

## Code of Ethics and Conduct

Printco has set forth this code of ethics and conduct for all of its employees. In addition to the specific restrictions and policies outlined here, **our company goal is to promote well-being of all of our employees, customers, vendors, and the community around us.** We expect everyone who represents Printco to **work with integrity, honesty, and an eye for quality.**

This document outlines our commitment to:

- Adhere to local, state, and federal laws
- Safeguard health, safety, and well-being of our employees
- Be inclusive of people of all backgrounds and identities.
- Be respectful of all voices and encourage feedback.

**When in doubt, be considerate, be respectful, and follow the law.**

### Who is expected to follow our code?

All active employees of Printco must follow the policies contained in this document. Failure to do so may result in disciplinary action, up to and including termination.

Because our Code of Ethics and Conduct is public information, we expect our vendors to share our policies. Any vendor representative or technician who is disobeying these policies while on our premises may be asked to leave. Any vendors found to be violating our code must be evaluated by our management team before we will continue to do business with them.

### Printco's Code of Conduct

#### 1. We protect our employees

- a. Positive culture – All employees should contribute to a positive, professional work environment. Treat co-workers respectfully and ethically at all times. (See our “Inclusion and Non-Discrimination Policy.”)
- b. Open communication – Every employee is encouraged to discuss their ideas, needs, concerns, questions, and even personal stories with their coworkers and management. Every manager has an “open-door” policy for being approached by any worker. We allow anonymous suggestions or reports, including any infractions of our policies or codes. We perform company-



wide surveys to ensure that every employee feels they are being treated fairly and respectfully.

- c. Maintain a safe workplace – Workplace security and safety issues must be reported immediately to the Safety Manager, IT Manager, or HR Manager.
  - i. We maintain a secure building through the use of:
    1. ID cards for entry to production areas
    2. Locked emergency doors with alarms
    3. Closed-caption camera system
    4. Policies restricting visitor access
    5. See our “Physical Security Policy” for more details.
  - ii. Any threatening or violent behavior will result in immediate action with the offending employee.
  - iii. We will make all reasonable efforts to accommodate individuals’ physical and mental needs. (Examples: ergonomic keyboards, standing desks, earplugs, etc.) (See our “Employee Handbook.”)
  - iv. Harassment and discrimination will not be tolerated. We have a strict non-retaliation policy for those who report incidents. (See our “Employee Handbook.”)
  - v. Drugs and alcohol must not be possessed or sold on our property. Persons under the influence of such substances will not be permitted to work. Prescriptions and over-the-counter medicines are permitted but employees must let their manager or the HR manager know if they are taking anything that will restrict their ability to safely perform their job (example of a warning: “do not operate heavy machinery while taking this product”).
  - vi. Machines will be maintained according to the manufacturer’s recommendations to ensure they are running properly. If any machine malfunctions or breaks, it must be promptly reported to the Maintenance Manager. If the Maintenance Manager identifies a safety problem with any machine, it will immediately be disabled and locked down from use, as outlined in our “Lock Out-Tag Out Policy.”



- vii. Anyone working in an unsafe manner must be reported to the Safety Manager and/or the HR Manager.
- viii. For the safety of all employees, any new chemicals or products which might contain volatile organic compounds (VOCs) must be evaluated by our Safety Manager before they are brought into Printco's facilities. If the Safety Manager approves their use, the Safety Data Sheets (SDS) for that product will be put on public display. If these chemicals or products require special handling, this will be documented and training will be given to all individuals who will come into contact with the chemical before use. (See our "Environmental Policy.")

**2. We protect company assets.**

Employees should always act in ways that protect the company's assets and report any infractions. This includes:

- a. Proper care of physical machines and hardware
- b. Adherence to our "Acceptable Use Policies" for software and workstations
- c. Proper asset management for items to be taken out of our building (example: laptops) (See "Asset Management Policy")
- d. No theft or damage of Printco-owned items
- e. Protection of intellectual rights, including the signing of non-disclosure agreements

**3. Our management team upholds our code of ethics.**

Every manager is expected to:

- a. Maintain our "open-door" policy. Encourage team members from any department to come to you with their questions or concerns. Be available and listen. Help team members make sound decisions.
- b. Escalate concerns. Report any issues to your manager quickly if they are beyond your scope of control or involve other departments, including HR.
- c. Promote inclusion. Foster a culture of respect and tolerance within your department for all people. Lead by example.
- d. Never discriminate. Help police our non-discrimination and anti-harassment policies. Be watchful and report issues immediately.



**4. We maintain privacy and protect safety of private data.**

- a. Our IT and Networking operations make security and privacy the highest priority. Please view our public “Privacy Policy” for information on how we protect our customers’ data.
- b. Every employee must sign a non-disclosure agreement stating that they will not use information they see on our print orders outside of Printco. (Example: you may not take a store’s coupon from a press run and use it.)
- c. Employees’ information is kept private and on a need-to-know basis. Our HR files are stored in a room that is locked during non-business hours. All payroll information is stored securely through a reputable third-party vendor.
- d. Website ordering and online transactions utilize reputable third parties with secure site licenses (SSL) any time information is transferred. See our public “Website Terms and Conditions” policy. Customers who use us for their website hosting may also request our “Storefront Hosting Security Policy.”

**5. We follow Freedom of Information steps for all of our products.**

- a. Any customer can request consumer safety information from Printco for their orders. This will include SDS sheets for any chemicals (ink, coatings, etc.) that come into contact with it, as well as specifications on the papers, packaging, etc. (See our “Environmental Policy.”)
- b. We require all of our vendors to provide SDS sheets or product specification sheets for any raw materials or finished products we purchase from them. (See our “Environmental Policy.”)
- c. Customers with special concerns (for example, those needing to meet FDA requirements) may ask for documentation on our procedures as pertain to their orders.
- d. We encourage customers to schedule a tour of our facilities to see their orders in production and meet our staff.**

**6. We avoid conflicts of interest.**

- a. Employees may work for other companies, as long as the other work is not done on Printco’s grounds or while using Printco’s equipment (examples: computers or phones). No employee will be allowed to make purchasing or selling decisions that affect Printco’s relationship with the other company for which they are employed.



- b. Sales representatives and/or customer service representatives will be asked to sign no-compete clauses to ensure they do not take any customer contact records with them if they choose to leave our employ.
- c. Individuals must disclose if they have a relationship (romantic or familial) with anyone working for our vendors. This employee will not be put into a position where they will be able to purchase directly from that vendor; a different manager must make those purchasing decisions. Thus, the individual's relationship will not affect Printco's dealings with the vendor.

**7. We win business by competing fairly.**

- a. Competition and Anti-Trust laws – We will adhere to all local, state, and federal anti-trust laws. We maintain fair competition by never engaging in any means of price-fixing or corroboration with other printers to prevent new competitors from entering the market.
- b. **Printco is known as the printer that other printers can trust.** We treat each other printer as both a potential customer and vendor. As such, they are subject to the same code of contact that we use toward customers, and are expected to maintain the same high standards of our other vendors.
- c. When we sub-contract orders for other printers, we will blind-ship and maintain confidentiality. We will not directly contact that printer's customers through direct marketing or sales efforts.

**8. We maintain a code of financial ethics.**

- a. Accuracy in Recordkeeping – We keep detailed books, records, and accounting statements. We submit all records yearly to third-party auditors. We comply with all random audits by government agencies.
- b. Fraud Alerts – Our financial department and auditors must report any instances of suspected fraud or misrepresentation in our records
- c. National and International laws – We adhere to all anti-money-laundering, anti-terrorist, and sanctions laws. Our buyers purchase raw materials and finished goods only from reputable vendors.
- d. Anti-Bribery – To avoid bribery and corruption, we regularly review all of our vendors to verify that buyers' decisions are made on only practical, company-based decisions. We will not improperly influence the business decisions of our customers or our vendors by offering bribes.



**printco**  
celebrating **30** years of ink

14112 Industrial Road | Omaha, NE 68144  
888.593.1080 | [www.printcographics.com](http://www.printcographics.com)  
Omaha | Seattle | Colorado | Iowa | Arizona

**9. Printco respects and adheres to the law.**

- a. General Laws – Printco abides by all local, state, and federal laws. We expect our employees to do the same
- b. Human Rights and Labor Laws – We obey all local, state, and federal laws regarding labor laws, as outlined in our Employee Manual. All new employees must be submitted to the US government’s e-Verify process to prove that they are legally eligible to work in the United States.