMS Direct, and NAC Logistics, LLC”. References to “NAC facilities, operations, systems, and locations: refers to “NAC, NAMS, NAMSdirect, NAC Logistics, LLC facilities, operations, systems, and locations, unless otherwise stated. Use of the words “we” and “our” within the scope of this report means of, belonging to, or on behalf of “NAC and its partner companies, NAMS, NAMS Direct, and NAC Logistics, LLC”.

ASSURANCE

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

## COMPANY SNAPSHOT

We have learned a lot in our 37 years of growth. We have celebrated success and failure, and learned from both. We have grown from a small business with one envelope converter into one of the largest, bi-national, fully integrated direct mail supplier. We have undergone countless changes to our processes, products and services offerings, technology, and market demands. And even in today's fast paced world, we can tell you one thing; mail still matters. Mail matters to our clients, our employees, and our communities and that is why NAC continues to strive to improve every aspect of our business. We have never underestimated our ability to grow, and we do not underestimate our ability to affect positive change in the lives of our associates, our supply chain, our communities, and the environment.



## CORPORATE STRUCTURE OVERVIEW

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.

## DIRECT MANAGEMENT APPROACH

NAC has compiled this report based exclusively on the areas of interest of our stakeholders. NAC's board of directors, clients, associates, and local communities, all play crucial role in defining which of the Global Reporting Initiative (GRI) Aspects are material to our organization. Our stakeholders also aid in determining which economic, environmental, and human rights goals are prioritized for future pursuit. When an Aspect is highlighted by a stakeholder, NAC ensures that all necessary steps are taken to incorporate this Aspect into the NAC framework. This includes the creation of new reports, tracking mechanisms, the development of new policies and procedures, and the training of associates and management as needed.

# FROM THE EXECUTIVES

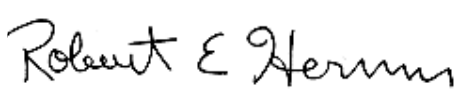
To my fellow stakeholders,

As a leader in the direct mail industry, we understand that our actions matter. For that reason, NAC is extremely pleased to reaffirm our commitment to the United Nations Global Compact. As we culminate our 37th year in business, it is important to celebrate our accomplishments, recognize our shortcomings and set new goals to make our company stronger.

Beginning in Harlem, New York with just one envelope converter, our operation has truly come a long way. Now with two locations employing over 1,100 people, NAC has become one of the largest direct mail manufacturers in North America. As we continue to grow, we realize that even in the midst of a digital age, mail still matters. By maintaining a positive workplace for our associates, we generate positive change in our community and environment, ultimately creating an engaging customer experience.

By aligning business operations and strategies with the 10 Global Compact principles, we can continue on our journey to make a difference in the communities in which we live and work.

Sincerely,



Rob Herman  
President & COO



Nick Robinson  
CEO



## REPORT BREAKDOWN

- Our Associates Matter
- Our Stakeholders Matter
- Our Environment Matters
- Our Communities Matter

## OUR ASSOCIATES MATTER

As a signatory of the UN Global Compact we realize that the scope of protecting Human Rights extends farther than just providing a workplace free of discrimination, harassment, and unfair labor practices. It also means that we are committed to providing our associates with a career that allows them to pursue their own personal goals and that allows them to achieve a healthy work-life balance. NAC is committed to providing programs and initiatives that help our associates build fulfilling lives and support their families. We want our associates to feel safe and secure in their workplace and ultimately encourage them to be productive members of our communities.

**“We want our associates to feel safe and secure in their workplace and ultimately encourage them to be productive members of our communities.”**

## HEALTH & SAFETY

- NAC held a Health Fair in August of 2015. The Health Fair offered programs that promote the prevention of disease and encourage healthy lifestyle choices.
  - » 30% of the female employees completed early detection tests for cervical cancer
  - » 15% of employees completed dental exams
  - » 17% of employees completed vision exams
  - » 45% of employees completed an informational session on weight loss
  - » 68% of employees completed an information session on Diabetes
  - » 68% of employees received a Tetanus Immunization
  - » 92% of employees completed an information session on Family Planning
- 520 employees received a flu shot vaccine at the NAMS facility.
- NAC welcomed a Mark Diehl as the new Safety and Security Manager in September of 2015. Mark has over 25 years of experience in Safety and Environmental Programs.
- NAC successfully completed an audit by the Secretary of Health and Safety (Secretaria del trabajo y prevision social) in February, 2016. This audit helped to ensure that NAMS was in compliance with all relevant workplace health and safety regulations.
- Safety Information Stations were installed that include posters and documentation related to safety hazards. Stations also include First Aid Cabinets, Safety Data Sheet binders, Chemical Spill Procedures, Hazardous Communication Information, Fire Extinguisher Use, and Personal Protective Equipment requirements.
- The NAC Safety Manual was updated to include or expand upon several topics including Blood borne Pathogens, Forklift Safety, GHS based Hazardous Communication Program.
- During this reporting period NAC broke our previous safety record by going more than 116 days without accident or incident.
- The Medical Department releases information related to Healthy lifestyles and preventative care each month. The topics are discussed through the release of brochures, information sessions and/or workshops, and informational videos. Some of the health topics covered include early detection of cancer, family planning, heart disease, managing diabetes, and flu vaccinations.
- Implementation of technological advancements within our surveillance strategies allowed more precise utilization of security resources. From implementing function filters and higher definition cameras to operational practices for ensuring all areas are provided comprehensive coverage, each improvement was designed to gain efficiency in our security program.
- Our parking permits were redesigned to be safer for drivers and more easily visible to Security personnel. This redesign also included the implementation of best practices that help to eliminate off-premise identification of associate vehicles.
- The NAC Security Team instituted a new schedule for reviewing off-hours surveillance footage.
- 24 associates are members of our Fire Brigade. The associates undergo annual training on fire prevention, use of a Fire Extinguisher, and the use of hoses and hydrants.
- NAC's safety program was expanded to include general management Safety Meetings in addition to the monthly Safety Committee Meetings and the periodic positing of Safety Reminders to all associates.

# IMPROVING OUR WORK ENVIRONMENT

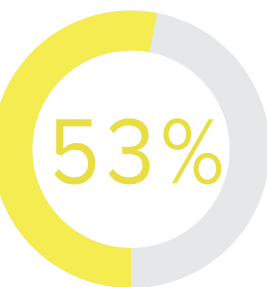
- NAC revised our recruiting process and training programs to ensure that we are selecting the best candidates in a competitive job market, and giving them all necessary tools to succeed. These changes included improvements to the skills tests administered during the recruitment process, revised training timelines, and improved our recertification program for all employee tutors.
- The first Monday of each month the cafeteria serves a special dish that differs from the traditional menu.
- We presented loyal senior associates with T-shirts, jackets, and backpacks in December of 2015. These gifts were a thank you for their years of dedication to our company.
- NAC provided garden plots for associates to grow and harvest their own fruits and vegetables.
- We host several associate lunches, distribute treats, and hold raffles throughout the year. We see these events as a way to boost morale and foster a sense of community among out associates. Throughout this reporting period we have hosted a Mother's Day Luncheon, "Hot Dog" Day, Pumpkin Pie Day, Kid's Day, Dia de Los Muertes Poetry competition, and a Holiday Lunch.
- In October of 2015 we conducted a Social Survey. Associates were asked questions related to improving the work environment and benefits programs. To thank associates for their honesty and continued hard work we provided ice cream to all associates.

# ASSOCIATE BENEFITS

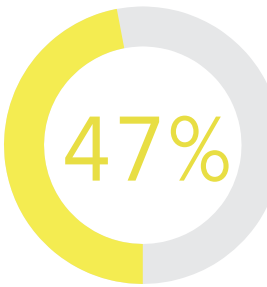
- NAC offers bonuses to hourly associates that achieve Perfect Attendance.
- NAC recognizes one associate each month that displays exemplary performance through our Above and Beyond program. The Above and Beyond Associate is nominated by management and selected by a group of senior management members. The Above and Beyond Associate receives a \$100 bonus, 1 additional paid vacation day, \$50 NAC Bucks to buy NAC embroidered merchandise, a NAC shirt with the Above and Beyond Logo, and a designated parking spot for the month.
- NAC offers academic scholarships to NAC associates, their children, or grandchildren. Recipients are awarded a \$500 scholarship and a \$500 Best Buy gift card. The Mary Irwin Scholarship was awarded to two applicants that demonstrated outstanding academics and a strong commitment to their community. The Frank Reed Vocational Scholarship was awarded to one applicant that displayed a strong work ethic and passion for their specific vocation.
- We set-up a segregated Wi-Fi network especially for associates. This Wi-Fi network allows associates to contact their families, handle personal affairs, access educational materials, and/or access public services during their breaks.
- NAC offers all associates a Volunteer Day in which the associate can take a paid off work and volunteer for any charity of their choice. Throughout this reporting period NAC associates have volunteered at the ARC of Blair County, the United Way of Blair County, and the Laurel Highland Council of the Boy Scouts of America.
- NAC offers employees that are getting married three paid days off to be used on or around the date of their wedding. Employees with a child that is getting married get 1 additional paid day off in order to attend the wedding or to help with preparations.
- NAC's HR department hosts several informational sessions held that local vendors. These vendors included retailers and financial institutions that offered information sessions and special offers to NAC employees.

**64** ASSOCIATES WITH 20+ YEARS EXPERIENCE AT OUR ADMINISTRATIVE HEADQUARTERS

# 36 SAFETY COMMITTEE MEMBERS



of committee members are non-management



of committee members are management



of total workforce represented on the safety committee

## GOALS

- Work towards 0 recordable incidents at all facilities and maintain an average TRIR of 0.7 or below.
- Complete additional associate training and education on Waste Handling procedures throughout the facility
- Continue to improve and standardize our global safety metrics and tracking mechanisms.
- Release revised Safety Manual- This new safety manual will include new and expanded sections such as Blood borne Pathogens, Forklift Safety, and a GHS based Hazardous Communication program.
- Relabel all chemicals to align with new OSHA regulations
- Complete an updated Job Safety Analysis for each position- A Job Safety Analysis includes the evaluation and documentation of all procedures completed in each position throughout the facility. These analyses will help NAC to integrate and improve health and safety practices based on each role throughout the facility.
- Develop and Complete Leadership Training
- Research and develop new initiatives that are beneficial to the well being of our associates and their families.

Our Total Recordable Incident Rate (TRIR) is a score based on the total number of recorded accidents in relation to the hours worked.

2015:1.0 AVG. ACROSS ALL FACILITIES

JANUARY - JUNE  
2016: 0 AVG. ACROSS ALL FACILITIES

5 RECORDABLE INCIDENTS THAT REQUIRED TIME OFF WORK

0 INCIDENTS OF DISCRIMINATION

0 GRIEVANCES FILED ABOUT HUMAN RIGHTS IMPACTS

## OUR CUSTOMERS MATTER

At NAC, we know the foundation of our success has been our continuous focus on meeting our customer's needs. While customer service and quality products are still the defining hallmark of the NAC experience, we also have seen an increasing customer focus on socially responsible practices across all aspects of their supply chain. Customers want to know that we are committed to preventing human rights injustices; that we are aware of new and evolving information security threats, and that we are trying to minimize our environmental impact in every step of the mailing process. We are not only able create mailings that exceed customer expectations in both aesthetics and quality, but we also provide our customers with the peace of mind that they are working with a company that truly shares their values.

## SERVICES

- CREATIVE SERVICES
- DATA PROCESSING
- PRINTING
- ENVELOPE CONVERTING
- FOIL EMBOSSING
- IMAGING/PERSONALIZATION
- DIGITAL PRINTING
- BINDERY
- LETTERSHOP
- COMMINGLING
- POSTAL/LOGISTICS

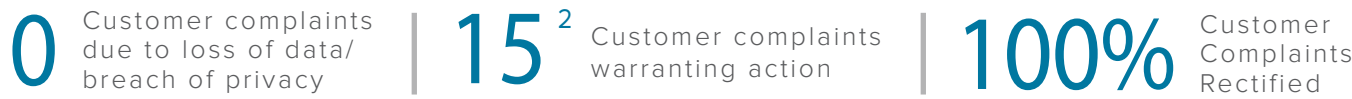
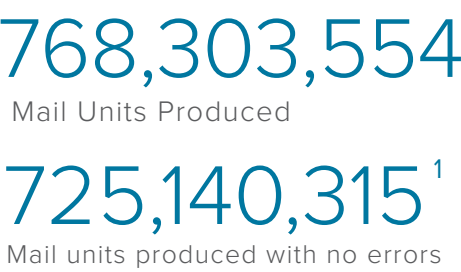
## HIGHLIGHTS

- In August 2015 NAC completed due diligence reviews across all aspects of the business. These reviews were completed with the help of legal counsel.
- NAC has successfully participated in Sedex Members Ethical Trade Audits (SMETA) since 2014. These assessments evaluate our business practices related to human rights, labor standards, health and safety, and the general work environment. We have integrated the SMETA best business practices into our policies and procedures, and continue to uphold these practices in our day to day operations.
- Errors and quality issues result in increased costs and undesired paper waste. NAC began a paper waste reduction program that tracked paper usage and aimed to decrease the amount of paper waste created. This program has helped to reduce the paper waste by 6.6% in the Press area from 2013- 2016.
- During this reporting period we saw a 22% increase in the number of registered diverse vendors. NAC continued to meet its goal of a diverse spend of at least 8% each quarter.
  - Breakdown of Diverse Spend by Category:
    - » 17% Woman-owned business enterprise
    - » 83% Minority-owned business enterprise
- Our Information Security team worked with IT to create a new user message that appears while updating their passwords. This message reminds associates of the importance of creating a strong password.



“Our secret has always been to listen to our customers. By understanding their needs and expectations, we can adapt our core strategies to ensure a mutual success.”

## STATISTICS



## FUTURE GOALS

- Complete development of an Ethics training that includes topics related to Human Rights, Labor, Environmental Initiatives, Community Outreach, and Anti-Corruption.
- Deliver Ethics Training to all associates.

<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 into the mail stream are accurate and meet specifications.

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

## OUR ENVIRONMENT MATTERS

We have seen what happens when environmental issues are not prioritized; companies will often ignore problems until the damage is already done. According to World Economic Forum’s “The Global Risks Report 2016” the “Failure of climate change mitigation and adaptation” is the number business risk with the largest potential impact<sup>3</sup>. That is why at NAC our goal is to be proactive in our environmental efforts. We are dedicated to developing and implementing environmentally friendly processes, and aim to act as a leader to others in our industry.

<sup>3</sup>The Global Risks Report. Rep. no. 11. World Economic Forum, 12 Jan. 16. Web. 10 Oct. 2016. Page 3, Figure 1.

# HIGHLIGHTS


- In April, 2016 our Safety and Securities Manager completed recertification training in DOT Hazmat General Awareness Training and EPA RCRA Hazardous Waste Management. These trainings help ensure that our Safety and Securities Manager is up to date on all current EPA and DOT regulations related to the storage, handling, and shipping of hazardous waste.
- NAC utilizes a third party service called Safety Kleen to responsibly dispose of all hazardous and potentially hazardous waste.
- NAC has continued our commitment to responsible paper procurement practices and forestry initiatives by maintaining our Chain of Custody (CoC) Certifications through the Forest Stewardship Council (FSC®) and the Sustainable Forestry Initiative®). Maintaining CoC certifications allows us to offer customers various paper stock options that are sustainably sourced and/or made with recycled materials. CoC certification also offers us the opportunity to educate our associates and customers on these sustainable paper stock options and how they benefit the environment and supply chain. NAC is proud to report that we were issued zero corrective actions and remediation items during our 2015 Chain of Custody Audit.
- This year NAC has recycled 22,455 gallons of water through our Water Reuse Program. The water collected is used to water the vegetation surrounding our facility.

# RECYCLING

11,231,763

LBS OF PAPER RECYCLED OR

95,476



Recycling paper does not only save trees. By recycling paper we have also saved:

2,134,177 GALLONS OF OIL

16,849 CUBIC YARDS OF SPACE IN LANDFILLS

22,465,018 KILOWATTS OF ENERGY

39,313,782 GALLONS OF WATER

Recycled Cardboard: 1,404,328 pounds  
Recycled Plastic: 3,086 pounds  
Recycled Window Film: 1,740 pounds  
Recycled Magazines: 8,611 pounds  
Water recycled: 22,455 gallons

306,764,470

mail pieces produced using FSC® certified materials<sup>4</sup>

130,885,798

mail pieces produced using SFI® certified materials<sup>4</sup>

# GOALS

- Continued improvement of tracking mechanisms and reporting between facilities.
- Create an Environmental Task Force that brings together associates from different areas throughout the facility. This task force will hold meetings discussing the status of current environmental initiatives and brainstorming new initiatives for future pursuit.

<sup>4</sup>These numbers reflect quantities where certified claims were made for products produced in 2015. These quantities are only reported annually.



## OUR COMMUNITY MATTERS

NAC maintains a longstanding tradition of giving back to our communities. We know that an investment in our communities is more than just a PR boost. Giving to charitable organizations, promoting community events, and reaching out to our local and global communities never fails to remind us of the world outside of direct mail. It pulls us out of the day to day business meeting and email fog, and reminds us that we can effect global change by doing what we do best; and that why Mail Still Matters to us.

## HIGHLIGHTS

- During the holiday season of 2015, 8 year old Safyre Terry made headlines when after being badly burned in a house fire; she asked to receive Christmas cards to fill her card holder. The NAC HR department spread the word to all associates and provided Christmas cards to anyone who wanted to help Safyre achieve her goal.
- This reporting period our marketing department developed our #mailstillmatters campaign. This campaign started with a collection of photographs of post offices around the country and quickly evolved. They began to interview postal workers and sent out questionnaire postcards asking stakeholders why mail still matters to them. This campaign combined our love for mail with our love of community, making it perfect for NAC. This campaign won the NAC Marketing Department a Silver award in the Professional Insurance Marketing Association's annual Marketing Methods Competition.
- Our Recruiting Team noticed one senior associate that displayed a contagious positive attitude and truly loved her work, so she was asked to join the Recruiting Team to give her personal testimonial at recruiting events within the community.
- NAC sponsored a team to compete in the 2016 Wallyball Tournament to benefit the Blair County Respiratory Disease Society. This year NAC's team placed 3rd in the tournament and 2nd in fundraising by raising \$1,202.25.
- NAC mentored and completed pro bono printing services for A&H Powder Coating and Zach's Custom Detailing; two small local businesses.

## GOALS

- Research and develop new ways to involve our employees in our charitable initiatives.

67,145  
mail pieces  
produced as in-kind  
donations for

16  
organizations

In Kind Donations in the form of business cards, brochures, and mail pieces were given to the following organizations:

- o Operation Our Town
- o Central PA Humane Society
- o Hollidaysburg School Foundation
- o Blair Country Law Enforcement Officer's Memorial Fund
- o March of Dimes
- o Duncansville EMS
- o BeadforLife
- o Griffith Family Foundation
- o Bald Eagle F.O.P. Lodge #51
- o Duncanville Volunteer Fire Company
- o Phoenix Fire Company
- o Geeseytown Fire Company
- o Blair County Respiratory Disease Society
- o Hollidaysburg Area Public Library
- o Through, Inc.
- o Tampa Museum of Art

DONATIONS

Toys for Tots

American Cancer Society

American Diabetes Associations

DMAW

Frankstown Elementary School

Griffith Family Foundation

Central PA Humane Society

Through Inc.

American Legion Post 516

Big Brothers Big Sisters

Bikers Against Child Abuse

Blair Country Arts Foundation

Blair County Respiratory Disease Society

Dick McEldowney Academic Scholarship Fund

Dreams Go On

Duncansville Volunteer Fire Company

Fraternal Order of Police

Girls Night Out Altoona Inc.

Hollidaysburg Area Public Library

Hollidaysburg Area Scholastic

Junior Achievement of Western PA

Lakemont Lion Club

March of Dimes

Marketing Edge

MS Society Keystone Country

Operation Our Town

Skills Foundation

Southern Allegheny Museum of Art

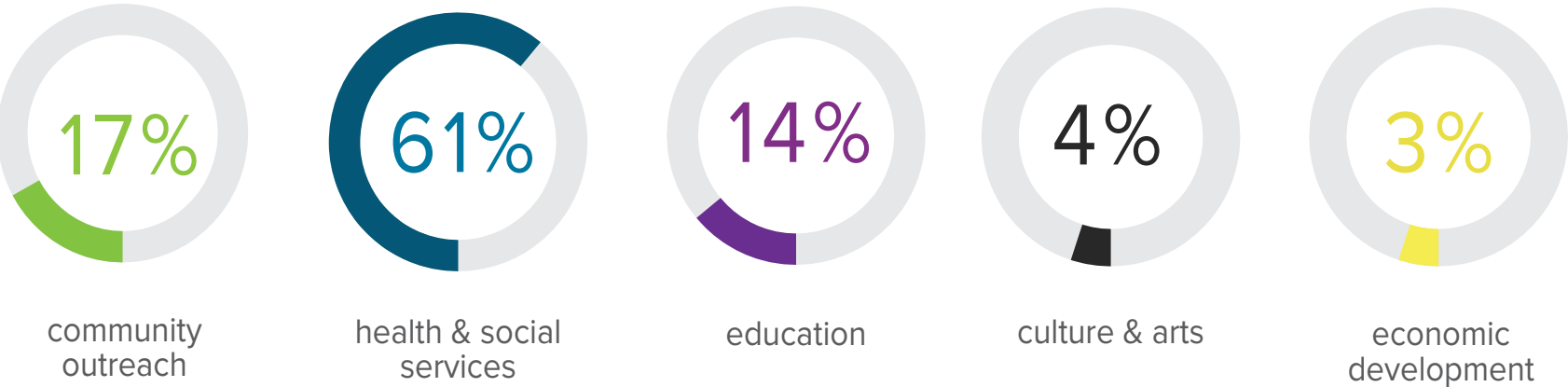
St. Patrick’s School

Sunrise Rotary Club of Altoona

Tampa Museum of Art

Toys for Kids

UPMC Altoona Foundation



MEMBERSHIPS & ASSOCIATIONS



AWARDS & RECOGNITIONS

2016 Winner of the Hermes Creative Platinum Award for our Communication on Progress Report.

2016 Winner of the Hermes Creative Gold Award for Overall Website Excellence

2016 Winner of the Hermes Creative Honorable Mention for Website Copywriting

2016 Winner of the Hermes Creative Honorable Mention for Tradeshow Execution

2015 Winner of the Hermes Creative Honorable Mention for Outdoor Advertising

2015 Winner of the Hermes Creative Honorable Mention for Outdoor Advertising

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

PERFORMANCE HIGHLIGHTS

Total NAC facilities	4
Average Total Workforce	1,128
Male	58%
Female	42%
Total number of management positions	57

WORKPLACE

Percentage of management positions occupied by women	29%
Percentage of senior management positions occupied by women:	33%
Percentage of total workforce comprised of women:	42%

TOTAL RECORDABLE INCIDENT RATE (TRIR):

Average across all facilities 2015	1.0
January - June 2016 average across all facilities:	0

SAFETY COMMITTEE COMPOSITION

Total number of associates on the Safety Committee	36
% of Safety Committee Members in management positions	47%
% of Safety Committee Members in non-management positions	53%

LABOR MANAGEMENT STATISTICS

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

HUMAN RIGHTS STATISTICS

Number of Human Rights grievances filed against NAC	0
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MARKETPLACE VALUE

Number of Mail Units Produced	768,303,554
Percentage of mail units produced with no errors <sup>5</sup>	725,140,315
Number of Customer complaints due to loss of data/breach of privacy	0
Number of Customer complaints that warranted action <sup>6</sup>	15
Percentage of customer complaints rectified	100%

ENVIRONMENTAL

Gallons of water recycled through NAC’s Water Reuse Program:	22,455
Pounds of Recycled Paper	11,232,509
Number of trees saved due to paper recycling initiatives	95,476
Gallons of oil saved due to paper recycling initiatives	2,134,177
Reductions in landfill space due to paper recycling initiatives (cubic yards)	16,849
Reductions in energy consumption due to paper recycling initiatives (kilowatts)	22,465,018
Gallons of water saved due to paper recycling initiatives	39,313,782

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>7</sup>	306,764,470
Number of mail pieces produced using SFI® certified materials <sup>7</sup>	130,885,7981

GLOBAL COMMUNITY STATS

Number of mail pieces produced as in-kind donations	67,145
Number of organizations that received in-kind donations	16

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>5</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 into the mail stream are accurate and meet specifications.

<sup>6</sup>Complaints are defined as any inquiry made by customers regarding either accuracy or subjective quality characteristics of products or services.

<sup>7</sup>These numbers are for 2015 only as this information is reported on an annual basis.

# UN GLOBAL COMPACT REPORTING INDEX

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.

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# GRI REPORTING INDEX

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# COMPLIANCE, ETHICS & ANTI-CORRUPTION STATEMENT

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 2015-2016 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.

## DISCLAIMER

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.

# COMPANY HEADQUARTERS

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 Industiral Aerojuarez,  
Cd. Juarez, Chih. Mexico 32695

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

## CONTACT

Questions regarding the content of this report may be directed to: [marketing@nacmail.com](mailto:marketing@nacmail.com)

## DEDICATION

NAC would like to dedicate this report to two long term associates that passed away this year. We thank them for their years of dedicated service. Margaret and Raymundo were valued members of the NAC family and will be sorely missed by us all.

**Margaret Watts**  
**10 years of service**

**Raymundo Proa**  
**11.5 years of service**



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