



Title: **Open Door**

Policy No.: **HR- 4-2**

Department: Human Resources

Supersedes: February 15, 2018

Date: January 12, 2021

Authorization: Chief Administrative Officer

**Purpose:**

We want any RR Donnelley employee who has a concern, complaint or question to have it addressed as quickly and fairly as is possible.

**Applicability:**

This policy applies to all localities, departments and national divisions of RR Donnelley, as well as wholly-owned, controlled or majority-owned subsidiaries.

**Policy:**

All RR Donnelley employees should receive fair and equitable treatment at all times. If a problem or question arises, it may be taken to any level of supervision or management. Our commitment to employees is there will never be any retaliation or discrimination for voicing concerns through the Open Door Policy.

**Procedures:**

1. Policy Communication:

- A. The company will publish and re-communicate this policy on an ongoing basis and in a variety of media including booklets, postings, training and direct electronic access.
- B. The company will train employees, supervisors and managers in the policy on an ongoing basis.
- C. Among other criteria, the company will select and evaluate supervisors and managers on their ability to be fair and work according to the principles of the policy.

2. Using the Open Door:

Although employees may raise a concern to **ANY** member of management, the following process is the fastest and most times the best way for employees to resolve problems:

- A. First speak with your supervisor.
- B. If the issue cannot be resolved, then raise the issue to your department manager or site leader.



- C. If not satisfied with the response from your local management team you may appeal the decision to your local Human Resources function.
  - D. If not satisfied with that decision, you may appeal to your Vice President of Human Resources or Corporate Employee Relations.
3. On especially sensitive issues that you believe may involve local management you should contact: (a) Business Unit management, (b) Corporate Employee Relations, or (c) the "Ethics Hotline" at 800-261-4921 (toll free) or [www.rrdopendoor.com](http://www.rrdopendoor.com).
  4. Concerns may be made in person, by phone, by mail or by e-mail. There is no requirement that an employee put the concern in writing and no special form is required, although it may sometimes be helpful to document the concern to ensure more effective communication.
  5. Management should talk with the employee as soon as is practical to review the matter and provide a response. Or, where additional time is necessary to fully investigate the matter, to keep the employee advised of the estimated amount of time it will take, and provide a response as promptly as possible.

**References:**

1. The Principles of Ethical Business Conduct
2. HR Policy 5-1: Equal Employment Opportunity
3. HR Policy 5-2: Harassment

If you have any questions regarding this policy, please contact your Human Resources Contact.