



# NAC

**2018** COMMUNICATION ON PROGRESS  
*More Than Mail*

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## about this report

NAC became a signatory of the United Nations Global Compact (UNGC) in 2008. Over the past 10 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 21-22.

## report scope

The 2018 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 seventh annual COP. Its boundaries are limited to January 2018 to December 2018.

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

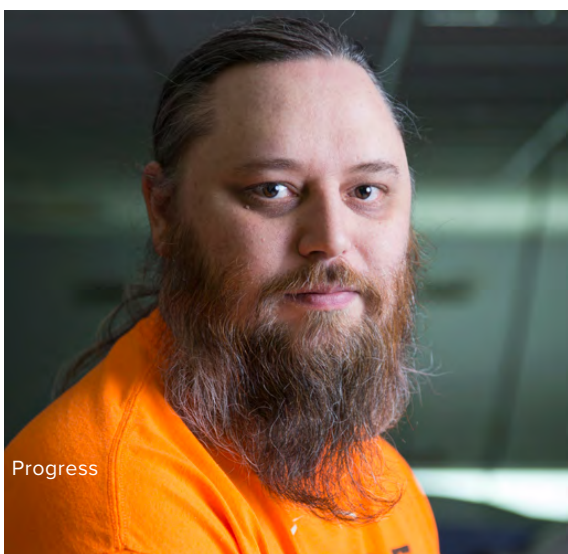
Statistics referenced in this report represent combined averages of data sets from all NAC facilities for January 2018 - December 2018, unless otherwise stated.

## 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

85 years ago Abe Herman embarked on a journey that we now call NAC. With one machine and a drive for success, he paved the pathway for two generations of leadership to grow from a small envelope company to one of the largest direct mail manufacturers in North America. We understand that being a leader means celebrating our triumphs and learning from our missteps. To continue our success, we need to look beyond our bottom line and develop innovative solutions and processes that effect positive change within our associates, supply chain, communities and planet. We pledge to make our commitments a reality and strive to be a company that is more than mail.

## 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. 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

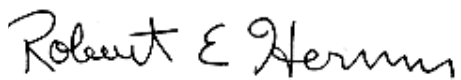
To our fellow stakeholders,

It's hard to believe that it's been 10 years since we first signed the United Nations Global Compact. From that day forward, we started a journey to reshape our processes and procedures in a way that not only positively impacted our business, associates and customers, but our planet and communities. We set both short-term goals and long-term aspirations. While we've made strides, we've also had setbacks. By being honest and transparent, we remain humble and vigilant to ensure that we continue to make responsible improvements in all areas. It is our pleasure to reaffirm NAC's commitment to the United Nations Global Compact.

The progress that we've made is encouraging. Throughout the last decade we've saved over 864,700 trees by recycling paper, expanded our compliance arsenal to include SOC2® and HiTrust® certifications, created a Safe Sleep Program for our associates and donated time and resources to hundreds of local groups and non-profit organizations

While we are proud of our all that we've accomplished, we know that we can do more. We will continue to focus on the 10 principles of the UNGC in the areas of human rights, labor standards, environment and anti-corruption. Here's to another decade of leading the way to improving our business, our planet and our community for generations to come.

Sincerely,



Rob Herman  
President & COO



Nick Robinson  
CEO



## report breakdown



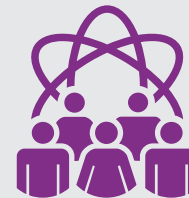
Delivering to  
Our Associates



Delivering to  
Our Customers



Delivering to  
Our Environment



Delivering to  
Our Communities

# delivering to our associates

People matter. Since our founding, we've surrounded ourselves with talented individuals whose skills and ideas combine to give us our biggest competitive advantage. While we produce over 1.5 billion pieces of direct mail annually, at NAC we believe it's not just made by machines. We understand that true innovation and success occurs in a culture that understands and complements unique talents and abilities. By providing an inclusive and safe workplace with shared values, vision and purpose, our associates feel empowered to ignite change within themselves, the company and their community.





## associate highlights

- An internal recommendation competition to incentivize associates to recommend family and friends for vacant positions was held in the 4th quarter of 2018. The top 3 associates with the most candidates that successfully completed their introductory training period received a food voucher to S\*Mart, a local grocery store chain.
- Annually, associates nominate colleagues for awards in the following categories: employee of the year, rookie of the year, innovation, manager of the year, and overall merit. Selected associates receive monetary bonuses, plaques, and polo shirts.
- This year for the holiday season, NAC invited associates and their children to visit and get their photo taken with Santa Claus. Each child received a goodie bag and the associate was gifted company apparel.
- As a part of our dedication to the principles of the Universal Declaration of Human Rights, we continue to release an NAC Associate Handbook to all employees upon hire. The Handbook reflects our commitment to equal opportunity, freedom of association, elimination of forced labor, child labor, employee discrimination, harassment and workplace violence.

## associate benefits

- NAC encourages associates to give back to their community by providing one paid day off to volunteer. In 2018, associates sacrificed their time to help collect food for the less fortunate, plant trees at the Flight 93 Memorial and raise money for the National Ski Patrol.
- Perfect Attendance bonuses are given to qualifying hourly associates.
- NAC offers two academic scholarships to associates and their children/grandchildren. Awardees receive \$500 toward tuition at their respective school.
- Associates who plan to get married receive two additional paid days off so they can enjoy their time as newlyweds.
- Each month a deserving associate is recognized through the NAC Above & Beyond Program. Nominated by colleagues, the associate receives one paid day off, \$100 dollar bonus, NAC t-shirt and \$25 NAC bucks.
- In celebration of associate birthdays, NAC provides donuts each month and associates receive balloons and a banner from Human Resources. \$5.00 is also added to their Company Kitchen card.



37

ASSOCIATES WITH  
**30+ YEARS**  
OF SERVICE



68

ASSOCIATES WITH  
**20+ YEARS**  
OF SERVICE

## health & safety

- Medical and Human Resources departments educated associates on various general health & safety issues throughout the reporting year. Emails, brochures, posters, and computer based information was distributed company wide. Topics included: organ donation, blood donations, importance of mammograms and prostate exams, flu prevention, the ZIKA virus, healthy eating habits, family planning, oral hygiene, treatment of migraines, tobacco addition, allergies, obesity, HIV, dehydration, vision and hearing protection, acid reflux, etc.
- Once again, NAC hosted an educational and interactive health fair. Various third party vendors offered free services to associates such as breast exams, weight control consultations, blood sugar tests, vaccinations, optical exams, and dental exams.
- Flu shots were offered to associates in October 2018. Those with UPMC insurance were given the vaccine at no cost and those without were charged just \$25. All associates who received a flu shot obtained a coupon from a local grocery chain.
- 68 associates were administered hearing tests at 500, 1000, 2000, 3000, 4000, and 6000 Hz. There were no threshold shifts in hearing.

**6** RECORDABLE INCIDENTS THAT REQUIRED TIME OFF WORK

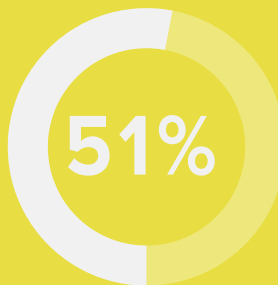
**0** INCIDENTS OF DISCRIMINATION

**0** GRIEVANCES FILED ABOUT HUMAN RIGHTS IMPACTS

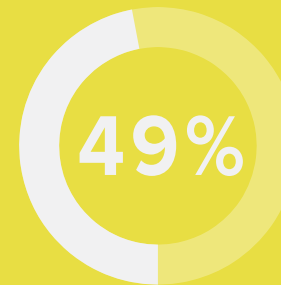
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### *safety committee members*

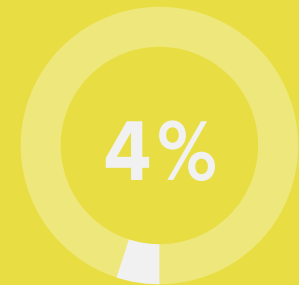
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of committee members are non-management



of committee members are management



of total workforce represented on the safety committee

## *improving our work environment*

- The option to work remotely was expanded to Data Processing, Customer Service and Business Development departments. We implemented of systems and process to facilitate the communication of management of remote workforce, including mobile time keeping mechanisms and collaborative tools for project management and oversight and monitoring.
- Our Mexican location offers the following additional bonuses for employees:
  - » Shift differentials
  - » Attendance & punctuality bonuses
  - » Monthly Perfect Attendance Bonus
  - » S\*Mart Food Coupons
  - » Seniority Bonus
  - » Recommendation Bonus
  - » Savings fund
  - » Tutor Bonus
  - » Quality at the Source bonus
- Every month cafeteria chefs create and serve a special dish that is not normally on the menu.
- Gardeners of all experience levels are encouraged to take advantage of the 15 on-site plots in the NAC Garden. By maintaining their own area, associates are able to reap the benefits of fresh produce while learning new skills or lessons that can be applied in the office.
- To show associate appreciation, NAC provides various events, luncheons and rewards/treats throughout the year. In 2018 the celebrations continued with events/recognition for retirements, Father's Day, Mother's Day, Children's Day, Halloween, Thanksgiving and Christmas. We also held a World Cup viewing party that allowed associates to watch matches that took place during scheduled work hours. Refreshments and a t-shirt raffle were provided by the company.

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

JANUARY - DECEMBER

**0.82**

Avg. across all facilities

## *future goals*

- Introduce programs aimed to actively integrate veterans, persons with disabilities into work force by collaborating with regional Office of Vocational Rehabilitation and workforce development resources
- Update training strategy to include additional technological methodologies and use of e-tablets.
- Develop a company ride sharing application to accommodate associates who live more than 20 miles from NAC
- Introduce "Lunch and Learn" seminars that focus on educating and refreshing out associates' skills and knowledge in areas such as Adobe Suite, Microsoft Office, Compliance, Safety, Quality, etc.
- Collaborate with local high schools' Cooperative Education programs to bridge the gap between education and employment. NAC associates will mentor the incoming students to help students learn on the job training and skills.

## delivering to our customers

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Our customers have always been the driving force behind everything we do. As their needs and behaviors change, NAC has been quick to adapt our services to better serve our loyal customer base. By signing the UN Global Compact ten years ago, we made a commitment to be transparent about our environmental, social and corporate governance. As we continue to grow, so do will our plans, processes and ideas. Yet, producing quality direct mail packages while respecting our associates, environment and communities will not.

### services

Creative Services  
Data Processing  
Offset Printing  
Envelope Converting  
Foil Embossing  
Imaging/Personalization  
Digital Printing  
Inkjet Printing  
Bindery  
Lettershop  
Commingling  
Postal/Logistics

### sectors served

Financial  
Insurance  
Healthcare  
Telecommunications  
Non-profit  
Marketing



## highlights

- NAC continued its participation in cyber security awareness initiatives with the National Cybersecurity Awareness Month Champion Program (NCSAM).
- In May/June 2018, we successfully completed the SOC 2® Type II independent auditing to certify NAC's controls within the 5 Trust Principles are effective and operating as intended.
- NAC provided local students with internships to gain valuable industry experience related to highly specialized disciplines such as cyber security, engineering, compliance and IT risk.
- IS Partners performed an interim audit during our second year under HiTrust CSF® v8.1 certification.
- A new ethical training program was developed to preserve a positive culture and provide an understanding of how to respond as dilemmas arise.
- Provided sexual harassment training to all management. The program defined sexual harassment, reinforced company policies and reminded employees how to report incidents.

**2**

facilities

**361,438,905**

mail units produced

**98.51%<sup>1</sup>**

mail units produced  
with no errors

**46**

customer inquires/  
complaints

**15**

customer complaints  
warranting action

**100%**

customer complaints  
rectified

**2**

customer complaints  
due to loss of data/  
breach of privacy

**0**

information security  
breaches identified

<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.

<sup>3</sup> Action is defined as the significant modification or implementation of permanent controls, processes, procedures, or solutions specifically designed to address the root cause of a complaint.

## future goals

- Update and implement a new NAC Code of Conduct that is focused on employees understanding their personal role in shaping the company's goals and shared values.
- Continue to work toward 0 recordable incidents at all facilities and maintain an average TRIR of 0.7 or below.
- Develop a specific plan for enhancing the customer experience from onboarding, communication and third party management
- Re-evaluate social audit strategies to determine relevance and value to our stakeholders
- Further develop topical training related to unlawful harassment, human rights, labor, environmental, community outreach and anti-corruption



delivering to  
our environment

As a leader in direct mail marketing, we understand that the health of our planet has a direct impact on our business. Without trees and water, there is no paper. Without paper, there is no mail. That is why we continue to rethink our processes, implement new initiatives and examine our operations. We believe we all have an unspoken responsibility to the Earth and together, even the smallest gestures can make a huge difference.

## recycling stats

**13,717,899**  
PONDS OF PAPER OR  
**116,601 TREES**

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

**2,482,920** gallons of oil  
**21,562** cubic yards of space in landfills  
**25,789,400** kilowatts of energy  
**46,101,650** gallons of water

Recycled Cardboard: 707,470 pounds  
Recycled Plastic: 660 pounds  
Recycled Window Film: 2,160 pounds  
Recycled Magazines: 1,110 pounds  
Water recycled: 2,562,980 gallons

**62,827,786**  
mail pieces produced using FSC® certified materials<sup>4</sup>

**29,223,875**  
mail pieces produced using SFI® certified materials<sup>4</sup>

## highlights

- NAC consolidated waste providers to one core group who offers additional environmentally friendly solutions.
- Water collected from our Water Reuse Program was used to water the vegetation surrounding the facility all year long.
- Once again, NAC associates planted trees at the Flight93 Memorial in Stoystown, PA. They are a part of 600 volunteers that help reforest 23 acres of with 15,000 seedlings. This effort helps to create a memorial designed to honor the passengers and crew of Flight 93 and their brave actions on September 11, 2001.
- As a company who has held Chain of Custody Certifications through the Forest Stewardship Council® and the Sustainable Forest Initiative® for over 10 years, NAC has the ability to provide sustainable paper options to our customers.

## future goals

- Create an environmental management team to steer company strategy and look to create committee of our associates to participate in development initiatives
- Expand our capabilities to include additional products or technology that reduces our environmental impact



delivering to  
our communities

For 40 years, NAC has believed that making a difference in our communities locally and globally is an important part of our corporate culture. We strive to empower and encourage our associates to give back to causes that matter most to them. By operating in two countries, our local connections give us a geographic advantage toward making positive impacts in both places that we call “home.”

**39,283** mail pieces produced  
as in-kind donations for

**EIGHT ORGANIZATIONS**

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

- » Blair County Respiratory Disease Society
- » Phoenix Fire Company
- » Geeseytown Fire Co
- » Martinsburg Volunteer Fire Company
- » Operation Our Town
- » Hollidaysburg School Foundation
- » Duncansville EMS

## highlights

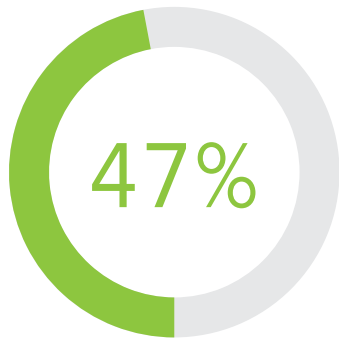
- NAC President Rob Herman served as a mentor for a student in the Penn State Altoona Entrepreneur in Resident (EIR) program. The program provides students with opportunities to expand their network and get feedback on their career goals.
- Sadly in 2018, California was devastated by the deadliest wildfires in the state's history. In lieu of holiday gifts, NAC made charitable contributions to the California Fire Foundation & the Humane Society of Ventura County.
- NAC purchased holiday cards from Paper Culture, a sustainable company that uses 100% post-consumer recycled paper instead of cutting down trees to create their product. With every order, Paper Culture plants a tree. We dedicated our tree to those impacted by California wildfires.

## future goals

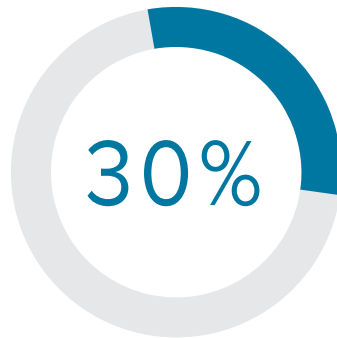
- Expand our community outreach by looking for additional organizations that are in need of volunteers.
- Strategize for a renewed emphasis on local spend as part of our diversity spend reporting

## donations

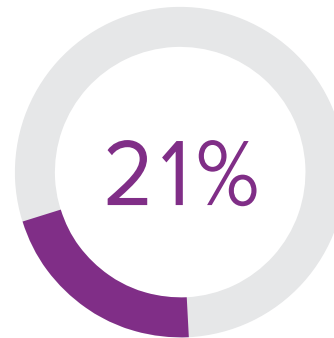
Allegheny Township Fire Co  
Blair County Respiratory  
American Express  
DMAW-EF Silent Auction  
Child Evangelism Fellowship  
Home Nursing Agency  
California Fire Foundation  
Humane Society of Ventura  
County  
The Pink Zone  
Frankstown Elementary School



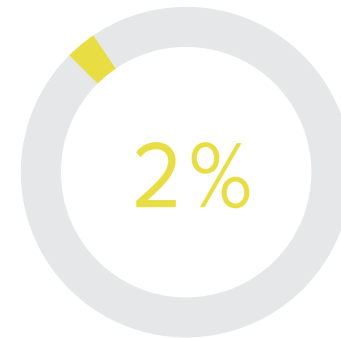
community  
outreach



health & social  
services



education

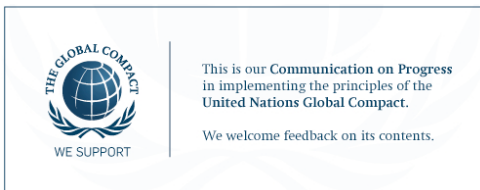


culture & arts

memberships & associations



Direct Marketing Association of **Washington**



## performance highlights

|                                      |     |
|--------------------------------------|-----|
| Total NAC facilities                 | 4   |
| Average Total Workforce              | 774 |
| Male                                 | 56% |
| Female                               | 44% |
| Total number of management positions | 51  |

### WORKPLACE

|  |     |
|--|-----|
| Percentage of management positions occupied by women         | 24% |
| Percentage of senior management positions occupied by women: | 25% |
| Percentage of total workforce comprised of women:            | 44% |

### TOTAL RECORDABLE INCIDENT RATE (TRIR):

|                                    |      |
|------------------------------------|------|
| Average across all facilities 2017 | 0.82 |
|------------------------------------|------|

### SAFETY COMMITTEE COMPOSITION

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

### LABOR MANAGEMENT

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

### HUMAN RIGHTS

|   |   |
|---|---|
| Number of Human Rights grievances filed against NAC | 0 |
|---|---|

### MARKETPLACE VALUE

|   |             |
|---|-------------|
| Number of Mail Units Produced                                       | 361,438,905 |
| Percentage of mail units produced with no errors <sup>1</sup>       | 98.51%      |
| Number of Customer complaints due to loss of data/breach of privacy | 2           |
| Number of Customer inquires/complaints <sup>2</sup>                 | 46          |
| Number of Customer complaints that warranted action <sup>3</sup>    | 15          |
| Percentage of customer complaints rectified                         | 100%        |
| Information security breaches identified                            | 0           |

## ENVIRONMENTAL

|   |            |
|---|------------|
| Gallons of water recycled   | 2,562,980  |
| Pounds of Recycled Paper  | 13,717,899 |
| Number of trees saved due to paper recycling initiatives                        | 116,601    |
| Gallons of oil saved due to paper recycling initiatives                         | 2,482,920  |
| Reductions in landfill space due to paper recycling initiatives (cubic yards)   | 21,562     |
| Reductions in energy consumption due to paper recycling initiatives (kilowatts) | 25,789,400 |
| Gallons of water saved due to paper recycling initiatives                       | 46,101,650 |

## 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                          | 62,827,786 |
| Number of mail pieces produced using SFI® certified materials                          | 29,223,875 |

## GLOBAL COMMUNITY STATS

|   |        |
|---|--------|
| Number of mail pieces produced as in-kind donations     | 39,283 |
| Number of organizations that received in-kind donations | 8      |

## 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 |
|--|---|

<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.

<sup>3</sup>Action is defined as the significant modification or implementation of permanent controls, processes, procedures, or solutions specifically designed to address the root cause of a complaint.

# 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 2018 reporting period, NAC had 0 instances of sanctions, fines, or legal action 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

NAC Administrative Headquarters  
7 Edgemont Road  
Katonah, NY 10536

## other corporate locations

NAC - East  
141 NAC Drive  
Duncansville, PA 16635  
814-696-3553

North American Mailing Services  
Avenida Enrique Pinocelli  
#9019 int 1 y 2  
Parque Industiral Aerojuarez,  
Cd. Juarez, Chih. Mexico 32695

NAC Logistics, LLC  
9660 Joe Rodriguez, Suite 2  
El Paso, TX 79227

## contact

Questions regarding the content of this report may be directed to:  
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