

## Communication on Progress 2015

### **Statement of continued support**

As a member of the UN Global Compact, our organisation supports the actions and principles contained in the UN Global Compact. Spicers Paper (Singapore) Pte Ltd promotes good forestry through purchasing materials from known, legal, in progress and fully certified sources in line with FSC and PEFC requirements. We are committed to ensure all wood materials purchase shall not knowingly come from forest areas that do not comply with relevant national legislation and categories as controversial sources.

We are dedicated to maintain a chain of custody programmed in line with the certification requirements such as FSC and PEFC, and will comply with all laws and regulations related to our operations including health and safety. We will ensure this by following the FSC/PEFC independently audited system of tracking of all raw material and work to continually increase the proportion of material from sources in the process of being certified or already certified by credible bodies. Spicers Paper (Singapore) Pte Ltd will work towards sustainability goals as well as standards defined in the universal principles on Corporate Social Responsibility.



Ms Genevieve Chua  
Managing Director

17 September 2015

|    |  |  |
|----|--|--|
| 1. | Elimination of all forms of forced and compulsory labour   | Spicers Paper does not use any form of forced or compulsory labour and all our policies are aligned with Singapore's employment legislations.  |
| 2. | Business should uphold the freedom of association and effective recognition of the right to collective bargaining (eg. Workers right and protection) | <p>Spicers Paper launched the 'Speak-Up' Campaign since April 2007 and the programme is still on-going.</p> <p>It constantly reminds everyone about confidential reporting service that provides anonymity and protection. Employees can raise their concerns by contacting Speak Up using a multilingual online website or email option.</p> <p>There is monthly office and warehouse inspection, to ensure that the work place is safe for all employees. Every employee was given an 'Employee's Handbook' and 'Personal Safety' booklet that comprise information aimed at helping employees keep their workplace safe, fair and honest.</p> <p>We have embarked on a Workplace Health Promotion programme since July 2011 and received a bronze award for the Singapore Health Awards 2012 which recognises organisations for their commendable efforts in promoting workplace health and honours organisations that strives to help their employees lead healthy and vibrant lives.</p> <p>The Managing Director is interviewed and featured in the local SME Magazine in the article, "Going Green", in the March-April 2012 edition.</p> <p>The Managing Director is interviewed and featured in the local CPA Magazine in the article, "Sustainable Growth - ICPAS Council Member Genevieve Chua On Relevant Role of CSE In Business" in the October 12 edition.</p> <p>In March 2015, the company received a Gold award for the Singapore Health Awards 2014 recognising the company's continued efforts in promoting workplace health and keeping its employees lead healthy and vibrant lives.</p> |
| 3. | Elimination of discrimination in respect of employment and occupation (eg. Gender and age fairness)  | Apart from our charitable works, PaperlinX Singapore truly puts our employees' welfare ahead. We are a signatory to the Tripartite Alliance for Fair Employment Practices to prevent discrimination in the workplace and to uphold the principles of fair employment. Our staff also participates in an annual corporate web-based training programme related to the Anti-Competition Act to encourage fair trading practices and  |

|    |   |
|----|---|
|    | <p>business ethics. Such are;</p> <ul style="list-style-type: none"> <li>a) Continuous relevant training provided to all employees, from forklift training to customer service and technical training</li> <li>b) Financial and other means of support for promising employees who wish to further their studies</li> <li>c) Internal promotions and opportunities for career enhancements</li> </ul> <p>Spicers Paper launched the 'Speak-Up' Campaign since April 2007 and the programme is still on-going.</p> <p>It constantly reminds everyone about confidential reporting service that provides anonymity and protection. Employees can raised their concerns by contacting Speak Up using an international 24 hours telephone help line or a multilingual online website, email or fax option.</p> <p>An example of studies and training is a recent sponsorship of 2 employees for an effective strategic selling course to enhance their capabilities in August 2013.</p> <p>In terms of internal promotions, the Regional Sales Manager became General Manager for Hong Kong, South China and Vietnam in April 2013.</p> <p>In terms of internal promotions, the Customer Service Supervisor became Assistant Manager – Customer Service and Sales Admin, and Senior Sales Executive became Assistant Manager – General Paper &amp; Publications in November 2014.</p> |
| 4. | <p>Businesses should support a precautionary approach to environmental challenges (eg. Environment protection and conservation efforts)</p> <p>We bought carbon offset credits from a Methane Capturing Project to help finance the high operational costs of the equipment and also to show our support for the environmental cause of reducing air pollution for this project.</p> <p>In 2011 we passed the FSC audit with no non-conformance also passed the audit with 2 noteworthy efforts in training and invoicing information for the PEFC. In addition, we also promoted not just awareness of PEFC but sustainable business practices through a public seminar we organised in February 2011.</p> <p>Previously in May 2009, we were audited by PEFC (Programme for the Endorsement of Forest Certification). PEFC is a scheme for auditing forestry operations, taking into account the effects on the environment, promoting responsible forest</p>   |

|    |   |   |
|----|---|---|
|    |   | <p>management.,</p> <p>We are committed to providing our customers with product options that have strong environmental credentials. Our business is well positioned to meet these requirements. Many of our papers also bear the Forest Stewardship Council (FSC) logo, which confirms the FSC certified wood used in their production.</p> <p>FSC is an international organisation that promotes responsible stewardship of world forest. We are proud to be the first paper merchant in Singapore to be awarded the Forest Stewardship Council Certification in 2007.</p> <p>In March and June 2012, we have been successfully re-certified under PEFC and FSC Councils respectively. With the re-certification, our PEFC certificate is valid for another 3 years ending Mar 2015 and FSC certificate is valid for another 5 years ending June 2017.</p> <p>In February 2015, we have successfully re-certified under PEFC Council and the PEFC certificate is valid for another 5 years ending Feb 2020.</p>  |
| 5. | Undertake initiatives to promote greater environmental responsibility | <p>We conduct Eco talks throughout the year and organise field trips for clients to our PEFC certified paper mills to spread the awareness of responsible forestry. We go one step further in promoting the green message by offering sponsorships in support to companies that organise green activities.</p> <p>We have conducted short workshops on paper and sustainable forest management for students from local primary school (October 2011 and October 2012), Chinese University of Hong Kong (June 2011 and June 2012) and Polytechnic University of Korea (August 2012). CSR topics are also included for students from Shaw College - Chinese University of Hong Kong and Korea Polytechnic University during their respective overseas study trips in Singapore.</p> <p>The Managing Director is interviewed and featured in the local SME Magazine in the article, "Going Green", in the March-April 2012 edition and HRMASia Magazine in the article, "When Junior's In Charge", in the Issue 6 edition. She was also invited to submit articles for publications for the Institute of Certified Public Accountants of Singapore on topics such as CSR and Sustainability as featured in the October 2012 issue of CPA Journal.</p> <p>The Managing Director has been invited as a</p> |

|  |  |
|--|--|
|  | <p>speaker and panellist for events such as Asian Paper 2012 held in Bangkok on 23-25 April 2012 to speak on the Business Case for CSR, 13<sup>th</sup> Annual RISI Asian Pulp &amp; Paper Outlook Conference held in Shanghai on 11-12 June 2012 and Responsible Procurement Workshop in conjunction with Singapore Compact held in Singapore on 14 September 2012.</p> <p>Our company has also sponsored about \$2000 worth of paper material to local NGO's in support of promoting the usage of sustainable materials from Nov 2011 to Sep 2012.</p> <p>The Managing Director has been invited as a speaker for events such as Certification Workshop 2013 – Responsible Procurement &amp; Purchasing in Asia in January 2013 held in Kuala Lumpur, Malaysia, Singapore Furniture Industries Council Exhibition 2013 in March 2013 held in Singapore, International Pulp &amp; Paper Conference 2013 in April 2013 held in Jakarta, Indonesia,</p> <p>On 7 June 2013, we have conducted short workshop on paper and sustainable forest management for students from Shaw College - Chinese University of Hong Kong. CSR topics are also included for these students from Hong Kong.</p> <p>Our company has also sponsored about \$3000 worth of paper material to local NGO's in support of promoting the usage of sustainable materials in from Nov 2012 to Sep 2013.</p> <p>On 3 September 2013, the Managing Director has been invited to participate in the Stakeholder Consultation on the Haze and Sustainable Agriculture Business Principles organised by The Singapore Compact for Corporate Social Responsibility (CSR) and the ASEAN CSR Network.</p> <p>On 3 October 2013, the Managing Director has been invited to participate in the filming of Toggle Checkout! Series on Going Green and eco practices.</p> <p>On 8 November 2013, we, together with our strategic supplier, conducted a mini Paper Workshop on paper and sustainable forest management for our customer.</p> <p>On 29 November 2013, the Managing Director has been invited as a speaker at Print Conference 2013 to share the myths about paper in the paper industry.</p> <p>In April 2014, the Managing Director has been</p> |
|--|--|

|    |  |  |
|----|--|--|
|    |  | <p>invited as a speaker at Asian Paper 2014 Conference to share the topic on "Why Sustainability Matters: The Business Case for Using PEFC Certification".</p> <p>The company has sponsored about \$3,000 worth of paper materials to local NGO's in support of promoting the usage of sustainable materials in from October 2013 to August 2014.</p> <p>In August 2015, the Managing Director has been invited as a speaker at Konica-Minolta Connect 2015 to share the topic on "Power of Print in Today's World".</p> <p>The company has sponsored about \$3,500 worth of paper materials to local NGO's in support of promoting the usage of sustainable materials from September 2014 to August 2015.</p>   |
| 6. | Encourage the development and diffusion of environmentally friendly technologies       | <p>We are currently still using the "Power Stabilizer" to reduce the electricity consumption and also converted the whole office to use LED bulbs instead of the conventional ones. Most of the CRT monitors have been replaced by the low power consumption LCD monitors.</p> <p>The company has passed the 3<sup>rd</sup> party Eco-Office audit and attained the Project: Eco-Office Certification in December 2012. The certification is valid till December 2014. It recognises companies for their efforts to raise awareness and cultivate environmental habits and practices within their workplaces.</p> <p>We participated in Toshiba Toner Recycling Programme whereby the empty used toner cartridges are collected and recycled by Toshiba Data Dynamics. We have returned a total of 9 empty toner cartridges between Oct 2013 and Aug 2014.</p> <p>We have returned a total of 12 empty toner cartridges (Toshiba and other brands) between Sep 2014 and Aug 2015 under Toshiba Toner Recycling Programme.</p> <p>In December 2014 and April 2015, the company has changed the high-bay lightings in the warehouse to LED high-bay lightings to further reduce the electricity consumption.</p> |
| 7. | Businesses should work against all forms of corruption including extortion and bribery | <p>Staff members participated in a 12-month web-based training programme relating to Anti-Competitive practice and in compliance with the</p>  |

|  |   |
|--|---|
|  | <p>Competition Act 2009 section 34 and 37. This training is being conducted on a yearly basis.</p> <p>Our Core Operating Principles and Values such as "Compliance is mandatory", "Trust and Respect" as well as "Sustainability" place emphasise on the importance of businesses working against all forms of corruptions, understanding the line that divides the right and the wrong, and not crossing it in relation to competitive behaviour, employee safety or environmental issues in particular, within the workplace.</p> <p>To further fulfil our cause for social responsibility, we initiated a marketing program to corporate in support of the "Pressed Flower Project", partnering up with asia-based voluntary network, Care Channels International (CCI) to help slum dwellers sell their handmade gift crafts for means to support their livelihood. We helped to secure a large project in Q4 2012, for the organisation and helped to find sponsors for the slum dwelling children for their education.</p> <p>We supported the Handicapped Welfare Association, Singapore through donations and participated in their event, 27<sup>th</sup> Wheel, Jog or Walk 2011, in August 2011. We also supported local Boys' Brigade's Share-A-Gift programme in December 2010, 2011 and 2012 through donations of daily necessities from the staff members.</p> <p>During the month of December 2012, the company initiated a month-long "Spicers Christmas Charity Drive 2012 Deals for The Wheels" campaign to raise funds through the sales of our products and managed to purchase 10 new wheelchairs for the Handicapped Welfare Association from the funds raised. A staff also donated a new wheelchair to the association.</p> <p>On 30 June 2013, the company has supported the local Institute of Technical Education (ITE) for their Alumni Bowling Tournament 2013 event garnered to raise funds for the needy ITE students through the event.</p> <p>On 14 September 2013, 6 staff and their family members volunteered and participated in one of the event, Scavenger Art Competition 2013, organised by the non-profit organisation, RSVP Singapore The Organisation For Senior Volunteers, during their Senior Volunteer Week campaign. The event required the volunteers together with their family members to assist and work jointly with about 100 underprivileged children to create art pieces using recycled materials.</p> <p>In Jan 2014, the company, the staff and some</p> |
|--|---|

|  |  |
|--|--|
|  | <p>suppliers managed to raise \$5,000 in donations to RVSP Singapore – The Organisation for Senior Volunteers, a non-profit organisation, to support their events.</p> <p>On 13 September 2014, 5 staff and their family members volunteered and participated in one of the event, "Pioneer Treasures ... Timeless Treasures" organised by the non-profit organisation, RSVP Singapore The Organisation For Senior Volunteers, during their Senior Volunteer Week campaign. The event required the volunteers together with their family members to provide learning, sharing and bonding experiences to about 350 underprivileged children, adults and seniors.</p> <p>In April 2015, the company has managed to raise \$1,500 in donations from the sales of paper placed in the month of January and February 2015 during our SG50 Charity Drive 2015 for SPD (formerly Society for the Physically Disabled).</p> <p>In August 2015, the company has received a certificate of appreciation for its contribution to RSVP Singapore during RSVP Donor Appreciation Day 2015.</p> |
|--|--|