# GLOBAL RESPONSIBILITY REPORT

**PRINT CITY 2014** 



















### THE TEN PRINCIPLE OF THE UNITED NATIONS GLOBAL COMPACT

#### Print City fulfilled the pledge to UN Global Compact

As a member of UN Global Compact, Print City was committed to follow the Ten Principles of UN Global Compact regarding to human rights, labor, environment and anti-corruption with a broad network covering 130 countries.

#### **HUMAN RIGHTS**

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit

#### LABOUR STANDARDS

should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elemination of all forms of forced and compulsory labour;

and

Principle 6: the elemination of discrimination in respect of employment

#### **ENVIRONMENT**

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

#### ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

in human rights abuses.

Principle 3: Businesses

Principle 5: the effective abolition of child labour:

and occupation.

## **Global Responsibility Report Print City 2014**

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The rules and principles we follow in our work.

#### **People**



Looking after the people who shape our business.

#### **Printing and innovation**



The sustainability of our products and solutions.

#### Responsible sourcing



Where our raw materials come from.

#### **Environment**



Taking responsibility for the environment and curbing climate change.

#### **Anti-Corruption**



This guidance-an important milestone in the fight against corruption

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Applying the Principle



## **Print City in brief**

Print City, Thailand's First Carbon Neutral Company, is the leader in Print Industry in terms of sustainability with green printing solution and aligned with the UN Guiding Principles on global compact and Business for Peace. GreenPrint is one of the big issues in the print media industry, with a growing awareness of the need to protect the environment. The increasing scarcity of resources and the impact on air, water, and soil are making this urgently necessary, with the focus first and foremost on cutting CO<sub>2</sub> emissions. No other printing has a set of instruments for precisely analyzing and optimizing the carbon footprints of its products and services. Print City provides support for its customers in all areas relating to environmental protection, thus helping enhance their competitiveness.

Print City's view of the future of print is that it will be an evolving mix of multiple scenarios for different market segments, economies and cultures, however, all of them will have a common need for strategy to optimize our success. Firstly, print must be seen, it need to stand in its own right and be valued

a functional media. This needs to be underpinned with a combination lean & green strategy to ensure profitability and sustainability. This strategy combines productivity benefits from lean manufacturing that also improve green performance from resource and waste reduction.

Print City became the first company in Thailand to receive Carbon Neutral Company certification, While Print City has realized significant energy cost savings in reducing its carbon footprint, there is tremendous real and potential value in becoming a certified carbon neutral company. The primary benefit of the Carbon Neutral certification is reputational. Not only does it please consumers, it has the potential to increase market share, attract buyers, and strengthen a firm's public image. These advantages are largely dependent on the use of Bureau Veritas (Thailand) a credible third party and granted by Thailand Greenhouse Gas Management Organization (Public Organization) for verification thus lending credibility to the organization's social and environmental initiatives.



### Message from the CEO

Our "sustainability" and "Communication on Process (cop) report showcases the aspirations, achievements and challenges of our commitment to balancing the social, economic and environmental aspects of our business. We invite you to learn about how Print City is using its Carbon Neutral Printing expertise to address social and environmental issues around the globe.

The global business environment in 2014 was not easy, and we do not count on it becoming easier anytime soon. I am not only thinking about the turbulent economy. We know that our planet is running out of natural resources, and that climate change is a reality that will shape our future. To succeed in this changing environment, Print City is going through a transformation into a company that will use renewable materials to create value on a global scale. To do this we must make investments in growth markets, while ensuring that our existing businesses remain profitable.

To support this transformation we took two important steps in 2014 related to our responsibility work. We defined a new purpose for the company, along with new value. Our value is "iChange4World". If this sounds somehow simple, that is a positive thing. We want our purpose to be simple and inclusive. We want it to be something that each and every one of us at Print City can understand, think and feel. Ultimately, this purpose explains how and why we can succeed in a turbulent world.

Our value lead does not only mean improving our leadership in a business sense. It also expresses our desire to make the world a better place for future generations. At Print City, we want to change the world, and not wait for the world to change us. I think this is something that we can all contribute towards. Our value is rooted in our everyday work, and guides all our choices. Its meaning is clearly defined in our Code of Conduct and our other policies and guidelines, which we train our staff to follow. But doing the right thing involves more than just following the rules – it is about listening to our stakeholders and learning what they think is right.

In practice it means that we may also have to reject business opportunities that would not match our values. The way I see it, Print City, is on the right road towards becoming a better, more inclusive company, equipping itself well for a successful future.

In conclusion, we have reported our progress, successes and challenges. Now, we are focused ahead. We understand that our role as a leading company with carbon Neutral Printing expertise and provides unique opportunities to assist in addressing global problems. We continue to advance our transparency and integration of sustainability into our operations. And we are well-prepared to meet the increasing demands of our stakeholders by providing extensive data about our performance and ambitions.



## Strategy& Governance

For Print City Global Responsibility means realizing concrete actions to fulfill our corporate value "iChange4World". This means that Global Responsibility entails responsibilities for everyone working within Print City. Global Responsibility involves facilitating the creation of shared value, driving changes that will make our operations more ethical and sustainable, and taking concrete steps to improve environmental and social responsibility along our value chain together with our stakeholders. Our Boards support the highest standards of corporate governance and best practice and are committed to the principles of transparency, integrity and accountability.

Print City define corporate social responsibilities as encompassing maintaining compliance, committing to the timely disclosure of important information, developing and supplying high-quality printing that take full advantage of our own technologies, practicing comprehensive quality control and protecting the environment. In our view, consistently fulfilling these responsibilities is essential if we are to increase corporate value and if our directors and employees are to continually recognize that only by faithfully meeting the expectations of society with sophisticated and unique technologies and earning public trust will the Company achieve sustained growth.

Based on this attitude, we seek to continuously improve our corporate governance to ensure that we make appropriate decisions, that our management is transparent and efficient, and that we convincingly demonstrate accountability.

#### **Global Responsibility Governance**

During 2014 we reviewed our Global Responsibility Governance to make it better reflect our operational environment and the direction the company is taking. Our Global Responsibility strategy defines lead areas in which Print City is especially working to enhance operational sustainability and take leadership. These lead areas are

- Resource Efficiency & Environment Performance
- Responsible Business and People

Each lead area includes specific Key Performance Indicators and targets.

Our Business Areas and all support functions are responsible for the operational management of sustainability issues. Our Global Responsibility corporate function provides guidance to everyone throughout the Group on key responsibility issues, and also coordinates and develops Print City's responsibility work.

#### **Key Performance Indicators**

Our Key Performance Indicators (KPIs) were reviewed in 2014 as part of our Global Responsibility Strategy. Our KPIs are structured by our Global Responsibility lead areas. They monitor, measure and summarize the progress on sustainable development and the related



Integrity

Creativity

Harmonization

Accountability

**Novelty** 

Governance

Excellence



impacts on our business and stakeholders. In addition to the KPIs, our sustainability performance is measured using other more detailed metrics and disclosures, as

presented in this report. During 2014 we developed data collection processes for the new KPIs and set our new sustainability targets.

### Identified key topics and performance indicators for each of our Global Responsibility Lead Areas

#### **Key topics for the Lead Areas:**

- Involvement and value sharing in local communities Responsibility along the supply chain
  - Sustainability driven business approach Sustainability performance of products
    - Innovation and new solutions

F	Environment and Efficiency		People and Ethics
Key topics:	<ul> <li>Material efficiency</li> <li>Energy and climate actions</li> <li>Water issues</li> <li>Environmental impacts from logistics</li> </ul>	Key topics:	<ul> <li>Health and safety</li> <li>Business ethics</li> <li>Responsible restructuring</li> <li>Employee satisfaction</li> <li>Human rights and labour rights</li> </ul>
KPIs	<ul> <li>CO<sub>2</sub> emissions</li> <li>Material efficiency index</li> <li>Process water discharges</li> </ul>	KPIs	<ul> <li>Total Recordable Incident rate</li> <li>Implementation of our Human Rights Approach</li> <li>Leadership index</li> <li>Supplier contracts covered by responsibility criteria</li> </ul>

#### Governance and management

Global Responsibility and Ethics are emphasised throughout Print City corporate governance, starting from our Board of Directors, the CEO and our Group Executive Team.

Our CEO and our Group Executive Team are ultimately responsible for Print City's strategies on Global Responsibility and Ethics, and related key performance indicators and policies.

#### **Business ethics**

Print City has a single set of values that are applied wherever we operate. Our Code of Conduct defines common rules for all our employees, and provides guidance on Print City's approach to ethical business practices, environmental values, and human and labour rights. During 2014 Print City's Code of Conduct and related materials were reviewed and revised to reflect more closely the content of our

Business Practice Policy, which was launched during 2011, and to further emphasize our views on environmental and human rights issues. The Code of Conduct is divided into three different sections:

- Responsible business
- Caring for people
- Caring for the environment

#### **Code of Conduct**

To ensure that our employees understand and follow the rules set out in our Code of Conduct, they receive related training through our established e-learning tool or face-to-face training. By the end of 2014, an estimated 95% of our employees had undergone such training. We are still continuing this training where employees have not yet been trained, and also working to ensure that all new employees are trained promptly. New e-learning and face-to-face training procedures based on our revised Code of Conduct will be launched in 2015.



## Sustain Able

Print City joined the UN Global Compact initiative, reflecting our commitment to sustainable business practices. The UN Global Compact (www.unglobalcompact .org) is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten principles in the areas of human rights, labor, environment and anti-corruption. These principles are fully aligned with Print City' values, mission and strategy. The signing of the Global Compact reflects our ambition to be a leader in sustainability. Indeed, we are committed to making the Global Compact and its principles part of the day-to-day operations of our company.

At PrintCity, sustainability is more than just an opportunity to make a positive impact on society and the environment; we believe it is imperative to our long-term viability. We have built our business around the principles of sustainability, which have allowed us to achieve greater heights, pursue new areas of growth and create lasting value. We are committed to continual engagement with our stakeholders, exploring new ideas and delivering excellent experiences.

### **Our** Strategy

#### to take the LEAD

The key to sustainable growth over the long-term is a robust framework to identify and manage both financial and nonfinancial risks and opportunities. At Print City, we have integrated our UN Guiding Principles strategy across all our business operations to achieve a balanced triple bottom line performance.

#### to SHAPE an industry

Print City has been the leader in sustainable development as an established developer committed to green printing development and best practices, we are in the position to engage and influence our extensive network of suppliers and partners. Through astute supply chain management, we take pride in setting standards for sustainable practices and driving change in Thailand's printing industry. We strive to actively engage our stakeholders with dynamic processes and innovative solutions that maintain a balanced triple bottom line. As a business and community leader, Print City is driven to consistently achieve new benchmarks of SD excellence for our stakeholders.

#### to CREATE lasting value

Incorporating principles of sustainability as an integral part of our business model has not only led to healthy financial growth, but also made Print City the leader in social change and environmental stewardship. More importantly, this has propelled us towards continuous improvements and further growth for the benefit of all our stakeholders, creating value that will leave a lasting impression.

# People& Ethics

In our People and Ethics, our focus is to conduct business in a socially responsible manner throughout our value chain. We set high ethical and professional standards throughout our operations and fully respect and support the human rights and labour rights of all our employees and the communities around our operations. We are committed to ensure that our workplaces are healthy and safe.

#### **Human rights**

Print City long-term commitment to respect and support human rights is reflected in our corporate purpose 'IChange4World'. In addition to people working in our own operations, our commitment extends to our suppliers, business partners, communities surrounding our operations and other stakeholders within our sphere of influence.

We have stipulated adherence to all relevant laws and regulations, respect for fundamental human rights, and prohibition of discriminatory treatment, child labor and forced labor. These standards require that respect be accorded to diverse values, individuality, and privacy of individuals, prohibits discriminatory behavior based on race, religion, gender, nationality, disability, age, or sexual orientation, and prohibits physical abuse, sexual harassment, abuse of power, and any other actions that disregard the dignity and individuality of others.

Our human rights approach is aligned with the UN Guiding Principles on Business and Human Rights.

#### Labour rights

There are no operations within Print City, which have been identified as having significant risk for incidents of forced or compulsory labor. We take proactive measures to prevent forced or compulsory labor through our policies. Our Ethics Policy & Sustainability Policy state forced labor is strictly prohibited

Operations identified as having risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. The company has not found any its plants or operations, which would be at significant risk for incidents of child labor.

We take active measures to prevent and eliminate child labor through our policies. Our Ethics Policy & Sustainability Policy address child labor and consistent with the UN Global Compact. Potential employees are required to show valid identification and proof of age before they are hired. To the best of our knowledge there is no child labor within our company. This type of risk is addressed with our employees, including all managers who are involved in human resources, through our Ethics Policy which covers a wide range of financial, social and environmental activities, including safe and healthful workplaces, diversity, discrimination, freedom of association, regulatory compliance and environmental protection, anti-bribery, compulsory labor In addition to the number of employees who are required to take the annual certification of our Ethics Policy, it is communicated to our employees in the following ways:

- All new employees upon being hired are required to sign that they have read, understand and will comply with our ethics policy as a condition of employment
- The ethics policy is addressed by our managers regularly in employee meetings
- The ethics policy is a topic addressed at our annual Vision Week which is a week each year focused on employee engagement with a special focus on our vision and values
- All leaders are required to comply with the Leadership Expectations Model of which the ethical behavior outlined in the ethic s policy is one of the core elements

Print City is committed to respecting human and labour rights as a natural part of daily business. We annually ask all our management teams to sign a Statement of Representation affirming adherence to the principles of the UN Global Compact to ensure that the fundamental principles of Print City's ethical guidelines are known and complied with throughout our organization. Print City conducts regular surveys with its suppliers regarding their position on acceptance of the UN Global Compact. The most recent survey results showed that 75% of Print City' total purchase volume was represented by suppliers committed to the ten principles.

#### **Employees and employment**

Print City strives to achieve outstanding performance and a leading position as one of the best companies in its industry. To do this, a solid foundation of legally and ethically correct behaviour must be in place. With this in mind, the Managing Board approved a Code of Business Conduct that applies throughout the Group and must be complied with by all employees. The Code of Business Conduct specifies our values and the high

ethical and legal standards that apply to all of our business activities — from strategic planning to everyday business operations.

#### **High Level of Engagement**

There is a high level of engagement among employees and a great many of them are willing to make an extra effort for the company they work in, as can be seen from Print City's employee opinion survey. For us to succeed as a competitive organization, we need a skilled, trained and committed workforce, able to undertake jobs safely and productively and fulfill their potential. Our aim is to develop and empower our people to perform at their best and to grow in a dynamic culture. We believe in zero harm in the workplace. Our approach is based on a visible management commitment that starts with senior leaders and extends through all levels of the organization. Through a proactive approach we seek to build trust and lasting relationships among employees, contractors, customers, shareholders and communities.

HILLATA

**	
	Goals & actions

Goals & actions			HUMAN
	2014	-2015	31.05.15
	Target	Achieved	Status
Management			
All local managements have been informed of our policies, have issued their comments, and haveendorsed the policy.	100%	100%	<b>√</b>
Zero tolerance of acts of discrimination of any kind and hence no cases to be reported.	100%	100%	$\checkmark$
Procurement			
Based on results of the previous survey, a further improvement in compliance with the UN Global Compact will be targeted by seeking a similar commitment also from smaller suppliers.	100%	75%	(√)
Request for commitment to UN Global Compact principles shall become standard procedure in qualification process for new raw material suppliers.	100%	100%	$\checkmark$
Employee training			
Improve employee competences and capabilities, thereby improving company competitiveness. The process is ongoing and has our commitment.	100%	100%	<b>√</b>
Measurement of employee satisfaction by conducting a global people survey and developing action plans.	100%	100%	$\checkmark$
Occupational injuries			
No injuries causing work absence to be registered in the reporting period.	0%	1.0%	•
Labour rights			
Our Code of Ethics is an integral part of Print City due diligence process and any non-conformities are reported.	100%	100%	<b>√</b>

<sup>÷</sup> Not accomplished (√) Partly accomplished or behind schedule √ Accomplished or on track

# Printing & = innovation

Renewable materials play a powerful role in creating sustainable development. Print City's product development and innovation are being actively encouraged through a change process known as "Greenprint Go Carbon Neutral" launched in 2013. In the context of new products, the idea behind this is that we must challenge ourselves and the outside world to rethink the ways we work and live – and utilize our expertise on renewable materials and material efficiency to promote sustainable living.

We measure the sustainability performance of our products using environmental, social and economic performance indicators and related targets. For more information on our sustainability targets, to identify, minimize and inform our stakeholders about the environmental impacts of our products, we also work with product life cycle inventories (LCIs), Paper Profiles, eco-labels and carbon footprint

#### Product labeling and sustainability performance

Experts on life cycle analyses (LCA) based at Print City's Innovation Center compile life cycle inventory (LCI) data on our products and help our printing to collect the necessary data. We conduct LCI surveys on

imagination efficiency concept success process innovate solutions business

all of our main products, using calculations that are updated annually. LCIs are used to share information on products' environmental performance and impacts.

We provide product-specific information on the environmental performance of our printing through Paper Profiles and Paper-by Nature declarations. These voluntary environmental product declaration schemes have been jointly developed by leading paper producers.

Several of Printing paper products also bear recognized eco labels such as the EU Flower, the Nordic Swan and the Blue Angel labels, showing that they have been produced using wood from certified forests and controlled sources, and that the whole journey of the raw materials they contain from the forest to the store shelf has been documented and verified by an external party.

#### **Environment Footprint**

All of Print City's business areas have calculated carbon footprints for their main products, and this information is freely available to our customers.

Environmental protection has been firmly established as a corporate goal. Print City is working consistently and systematically to achieve this goal along the entire value chain. Focusing in particular on three areas: Resource consumption, emissions, and waste and is looking to reduce - or ideally avoid - all three wherever possible.

#### Product safety and hygiene

Print City uses high-quality raw materials to manufacture pulp, paper, and wood products for various purposes. Our in-house control systems cover our processes from the product development stage through raw material sourcing to the delivery of the finished products. They also cover the eventual recycling and reuse of products as raw materials for new products or for energy production. We also require our suppliers and partners to comply with Print City's sustainability requirements, including safety aspects.



#### What are Carbon Neutral Printing or GreenPrint Carbon Neutral?

Carbon neutral printing and Greenprint Carbon Neutral mean that all greenhouse gas emissions resulting from the print production itself and the used materials such as paper, energy, ink are calculated and compensated through carbon offset projects.

#### Labeling

We can put the "carbon neutral print product" logo onto the print object, including an individual tracking number.

#### Tracking number?

Each and every print product receives a unique tracking number, generated by carbon offset system. Using this number, everyone can track the amount of compensated greenhouse gas and the carbon offset project.

Print City purchases Verified Carbon Units (VCU) certified carbon offsets to give you a way to balance out the emissions. Print City has supported Wastewater treatment and biogas utilization project in Thailand for 1000 tons. By participating in this carbon offsetting program, we are contributing to fight against global warming and support greenhouse gases reduction project in Thailand and enable Thailand's transaction to a low-carbon future.

Buyers can ask for an email confirmation when a VCU is retired in their name and search the VCS Project Database to confirm retirement. While every VCU represents a verified emissions reduction, can be track with additional benefits, such as protecting biodiversity and enhancing community participation. In addition to the quality assurance provided by the VCS, these additional tags often bring added value to the credits.





	2014-2015		31.05.15
	Target	Achieved	Status
Achieve Carbon Neutral Printing			
Define our subject – we can certify our whole company, a product line or activities such as business travel.	100%	100%	<b>√</b>
Measure our carbon emissions using independent, qualified third party assessors.	100%	100%	$\checkmark$
Set a net zero carbon emissions target to provide a strong statement on carbon reduction goals.	100%	100%	<b>√</b>
Reduce our carbon emissions through a cost-effective combination of internal reductions and carbon offsets.	100%	100%	$\checkmark$
Communicate our achievement by displaying our Carbon Neutral certification on websites, reports, letterhead, packaging and vehicles, and communicating how our achieved the target.	100%	100%	<b>√</b>

 $<sup>\</sup>div$  Not accomplished ( $\checkmark$ )Partly accomplished or behind schedule  $\checkmark$  Accomplished or on track

## Sustainable Supply Chain

Print City has fostered a sustainable procurement system that is comprised of nationally selected vendors and locally recognized distributors. Other attributes include an environmentally preferred standardized purchasing policy

The proximity of the distributors in relation to Print City operations and client facilities help reduce our carbon emissions and overall corporate carbon footprint

#### Sustainable supply chain information

Consumers and business customers are becoming more committed to sourcing products and service providers that are 'sustainable' or 'green'. Print City are providing more information about the sustainability of our printing. This usually includes features that support sustainability – such as energy efficiency, reuse and recycling systems and innovative use of materials. We can reflect the carbon footprint, which usually refers to the level of carbon dioxide generated throughout the production and delivery of the product.

#### **Our Supplier Diversity Initiative**

Focusing on the identification and development of diverse suppliers as sources for the purchase of goods and services, our belief that diverse suppliers provide a competitive advantage in the marketplace. Employees involved in the selection, evaluation and/or approval of vendors, contractors and consultants have primary responsibility for effectively implementing our supplier diversity strategy. Print City invites suppliers who possess these key characteristic to register as a potential supplier. The way we work with suppliers is based on principle to support local business by working with local suppliers is an important way in which we contribute to local economies.

#### Our sourcing network

Ensuring responsibility along our supply chain is an integral part of our global approach to responsibility. Our total commitment to responsible sourcing avoids potential negative impacts of suppliers' actions, and helps us to maintain good stakeholder relations. We

#### MANAGING OUR SUPPLY CHAIN'S SUSTAINABILITY



work closely with our various suppliers around the world to ensure that they meet our requirements on responsibility, and to build up our mutual understanding of sustainability issues.

The environmental credentials of Print City include the whole product life-cycle, from raw material sourcing to production and delivery, from final end-use to disposal of product. Certification, continuous monitoring and reporting prove that Print City's products are made of sustainable raw materials and with minimal environmental impact.

#### Supply chain management

The majority of our purchasing agreements are now covered by our sustainability requirements. For suppliers of materials and services Print City has developed a set of sustainability requirements that are routinely included in our purchasing agreements. These requirements cover environmental management, business practices, health and safety issues, and human and labour rights. If we find that a supplier is not meeting these requirements, we ask for a corrective action plan for reaching compliance, and offer guidance on the necessary improvements where this is needed. Print City reserves the right to terminate contracts in case of serious and repeated violations.



#### Sustainable purchasing

Print City's purchases of raw materials shall be based on the principle of sustainable production. Sustainable development means meeting the needs of today's population without compromising the ability of future generations to meet their own needs. Global population growth and increased consumption are augmenting the burden on the earth's natural resources. It is already evident that certain natural resources are being exploited.



Respo	ons	ible
sou		

	2014-2015		31.05.15
	Target	Achieved	Status
Managing supply chain's sustainability performance			
Policy decisions about procurement and how we flow through procedures	100%	100%	$\sqrt{}$
Identifying the risks and opportunities in our supply chain	100%	100%	<b></b>
Using local suppliers and contractors to reduce fuel usage and our carbon footprint	100%	100%	<b>√</b>
Which aspects of social sustainability you could evaluate in your suppliers	100%	100%	$\sqrt{}$
Measurement, costing and analysis models to assist supply chain decisions - these include life cycle assessment, carbon footprint, ecological footprint.	100%	100%	<b>√</b>
Responsible sourcing			
Setting clear responsibility requirements for our suppliers	100%	100%	<b>√</b>
Training our own purchasers to integrate responsibility issues into purchasing processes	100%	100%	<b>√</b>
Continuous evaluations of suppliers' performance through risk assessments, audits and follow-up	100%	100%	<b>√</b>
Building up the capacity of suppliers along our supply chain to act responsibly	100%	100%	<b></b>

<sup>÷</sup> Not accomplished (√)Partly accomplished or behind schedule √ Accomplished or on track

## Environment & Efficiency

Caring for Climate







#### Print City, THE BUSINESS LEADERS OF CARING FOR CLIMATE:

#### **Recognize That:**

- Climate Change is an issue requiring urgent and extensive action on the part of governments, business and citizens if the risk of serious damage to global prosperity, sustainable development and security is to be avoided.
- Climate change poses both risks and opportunities to businesses of all sizes, sectors and regions of the world. It is in the best interest of the business community, as well as responsible behavior, to take an active and leading role in deploying low-carbon technologies, increasing energy efficiency, reducing carbon emissions and in assisting society to adapt to those changes in the climate, which are now unavoidable.

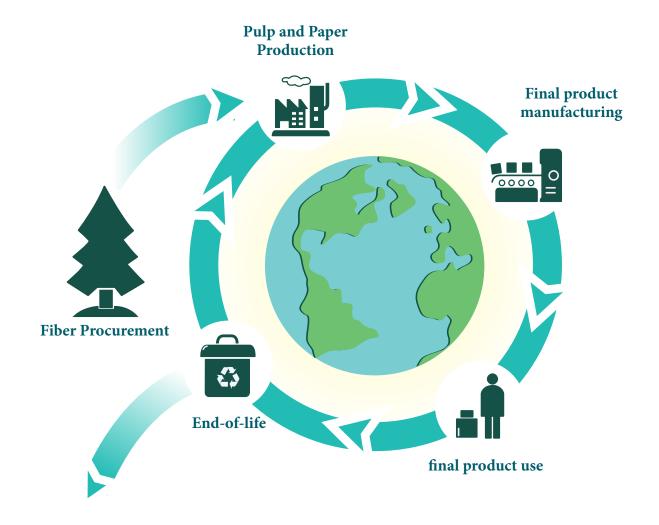
#### **Commit To:**

- Taking further practical actions to improve continuously the efficiency of energy usage and to reduce the carbon footprint of our products, services and processes, to set voluntary targets for doing so, and to report publicly and annually on the achievement of those targets in our Communication on Progress-Climate.
- Building significant capacity within our organizations to understand fully the implications of climate change for our business and to develop a coherent business strategy for minimizing risks and identifying opportunities.
- Engaging more actively with our own national governments, inter-governmental organizations and civil society to develop policies and measures to provide an enabling framework for business to contribute effectively to building a low-carbon and climate-resilient economy.
- Continuing to work collaboratively with other enterprises both nationally and sectorally, and along our value-chains, to set standards and take joint initiatives aimed at reducing climate risks, assisting with adaptation to climate change and enhancing climate-related opportunities.
- Becoming an active business champion for rapid and extensive climate action, working with our peers, employees, customers, investors and the broader public.

#### **And Will:**

- Work collaboratively on joint initiatives between public and private sectors and through them achieve a comprehensive understanding of how both public and private sectors can best play a pro-active and leading role in meeting the climate challenge in an effective way.
- Invite the UN Global Compact to promote the public disclosure of actions taken by the signatories to this Statement and, in cooperation with UN Environment Programme and the secretariat of the UN Framework Convention on Climate Change communicate on this on a regular basis.





#### **Carbon Footprint**

A carbon footprint is a method used to measure and communicate the total amount of greenhouse gases emitted both directly and indirectly in the production and delivery of goods and services. Raw materials, energy consumed and transportation are the main elements used to calculate the carbon footprint of a product. Most of our direct greenhouse gas emissions come from the energy we purchase and produce to operate our printing processes. To reduce costs and reach our environmental goals, we are continuously working to improve the energy efficiency of our operations' and products' carbon footprint.

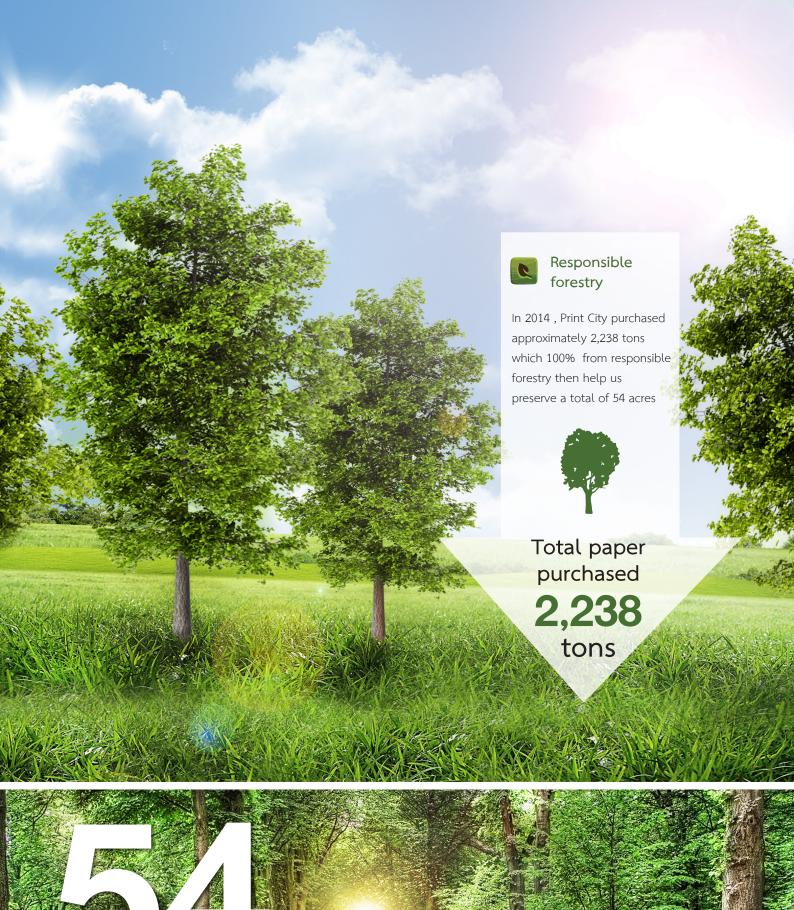
#### **Carbon Footprint reduction target**

We are actively working to reduce greenhouse gas emissions from our production. In 2010 we set a target to reduce  $CO_2$  emissions per by 35% from 2009 levels by the end of 2015. By the end of 2014 we had reduced

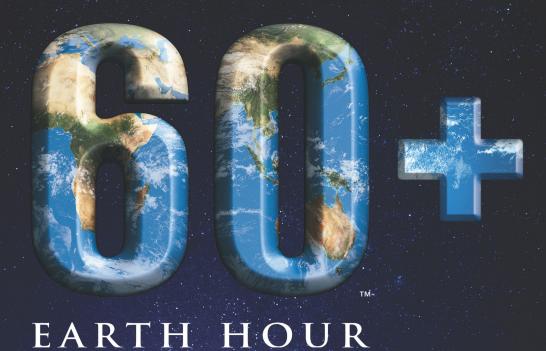
our  $CO_2$  emissions by 35% compared to the baseline year 2009. As this target was already achieved in 2015, we have set a new target to reduce fossil  $CO_2$  emissions by 50% from 2009 levels by the end of 2020.

#### **Carbon Neutral Printing**

Calculating and offsetting the CO<sub>2</sub> emissions associated with printing processes. The huge increase in emissions of environmentally harmful gases such as carbon dioxide and methane is seen as a key cause of climate change. CO<sub>2</sub> emissions are produced when fossil fuels are burned to generate power, and are also a byproduct of transport and an indirect result of the manufacturing and processing of raw materials. Printing is another indirect cause of environmentally harmful emissions The principle behind carbon neutral printing is to calculate what these CO<sub>2</sub> emissions amount to and offset them







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#### PRINT CITY switch off 30 million bulbs

from efficiency activities equivalent to drive sustainability.

EARTH HOUR MARCH 28 8.30PM

In our Environment and Efficiency, we strive to ensure that our resource efficient operations and products have superior environmental performance throughout their lifecycle. We strive to continuously improve the energy, material and water efficiency of our operations and business models, in order to enhance business benefits and save natural resources and financial resources

#### Climate actions

Environmental issues are integrated into the Print City group and its operational strategies. Operations are required to develop and implement environmental programmes and procedures aligned to Print City operating standards and performance requirements and management standards, which in turn are aligned with our environmental strategy. Environmental performance is taken into account when management performance is measured.

#### **Energy**

In the near term, reducing our energy consumption is perhaps one of the most important climate-related measures that Print City can implement.

#### Water

Fresh water is an increasingly scarce resource in many parts of the world, and water-related costs are expected to rise in the long term. It will therefore be important for Print City to reduce our water consumption and increase our knowledge of water resources.

#### **Environmental impacts from logistics**

The environmental impacts of logistical operations are an important factor when we evaluate different transport and supply chain solutions. Print City actively promotes transport solutions with good environmental performance. Our transport chains are planned in line with our environmental policies and always analyzed for their environmental footprint. The carbon dioxide emissions created by our logistical operations are incorporated in the Group's carbon footprint and CO, emissions target. The transportation of our products accounted for 16% of our total carbon footprint in 2013.

#### Business risks and opportunities related to climate change

We recognize a strategic opportunity in the fact that our printings are based on renewable materials with comparatively low carbon footprints. Our printings also store carbon throughout their useful lives, after which they can be either recycled or incinerated to produce energy.

#### Reducing impacts and improving resource efficiency

Print City's environmental work has two main focuses. Firstly, we strive to minimize the environmental impacts of our operations. Secondly, we strive to use raw materials and energy as efficiently as possible to ensure that we do not waste valuable natural resources or financial resources.

Goals & actions

Goals & actions		Environment		
	2014-2015		31.05.15	
	Target	Achieved	Status	
Product development				
All new products feature sustainability improvements in at least one and preferably more of the following four areas: Energy consumption, water consumption, use of detergents and disposal.	100%	100%	<b>√</b>	
CO <sub>2</sub> emissions				
30% reduction in 2014 normalised to output as compared with 2010.	30%	33.54%	<b>√</b>	
Product environmental footprint				
Set target for reducing environmental footprint for best-selling products based on conclusions from previously conducted pilot project.	100%	100%	<b>√</b>	
Actively participate in industry-related activities, boards and committees to push for agreement on industry standard for measuring environmental performance of products.	100%	100%	$\checkmark$	

<sup>÷</sup> Not accomplished (√)Partly accomplished or behind schedule ✓ Accomplished or on track

### **Anti-Corruption**



Compliance with Our Ethics Policy is a condition of employment. With respect to anti-corruption practices it states the following: PrintCity's 'zero tolerance' position against all forms of corruption, bribery and extortion and provide information and guidance to employees on how to recognize, address, resolve, avoid and prevent instances of corruption, bribery and extortion which may arise in the course of their work.

#### **Applying the Principle:**

We win business with the integrity of our products, services and personal character. We do not seek business by trying to corrupt the judgment of our customers. We do not tolerate any bribery of private or of public persons. We neither provide nor receive lavish or extravagant gifts.

#### Here's how you can help:

- Do not offer, pay, give or promise any favor, service, entertainment, meal, gift or other thing of value to any private or governmental customer to get business.
- Do not associate with business partners who engage in corrupt practices.

Doing business with integrity is the only sustainable option, which attract and retain principled and motivated employees and investors. In contrast, companies confronted with corruption cases have faced reputational damage.

Accordingly, Print City engages in transparent business relations with partners who must respect the principles of the UN Global Compact. We are also committed to taking responsible corrective action wherever and whenever we detect deviations from these principles. Rules and guidelines based on these principles are communicated throughout the company, and management teams are regularly required to sign a Statement of Representation affirming their knowledge of and compliance with the rules defined.



Goals & actions			CORRUPTION	
	2014-2015		31.05.15	
	Target	Achieved	Status	
Facilitation payments				
Ban on facilitation payments. Communication on non-acceptance of facilitation payments has been part of the awareness campaign.	100%	100%	$\checkmark$	
Compliance with laws and regulations	100%	100%	$\checkmark$	
Renewed attention to be given to the Code of Ethics as regards conduct in contacts with competitors by inclusion of this aspect in the awareness campaign and by scrutinising memberships of associations.	100%	100%	$\checkmark$	
Anticorruption				
No reported corruption or cartel cases.	100%	100%		
Ensure employees are knowledgeable regarding how to act in accordance with Print City expectations on business integrity issues.	100%	100%	$\checkmark$	

<sup>÷</sup> Not accomplished (√)Partly accomplished or behind schedule √ Accomplished or on track

### **GRI** index

Print City became signatory to the UN Global Compact in May 2013 and Business for Peace (B4P) in November 2013, this sustainability Report fulfills the company's obligation to provide Communication on Progress (COP). We uses the ten principles of UN Global Compact integrated with the Global Reporting Initiative (GRI) guidelines as a basis for its report and a framework for measuring and reporting our environmental, social and economic performance.

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#### **Carbon Disclosure Project**

Print City join Caring for Climate (C4C) which Platform is an initiative of UNEP, the UNGC and World Business Council for Sustainable Development (WBCSD) that offers proactive business an opportunity to engage with stakeholders and the public sector globally concerning action to address climate change. We follow the caring for Climate Reporting Guidance for Carbon Disclosure report. Measurement, management and disclosure of greenhouse gas (GHG) emissions and climate change data is an increasingly important aspect of standard business practice. There are numerous benefits for Print City, including: Increased transparency to shareholders, clients and the public audience, identifying how the organization copes with threats arising from climate change, highlighting the business opportunities available and enhanced ability to increase efficiency and reduce unnecessary costs.



#### THE CREATIVE AND PRINT

WITH A FOCUS ON SUSTAINABLE PRINTING INNOVATION



