



## SUSTAINABILITY REPORT

# 2014



**SUZANO**  
PULP AND PAPER



# S U S T A I N A B I L I T Y   R E P O R T

# 2014



**SUZANO**  
PULP AND PAPER

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# MESSAGE FROM THE CEO

| G4-1 |

Dear reader,

For us, transparency is the indispensable basis for all relationships and a fundamental characteristic in sustainable operations. Within this premise, we are happy to present our most recent Sustainability Report covering financial, environmental and social operations in 2014.

We believe we play an important role in the evolution of society and our country, and as such, we opted to conduct our first Integrated Report, which considers relationships between all operating and functional units, as well as generation of value.

In 2014, we consolidated a valuable cycle in our evolution process. We consolidated operations at the Imperatriz Unit, in Maranhão, intensified actions for competitiveness and operating efficiency and are gradually reducing our leverage (as a ratio of net debt to EBITDA). The important results yielded by these initiatives include the increased profitability of our assets and robust operating cash generation.

We believe we are on the right path, pursuing return on capital employed and working to meet the expectations of our stakeholders. However, we recognize that there are still many opportunities.



**Walter Schalka chatting with employees  
at the Head Office in São Paulo**

We believe that to drive our Company we must promote change from the inside out. As such, we have intensified the transformation of our organizational culture, a gradual process that includes several actions such as greater autonomy at all levels, encouragement of entrepreneurship, challenging the status quo, breaking down walls and greater dynamism and synergy. We must do this while continuing to look outwards, to our clients, the community and the environment. This is a more holistic approach to the organization, always based on innovation.

In parallel, we will continue to pursue our strategy to maximize the value of our assets base, with

## We constantly seek to engage our stakeholders towards effective value creation

emphasis on structural competitiveness and what we call adjacent businesses – biotechnology and new products, such as the development of eucalyptus fluff pulp, our most recent operational front in the market. This evolution is in line with our belief that there is much more added value in a forest than the mere production of pulp and paper, its most traditional use. Our focus, therefore, is not merely on growth, but on the construction of a more competitive industry, creating sustainable value in the short, medium and long-term.

Valuing and development are the main paths to evolution. To do so, we reaffirm our commitment to invest more in people to transform our company. In addition, in this area, we invested heavily over the last year, reaching record levels of employee training, emphasizing a strong culture of transformation.

In the social and environmental field, we reaffirmed our commitment to efficient processes that respect people and the environment. Our alliance

with the topic is directly reflected in our business and other actions that involve permanent and transparent dialogue with stakeholders; the implementation of social and environmental programs with regional partners to generate employment and income; incentives for education and territorial development; health prevention and occupational safety; incentives for sustainable practices in forestry stewardship; focus on maintaining biodiversity; and the commitment to responsible management of water, energy, waste and greenhouse gas emissions, among others.

Within this consolidated scenario, we emphasize our availability to establish and improve dialogue with all stakeholders to do more, better and different. And we emphasize the energy that drives our company's evolution. Our cultural transformation has brought us this far and provides a series of opportunities for the future.

We thank our clients, investors, suppliers, local communities, partners and, especially, our employees who contributed to our solid results in 2014, explained in this report. It is very gratifying to see the Company positioning itself, seeking a unique standing and continuous evolution. It is also rewarding to be part of a team that works hard every day to create a stronger and more gentle company and a more just society.

Warm regards and happy reading!

**Walter Schalka**  
CEO of Suzano Pulp and Paper







Imperatriz Unit (MA)



# ABOUT THIS REPORT

We report our performance based on six capitals:  
Financial, Manufactured, Natural, Human,  
Social and Intellectual

It is with great satisfaction that we present our first Integrated Annual Report to coherently and clearly demonstrate to our shareholders the factors that may affect our capacity to generate value in the short, medium and long-terms. This model was adopted to demonstrate our efforts to stakeholders to constantly evolve in our pursuit of transparency.

The document was prepared based on methodology suggested by the International Integrated Reporting Council (IIRC) and covers the accomplishments, achievements, challenges and results in 2014. It also provides material information on our strategy and governance to strengthen the relationship between the economic, social and environmental dimensions.

**|G4-28|**

Through this new model, we present a general overview of the impacts of our activities in Brazil and abroad. This document, therefore, covers projects and operations at industrial and forestry units, sales offices and subsidiaries in other countries.

This report also covers our performance regarding commitments within the United Nations (UN) Global Compact for evaluation of principles and best practices in governance in human rights, freedom of labor association, child labor, workplace diversity, the environment and corruption.

The data and information reported herein comply with the most recent version of the Global Reporting Initiative, GRI G4, within the “in accordance” core option. Financial statements are compatible with International Financial Reporting Standards (IFRS) and were audited by KPMG Auditores Independentes. The complete financial statements are accessible at our website [www.suzano.com.br](http://www.suzano.com.br), under the Investors link. **|G4-32, G4-33|**

## MATERIAL ASPECTS | G4-18 |

Suzano defines material aspects as those capable of substantially affecting our capacity to create value for stakeholders. Thus, the process to define the content of this document includes the revision and update of material themes defined in 2013 with the support of the external consultant BSD Consulting for our business and major stakeholders, in line with organizational processes and internal strategies.

Stakeholders in the 2013 process included suppliers, paper and pulp clients on the domestic and international markets and representatives of Non-Governmental Organizations (NGOs). Internal stakeholders included the areas of Strategy and New Business, Sustainability and Institutional Relations, Forestry and Industrial Operations, Human Resources and FuturaGene – our biotechnology subsidiary | G4-24, G4-25, G4-26 |

We considered the material aspects identified and updated in the last two years in accordance with the materiality principle established in GRI G4 to detect truly relevant aspects. As such, we studied agendas developed by the sector and validated by the Sustainability area, in addition to observing external media agendas. At the end of the fiscal year, we conducted an internal reevaluation of the material aspects and adjusted them to the realities of the market and our operations during 2014.


This process led to the following aspects, presented in the matrix below: Sustainability governance; Dialogue with stakeholders; Water consumption in production and planting; Protection of biodiversity/Use and protection of soil, forestry stewardship and practices; Air emissions; Waste water; Technology and innovative products; Impacts of transportation; Occupational health and safety and labor conditions; Local job and income creation; and Responsible products. | G4-19, G4-27 |

SUZANO MATERIALITY MATRIX

Influence in evaluation and decision of stakeholders	Very High			<ul style="list-style-type: none"><li>• Water consumption in production and planting</li><li>• Air emissions</li></ul>	
	High	<ul style="list-style-type: none"><li>• Conscientious use of paper</li></ul>	<ul style="list-style-type: none"><li>• Ethical business conduct</li><li>• Indirect economic impacts</li><li>• Recycling in the production process</li><li>• Forestry outgrower</li><li>• Protection to the means of subsistence of local communities and right to the use of land locals</li></ul>	<ul style="list-style-type: none"><li>• Sustainability governance</li><li>• Use and preservation of soil</li><li>• Protection of biodiversity</li><li>• Effluents</li><li>• Innovative technology and products</li><li>• Impacts of transport</li><li>• Occupational health and safety and working conditions</li><li>• Responsible product</li></ul> <ul style="list-style-type: none"><li>• Dialogue with stakeholders</li><li>• Local employment and income generation</li></ul>	
	Medium	<ul style="list-style-type: none"><li>• Chemical products in the production process</li><li>• PNRS and reverse logistics</li><li>• Seasonal nature of the operation</li></ul>	<ul style="list-style-type: none"><li>• Social and environmental management of suppliers</li><li>• Efficient use of energy and alternative energies</li><li>• Waste management</li><li>• Labor practices</li><li>• Diversity and equal opportunities</li><li>• Human Rights: child and forced labor</li><li>• Rights of local and indigenous communities</li><li>• Impacts of operations</li><li>• Environmental education</li></ul>	<ul style="list-style-type: none"><li>• Relations with third parties</li></ul>	
	Low		<ul style="list-style-type: none"><li>• Prevention and monitoring of illegal practices in the sector Impact of mechanization</li></ul>		
		Low	Medium	High	Very High
		Importance of economic, environmental and social impacts of the organization			



Based on consultations of our stakeholders and an internal review of the topics most important to effectively executing our strategy, we published the facts with the greatest materiality to our production chain.

The material topics and their indicators presented in the GRI Annex/About this Report  [page 44], are covered throughout this report within the circumstances of our operations: main resources, relationships, risks and opportunities and value creation process. All elements in the materiality process are presented in six types of capital: Financial, Manufactured, Natural, Human, Social and Intellectual.

## PROXIMITY WITH OUR STAKEHOLDERS

Additional information is available at our website: [www.suzano.com.br](http://www.suzano.com.br). For answers to questions and to make suggestions or comments about this report, the following channels are available: **IG4-31**

- **Suzano Responde:** 0800-0221727 e [suzanoresponde@suzano.com.br](mailto:suzanoresponde@suzano.com.br)
- **Corporate Communication:** [comunic.corp@suzano.com.br](mailto:comunic.corp@suzano.com.br)

## Approval of the Sustainability area

Our Sustainability area recognizes the responsibility of guaranteeing the integrity of this Integrated Annual Report and assures that all material questions are considered in its operations and impacts.

# ABOUT SUZANO

With a 91-year history of innovation and pioneering spirit, we are a 100% Brazilian forestry base company ranked among the largest vertically integrated producers of paper and eucalyptus pulp in Latin America. A subsidiary of Suzano Holding, our eucalyptus pulp is sold in 31 countries and our paper – printing and writing, coated and uncoated, and paperboard – in 60 countries. **G4-3**

Our products come from industrial units in Suzano, Rio Verde, Limeira and Embu, in the state of São Paulo; Mucuri, in Bahia; and Imperatriz, in Maranhão. In addition to our headquarters in Salvador (BA) and administrative offices in the city of São Paulo, we maintain commercial offices in China and subsidiaries in four other countries: United States, Switzerland, England and Argentina.

In Brazil, our forestry base spans approximately 1.06 million hectares, with 519,000 hectares of planted forests in the states of São Paulo, Bahia, Espírito Santo, Minas Gerais, Piauí, Tocantins, Pará and Maranhão. Our annual pulp and paper production capacity is 4.7 million tons of paper and pulp. **G4-5, G4-6, G4-7, G4-8, G4-9**

As a 100% Brazilian company, we are proud to be one of Latin America's largest vertically integrated eucalyptus pulp and paper producers

We also hold stakes in 12 other companies, five of which are important parts of our international distribution network supporting our exports. **See the GRI Annex/About Suzano for more on subsidiaries.**

 **page 45]**

Suzano is a publicly held company with three types of share traded on the BM&FBovespa: common shares under the stock ticker SUZB3, class "A" preferred shares (SUZB5) and class "B" preferred shares (SUZB6).



Limeira Unit (SP)



Embu Unit (SP)



Imperatriz Unit (MA)



Forest area in southern Bahia  
and northern Espírito Santo



Head Office on Avenida Brigadeiro  
Faria Lima in São Paulo



Rio Verde Unit (SP)

In 2014, we posted net revenue of approximately R\$7.3 billion, namely R\$3.9 billion from the pulp business and R\$3.4 billion from the paper segment. In December, our gross debt amounted to R\$13.8 billion and net debt of R\$10.1 billion. Shareholders' equity at the close of the period was R\$10.3 billion. Total assets, in turn, amounted to R\$28.1 billion. **IG4-9**

Since 2013, we have pivoted to focus on increasing the profitability of assets by adopting practices that ensure positive results and competitive differentials. In addition to maintaining this strategy in 2014, we im-

posed new challenges: reducing leverage, measured by the ratio of net debt to EBITDA – earnings before interest, taxes, depreciation and amortization – strengthening financial solidity, improving relations with final clients and increasing performance of social and environmental indicators. We also dedicated our efforts to expanding production, reducing costs and stabilizing operations at the Imperatriz Unit (Maranhão), which marked one year of operations in December 2014. We also invested in modernization and the elimination of bottlenecks, with gains in structural competitiveness.

**91 years**  
of operations



**519,000**  
hectares of  
planted forests

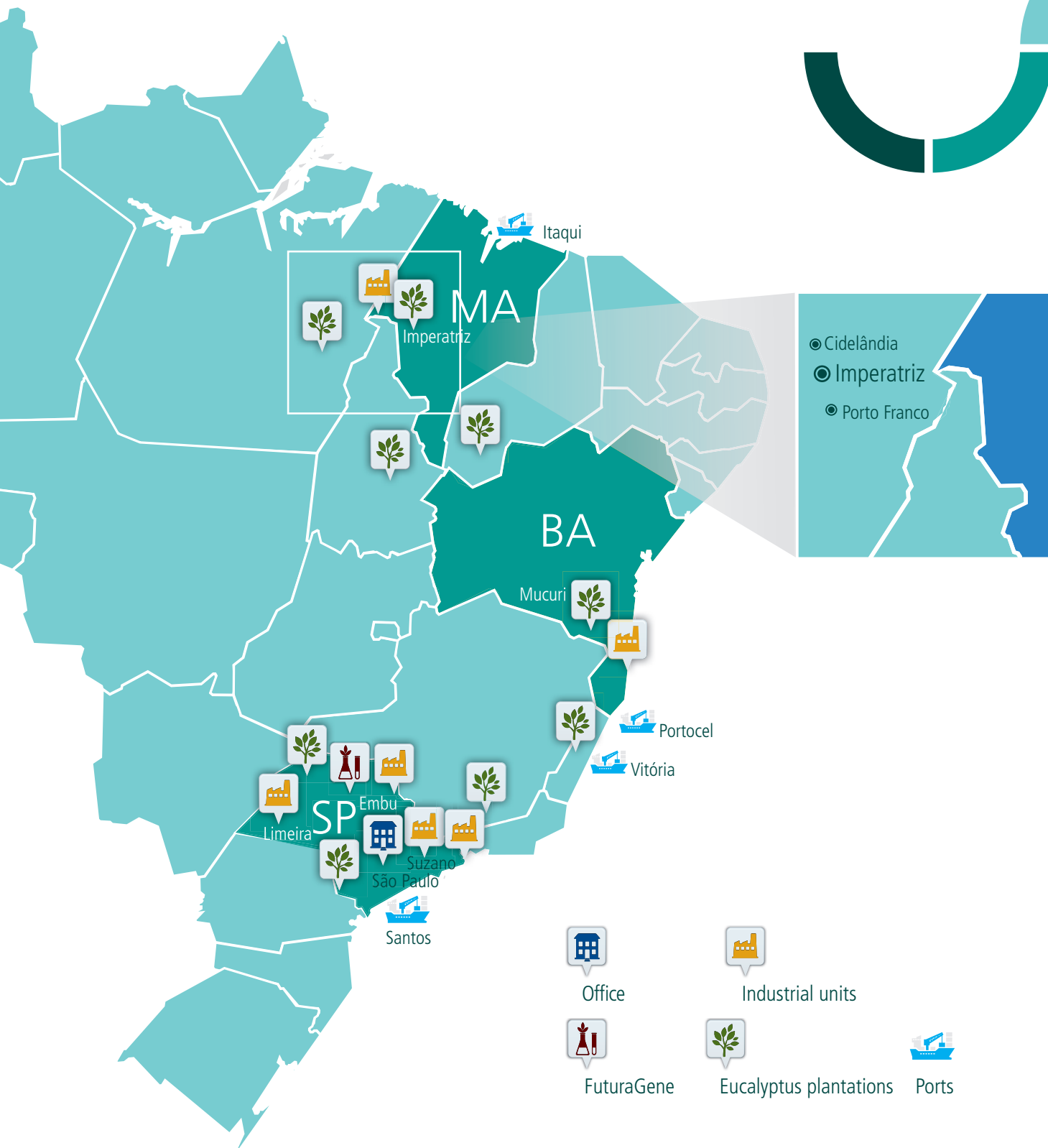


Annual pulp and  
paper production  
capacity of  
**4,7 million**  
tons



## OUR ASSETS

To maintain the efficiency and quality of our operations, we seek a broad presence, in strategic locations. We have six industrial units, nine eucalyptus plantation areas, two offices – one administrative office in Brazil and one commercial office in Japan – as well as FuturaGene and four overseas subsidiaries.





Port of Itaqui in São Luís (MA)

## OUR OPERATIONS

Under management that values sustainable operations, our industrial structure is composed of six units: three that produce paper and pulp (Suzano, Limeira and Mucuri); two dedicated to paper production (Embu and Rio Verde); and one exclusively producing pulp, located in Imperatriz and created to meet export demands, particularly those in Europe, North America and Asia. The Imperatriz Unit's privileged location near the railway leading to the Port of Itaqui (Maranhão) allows for a decrease of five days in shipping time to Europe or the Vfinal United States when compared to ships travelling from the Port of Santos, leading to important gains in transportation and customer service.

Our industrial units are also strategically located and comply with logistical prerequisites: the closer to planted areas (average supply radius), the lower the cost of wood transportation and social and environmental impact caused by trucks or trains.

Operating in this fashion, we work to improve indicators of sustainability and performance in line with our commitment to excellence, in addition to continually investing in innovation and new technology for both operations and management.

Since 2013, we have also invested in perfecting our paper distribution system through the Suzano+ project, which is focused on improving the level of service to clients and increasing the efficiency of operations. In 2014, we made important strides in this area with the inauguration of a Regional Distribution Center (RDC) in Serra, in the Vitória Metropolitan Area (Espírito Santo), an RDC in São José dos Pinhais, in the Curitiba

## RESPONSIBLE AND SUSTAINABLE OPERATIONS

# 6 industrial

units account for all of our production

# 3 CDRs

opened in 2014 as part of the Suzano+ Project

Metropolitan Area (Paraná) and an RDC in São Paulo (São Paulo).

Our operations have been highlighted by the market through a series of recognitions. In 2014, Suzano was included in the following rankings: Valor 1,000, organized by Valor Econômico newspaper and listing the 1,000 Best Companies in 2014; Best and Biggest, prepared by Exame magazine; the Best in Agribusiness, with Globo Rural magazine recognizing Suzano as the best company in the Pulp and Paper sector; and Sector Highlights in the Social and Environmental Responsibility Category, from the Brazilian Pulp and Paper Technical Association (ABTCP), among other achievements.



## OUR PRODUCTS | G4-4 |

### PULP

- Suzano Pulp Bahia (produced at the Mucuri Unit)
- Suzano Pulp Flash (produced at the Suzano Unit)
- Suzano Pulp Limeira (produced at the Limeira Unit)
- Suzano Pulp Imperatriz Maranhão (produced at the Imperatriz Unit)

Pulp

### PAPER

Four product lines: coated, non-coated, paperboard and printing and writing paper

### MAIN BRANDS

#### Coated

- Couché Suzano® Design
- Couché Suzano® Fit

#### Uncoated

- Offset Paperperfect®
- Offset Alta Alvura®
- Pólen®
- Reciclato®

#### Paperboard

- Papelcartão Supremo Duo Design®
- Papelcartão Supremo Alta Alvura®
- Papelcartão Royal®
- Papelcartão TP White Pharma®
- Papelcartão TP White®
- Papelcartão TP Premium®
- Papelcartão Art Premium®
- Papelcartão Art Premium PCR®
- Papelcartão Super 6 Plus®
- Papelcartão Extrakot®
- Papelcartão Envolthor®

#### Printing & Writing

- Suzano Report® Reciclato
- Suzano Report® Premium
- Suzano Report® Colorido
- Suzano Report® Senninha®
- Copimax®
- One®



Rio Verde Unit (SP)

Pulp

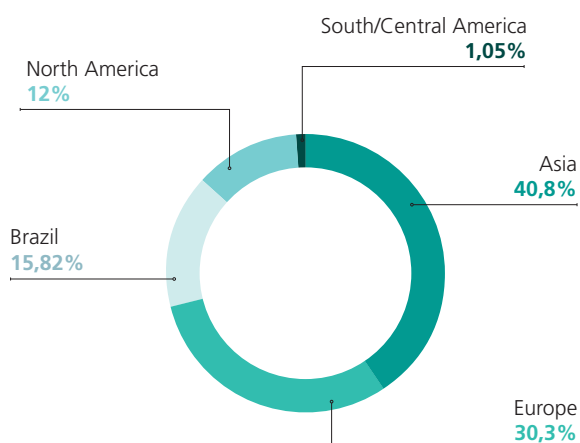
## OUR MARKETS

### PULP

Pulp sales accounted for 53% of our revenue in 2014. Approximately 84% of gains in the sector are from exports, which contributes to the inflow of foreign currency to Brazil.

The Imperatriz Unit added annual production capacity of 1.5 million tons of pulp, increasing our total capacity to 3.4 million tons per year. Like operations at other units, operations at the Imperatriz Unit comply with main sustainability guidelines and all products are FSC® – Forest Stewardship Council® certified.

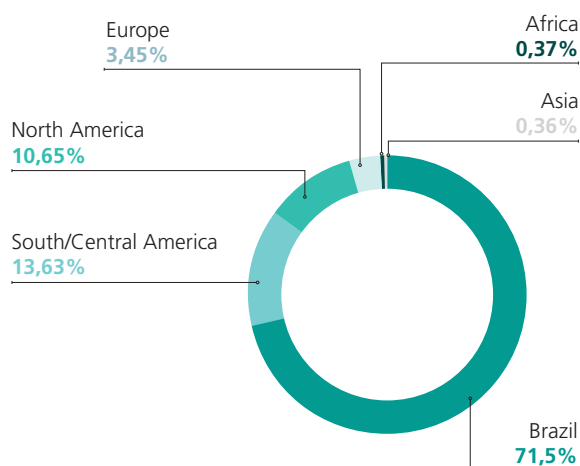
Pulp	2014
Revenue (R\$ thousand) by region	
Asia	1,570,698
Europe	1,169,069
Brazil	609,396
North America	461,334
South/Central America	40,806
<b>Total</b>	<b>3,851,303</b>



### PAPER

Paper sales account for approximately 47% of our total revenue in the year. Quite different from the pulp market, paper sales are concentrated on the domestic market: Brazil accounts for 71.5% of all sales.

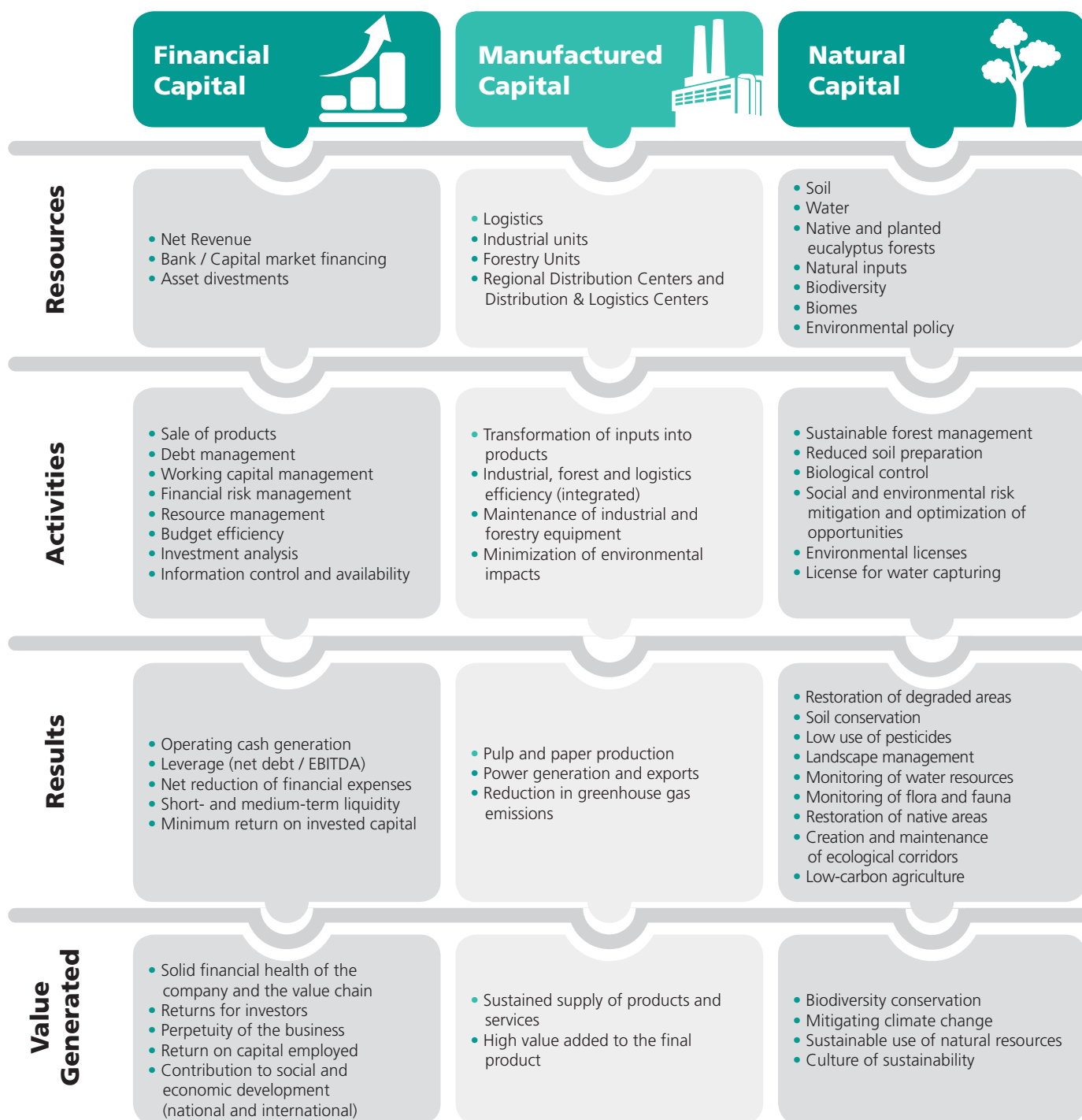
Paper	2014
Revenue (R\$ thousand) by region	
Brazil	2,440,944
South/Central America	465,403
North America	363,529
Europe	118,007
Africa	12,912
Asia	12,501
<b>Total</b>	<b>3,413,296</b>



## OUR BUSINESS MODEL

Our belief is being Strong and Gentle and for that we operate under the values of Integrity and Safety, Social and Environmental Responsibility, Excellence, Global Vision, Leadership, Entrepreneurship, Quality Relationships and Passion. Our commitment to the environment and to society – considered in all our decisions – is allied to the pursuit of financial growth.

To represent the way we operate, we are presenting our first exercise for the business model that meets the requirements of Financial, Manufactured, Human, Intellectual, Natural and Social capitals. The idea is to identify resources, activities and the results obtained, all of which translates into value generated by us in each operational aspect.





## BELIEF

- Strong and Gentle

## VALUES

- Integrity and Safety
- Social and Environmental Responsibility
  - Excellence
  - Global Vision
- Leadership
- Entrepreneurship
- Quality Relationships
- Passion

### Human Capital



- Organizational structure
- Direct and indirect employees and suppliers
- Code of conduct
- Organizational beliefs and values

### Social Capital



- Stakeholders
- Regional knowledge and local engagement
- Social responsibility policy
- Organizational beliefs and values

### Intellectual Capital



- Corporate governance
- Business information systems
- Management systems
- Cultural diversity
- Diverse knowledge and skills

- Performance management
- Talent development and management
- Training and qualification
- Management of safety and health and quality of life
- Meritocracy

- Active dialogue with stakeholders
- Fostering social development
- Land management
- Engagement in public policy
- Social operating licenses
- Mapping of social impacts
- Fostering initiatives and project development via partnerships

- Operational excellence
- Integration of technology and systems
- Encouragement for internal entrepreneurship
- Investment in research and innovation, including biotechnology
- Knowledge management

- High performance team
- Optimization at work
- People and leadership development
- Productivity and integrity
- Achievement of targets
- Integration among areas

- Local social, cultural and economic development
- Strengthening relations
- Empowering local leaderships
- Improving labor relations
- Proximity of company with stakeholders

- Expanding a culture of innovation
- New business opportunities
- Support for decision making
- Competitive advantage

- Engagement and commitment
- Balance between professional and personal life
- Inspiring working environment
- Regional development
- Cultural transformation

- Sustainable regional development
- Encouragement to action at the local level
- Strengthening local partnerships
- Culture of sustainability
- Credibility and reputation

- Pioneering spirit and breaking of paradigms
- Strengthening the company and industry
- Credibility and reputation
- Integrated look at business management
- Client satisfaction
- Development of society

# ETHICS AND GOVERNANCE

Our actions are based on ethical principles of corporate governance, integrity, equality, transparency, valuing professionals and sustainable development. The application of these principles guarantees the quality of produces, sustainability of operations and respect for members of our value chain.

In addition to information required of a publicly held company, we present the market with information of cash flow, investment values, the position of major shareholders and number of shares held by controlling shareholders and members of the Board of Directors, Executive Board, Audit Board and Committees. Each year, the Company also holds at least one public meeting with analysts and those interested in our business.

Equitable treatment, clarity and integrity are the foundation of our corporate governance practices



**Respect to  
members of the  
value chain**



**Quality  
of products**



**Sustainability  
of operations**



## Participation in $ICO_2$

demonstrates our commitment to the environment

We are a member of a group of companies with high levels of corporate governance. In addition to our listing on Level 1 of the BM&FBovespa, in 2014 we were included in the  $ICO_2$  (Carbon Efficient Index) created by the institution and the Brazilian Development Bank (BNDES). The indicator, based on the IBRX-50 portfolio, considers the level of efficiency in greenhouse gas (GHG) emissions and total outstanding shares issued by participating companies.

We have signed global and Brazilian pacts and are a member of important forums such as the Forestry Forum, through which we maintain a dialogue with global sector leaders to develop collaborative solutions. We also participate in the Brazilian council of the FSC® – Forest Stewardship Council® and one of our employees is also a member of the institution's international council as a representative of the Southern Economic Chamber. Furthermore, **we hold a number of certifications, detailed in the GRI Annex/Ethics and Governance.**  [page 45]



Employees at the São Paulo Office

Ownership structure	
Shareholder	Total
Suzano Holding S.A.	32.3%
David Feffer	4.4%
Daniel Feffer	4.0%
Jorge Feffer	3.8%
Ruben Feffer	3.9%
Controllers and Administrators	4.3%
<b>Subtotal</b>	<b>52.7%</b>
Treasury	1.9%
BNDESPAR	8.8%
Other Shareholders	36.6%
<b>Total</b>	<b>100.0%</b>

## GOVERNANCE STRUCTURE | G4-34 |

Our governance instances are the Board of Directors, the Executive Board, Audit Board and three committees: Management, Sustainability and Strategy and Audit.

The Board of Directors represents the private right of the Chief Executive Officer and Executive Officers and is responsible for providing guidelines for administrative, oversight and regulatory decisions. Suzano's Board of Directors is composed of nine members, two of whom independent, elected by the Shareholders' Meeting. The current term of executives ends at the 2016 Annual Shareholders' Meeting.

Board of Directors	
David Feffer	Chairman
Claudio Thomaz Lobo Sonder	Vice-Chairman
Daniel Feffer	Vice-Chairman
Antonio De Souza Corrêa Meyer	Director
Rodrigo Kede de Freitas Lima	Director
Jorge Feffer	Director
Marco Antonio Bologna	Director
Nildemar Secches	Director
Oscar De Paula Bernardes Neto	Director

The Executive Board is composed of six executives nominated by the Board of Directors for a term of one year, ending at the 2016 Annual Shareholders' Meeting.

Executive Board	
Walter Schalka	Chief Executive Officer
Alexandre Chueri Neto	Executive Officer of the Forestry Business Unit
Carlos Alberto Griner	Executive Officer of the Paper and Pulp Business Unit
Carlos Aníbal de Almeida Jr	Executive Officer of Operations
Ernesto Pousada Junior	Executive Officer of Human Resources
Marcelo Feriozzi Bacci	Chief Financial and Investor Relations Officer


The Audit Board is a permanent body made up of three to five members and an equal number of alternates. The term of sitting members ends at the 2016 Annual Shareholders' Meeting.


Members	Alternate Members
Alessandro Golombiewski Teixeira	Amauri Sebastiao Niehues
Luiz Augusto Marques Paes	Roberto Figueiredo Mello
Rubens Barletta	Luiz Gonzaga Ramos Schubert



Limeira Unit (SP)

These committees are subordinate to the Board of Directors and should advise the Board with information relevant to discussions and strategic decision-making.

The term of current members ends at the 2016 Annual Shareholders' Meeting. **See the GRI Annex/Ethics and Governance for members of the Management, Sustainability and Strategy and Audit Committees.**  |page 46|

Overall, senior management is regional in structure. Of members in the Southeast, 73.7% were born in the region. In the Northeast, 27.4% were born in the region. **See the GRI Annex/Ethics and Governance for the table informing the proportion of members of senior management hired from the local community.**  |page 46|

## INTERNAL RELATIONS |G4-57, G4-58|

To engage employees in our ethical principles and strengthen our values, since 2006 we have had a Code of Conduct that formally expresses our commitments and guides professional relations and actions.

Employees may report cases of non-compliance with the document directly to a superior or through channels operated by the Conduct Management Committee and the External Ombudsman. **|G4-56|**

The External Ombudsman is responsible for receiving reports and complaints with guaranteed anonymity, if requested. Reports are processed and a report is sent to the Conduct Management Committee, which is composed of directors of the Human Resources, Legal and Audit areas. The Company also has a Conduct Management Sub-Committee made up of a representative of each of the three departments, with work groups established at each unit and the communication channel Suzano Responde. Open to society, this channel serves to receive questions, suggestions and complaints, all of which are answered directly or forwarded for analysis and resolution by the area responsible within a previously established timeframe. In 2014, Suzano Responde received 11,417 contacts, 3,940 by phone and 7,477 by email and via Contact Us. Of this total, only 303, or 2.6%, were complaints and/or reports.



Employees at the São Paulo Office

## RISK MANAGEMENT |G4-14|

Our risk management structure includes the Internal Control and Internal Audit areas. Risks are identified by the Internal Audit and Internal Control areas, in addition to general analysis of strategic risks, the results of which are shared with senior management and classified by impact and probability. Each strategic risk mapped is allocated to one executive officer who becomes responsible for applying the action plan and its potential mitigation measures. The status of each action plan is then reported to the competent committees.

In 2014, Suzano's 13 main strategic risks were listed and monitored, with mitigating actions implemented to reduce exposure.

Furthermore, in 2015 we began a detailed mapping of processes in critical areas aimed at simplification, standardization and control. These efforts will produce several products, including a risk and control matrix cover strategic, financial, operational and compliance risks.



# PERFORMANCE IN EACH CAPITAL

## FINANCIAL



In 2014, the national production sector faced macro-economic and environmental challenges that required discipline and focus in all areas to achieve established goals.

According to the Brazilian Geography and Statistics Institute (IBGE), Gross Domestic Product (GDP), the sum of all final goods and services produced in a country in a given period of time, gained a mere 0.1%. Inflation, as measured by the Brazilian Central Bank (Bacen), reached 6.41%, near the target ceiling of 6.5% defined by the government. The Basic Interest Rate (Selic), in turn, increased from 10.50% in January to 11.75% in December.

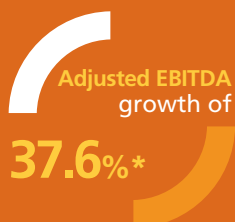
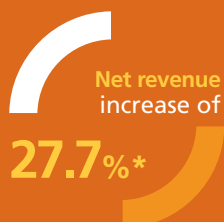
At the end of 2014, the Brazilian real depreciated by 13.4% versus the U.S. dollar in comparison with

## GLOBAL VISION

**Looking beyond the company's borders and understanding the business environment as a web of interdependent relationships.**

VALUE OF SUZANO PULP AND PAPER

the same period in 2013. Exchange variation increased the country's debt in foreign currency, translated into Brazilian Reals, which had a relevant impact on most international companies – despite making products produced in Brazil more competitive and encouraging exports. Furthermore, Brazil faced one of the worst water crises in its recent history. Atypical drought in the Southeast and Northeast regions drove up energy costs and the cost of capturing and treating water.



\* Comparison between 2013 and 2014



Mucuri Unit, Bahia



Pulp shipment in Portocel, Espírito Santo



Nursery garden in Itabatã, Bahia

This challenging context did not prevent the pulp and paper segment from achieving outstanding performance among industrial sectors. According to the Brazilian Tree Industry (Ibá) – an association of pulp, paper, wood panel, laminate flooring and forestry producers in Brazil, of which Suzano is a member – domestic pulp production increased by 8.8%, while domestic market sales gained 5.5% in comparison with 2013. Pulp exports, in turn, reached 10.6 million tons, a 12.6% increase over 2013.

Faced with this scenario, policies and practices adopted to achieve goals established in the year served to strengthen our competitiveness and drove positive financial results. Adjusted EBITDA was R\$2.5 billion, up 38% from 2013, and net revenue increased from R\$5.7 billion to approximately R\$7.3 billion in the same period.

As a result of this performance, direct economic value generated and distributed (DVA) reached approximately R\$2.9 billion. This indicator represents the sum of revenue, operating costs and funds allocated to compensation of shareholders, as well as donations and other investments in the community, any income not distributed and payments to capital providers and governments. **See GRI Annex/Financial Capital for our DVA table.**  [page 47](#)

In the year, the effect of exchange variation on our foreign-denominated debt negatively influenced the balance sheet, leading to a net loss of R\$262 million. Financial result was also negative at R\$1.6 billion. Nonetheless, we maintained our solidity, as shown by cash of R\$3.7 billion at the close of 2014.

Exchange variation only affects our cash balance on the maturity or amortization of debt and is mitigated by our natural hedge, because most of our revenue is in foreign currency.

Total assets stood at R\$27.1 billion in 2013 and R\$28.1 billion in 2014.



Imperatriz Unit, Maranhão

Breakdown of revenue (R\$ thousand)	2014	2013	2012
<b>Net revenue – Export market</b>	<b>4,214,259</b>	<b>2,979,430</b>	<b>2,666,513</b>
Pulp	3,241,907	2,054,082	1,731,098
Paper	972,352	925,348	935,415
Paperboard	206,529	199,143	219,459
Coated	17,369	18,373	13,612
Uncoated	748,454	707,832	702,344
Other papers	–	–	–
<b>Net revenue – Domestic market</b>	<b>3,050,340</b>	<b>2,709,195</b>	<b>2,525,779</b>
Pulp	609,396	523,206	457,633
Paper	2,440,944	2,185,989	2,068,146
Paperboard	545,874	486,030	414,325
Coated	579,917	468,564	445,089
Uncoated	1,246,358	1,116,015	1,058,523
Other papers	68,796	115,382	150,209
<b>Total Net Revenue</b>	<b>7,264,599</b>	<b>5,688,625</b>	<b>5,192,292</b>
Pulp	3,851,303	2,577,288	2,188,731
Paper	3,413,296	3,111,337	3,003,561
Paperboard	752,403	685,173	633,784
Coated	597,286	486,937	458,701
Uncoated	1,994,812	1,823,844	1,760,867
Other papers	68,796	115,382	150,209

External market  
Net revenue  
2014

R\$ 4,214,259

Domestic market  
Net revenue  
2014

R\$ 3,050,340

Total net  
revenue  
2014

R\$7,264,599

Due to investments in the Imperatriz Unit, pulp production grew 54.3% from 2013, while production cost per ton fell by 7.7%. This increase in production led to a 50.4% increase in pulp sales, mainly driven by exports. Export sales grew by 60.3% and contributed to protect the Company against the increase cost of the U.S. dollar and inflation on the domestic market. In the paper segment, production and sales grew by 0.6% and 0.8%, respectively, compared to the previous period.

This performance drove net revenue to increase by 27.7% and reduced leverage, which was impacted in previous years by investments in the construction of the Imperatriz Unit in Maranhão.

Furthermore, in 2014 we completed the acquisition of the private equity fund Vale Florestar, which

manages 46,000 hectares of eucalyptus forests in the state of Paraná. Suzano has been using this wood to produce pulp in Imperatriz.

Evolution required flexibility regarding debt. Whenever the Company begins an expansion project, leverage naturally increases to absorb financing needs. Once a project is completed and begins operating, the ratio of debt to EBITDA evolves each half-year.

This was exactly the case in 2014. With completion of the Imperatriz Unit in the previous year, the ratio of net debt to adjusted EBITDA (leverage) fell from 5.2 times to 4.1 times. This improvement in the period is based on the strategy to pursue structural competitiveness and capture the value of existing assets.





Imperatriz Unit (MA)

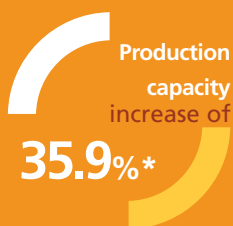
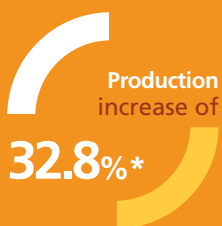
(R\$ thousand)	2014	2013	2012
<b>Net revenue</b>	<b>7,264,599</b>	<b>5,688,625</b>	<b>5,192,292</b>
Cost of goods sold	(5,355,664)	(4,190,315)	(4,027,824)
Gross Profit	1,908,935	1,498,310	1,164,468
Selling Expenses	(300,796)	(250,996)	(247,949)
General and Administrative Expenses	(392,761)	(377,049)	(403,826)
Other Operating Income	14,191	105,302	31,662
<b>EBIT</b>	<b>1,229,569</b>	<b>975,567</b>	<b>544,355</b>
Depreciation, Depletion and Amortization	1,216,132	889,386	727,270
<b>Adjusted EBITDA</b>	<b>2,452,009</b>	<b>1,781,338</b>	<b>1,260,325</b>
Adjusted EBITDA margin (%)	33.8%	31.3%	24.3%
Net financial result	(1,593,512)	(1,255,541)	(855,339)
<b>Earnings before Income Taxes</b>	<b>(363,943)</b>	<b>(279,974)</b>	<b>(310,984)</b>
Income Taxes and Social Contribution	102,437	59,515	128,858
<b>Net Income (Loss)</b>	<b>(261,506)</b>	<b>(220,459)</b>	<b>(182,126)</b>

(R\$ thousand)	2014	2013	2012
Gross Debt	13,760,585	12,876,985	10,719,104
Cash	3,686,115	3,689,640	4,337,608
<b>Net Debt</b>	<b>10,074,470</b>	<b>9,187,345</b>	<b>6,381,496</b>
<b>Net Debt/Adjusted EBITDA</b>	<b>4.1x</b>	<b>5.2x</b>	<b>5.1x</b>

Our pulp  
production  
grew  
**54.3%**

An increase of  
**50.4%**  
in sales

## MANUFACTURED



Production facilities in seven countries:  
Brazil, Argentina, China, United States,  
England, Switzerland and Israel

\* Comparison between 2013 and 2014

March 2014 saw the completion of the first year of operations at the Imperatriz Unit, in Maranhão, which increased our market share on international pulp markets and reduced maritime shipping costs, while also increasing the volume of ships with exclusive cargo. At other ports, we renegotiated container shipping and storage costs, including those for paper.

In the fiscal year, we invested in modernizing and capturing efficiency gains in our logistics operation by diversifying transport modes and promoting greater integration between the business and distribution areas, seeking to help mitigate one of the factors that has the biggest impact on our costs. In addition to port operations in Itaqui, Maranhão, the Imperatriz Unit is supported by outbound rail lines that contribute to greater efficiency and reduce costs, with nearly 100 fewer trucks circulating per day. This leads to greater safety in transportation and reduced highway demand. We also made significant advances in our energy balance, with a decrease in consumption and increase in power available for sale. Despite supplying 83% of our energy demand using stationary sources through the use of biomass fuel (wood waste and black liquor), only 6% of these GHG emissions are the result of renewable fuels. CO<sub>2</sub> emissions from these fuels are considered biogenic, as they are part of the natural carbon cycle and, as such, as not included in the corporate GHG emission inventory.

### ENTREPRENEURSHIP

**Exploring new business perspectives  
and mobilizing the resources required.**

VALUE OF SUZANO PULP AND PAPER

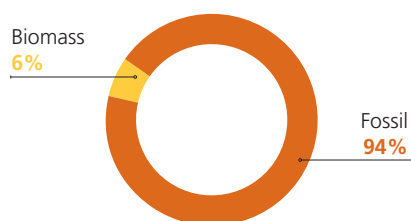
The environmental impact of transportation is due to GHG emissions from burning fuel. In 2014, transportation of raw materials, products, waste and employees led to the consumption of 83,925,260 liters of fuel, emitting 364,925,498 tCO<sub>2</sub>e. **IG4-EN30I**



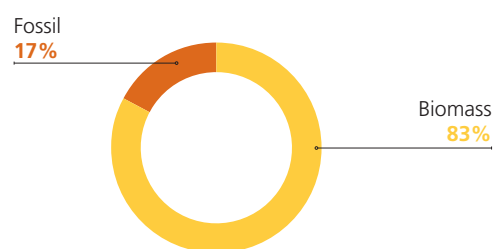
Port of Itaqui in São Luís (MA)



## Corporate 2013 Emissions by type of fuel



## Corporate 2013 Energy consumption by type of fuel



Suzano posted a significant reduction in the consumption of energy purchased from the network of 9% from 2011 to 2014. Despite reduced consumption, the Company's scope 2 emissions increased considerably (40.53%), driven by 41.15% growth in the emissions factor of the Interconnected National System

Production capacity by mill (thousand tons)			
Unit	Pulp	Paper	Variable
Maranhão (MA)	1500	–	–
Mucuri (BA)	1540	250	200
Suzano (SP)	40	600	460
Limeira (SP)	340	390	310
Rio Verde (SP)	–	50	–
Embu (SP)	–	50	–
<b>Total</b>	<b>3420</b>	<b>1,340</b>	<b>970</b>

	2012	2013	2014
Production (ton)	2,317,770	3,224,754	4,282,700
Market pulp	1,876,224	1,932,080	2,982,164
Paper	1,311,125	1,292,674	1,300,536
Paperboard	218,345	249,544	249,759
Coated	259,206	223,903	255,688
Uncoated	833,574	819,227	795,089

By maintaining operating efficiency, we become ever more sustainable. As such, we employee modern technology in production processes that allow, for example, for efficient consumption of water and energy while reducing the emissions of liquid and solid waste.

The Mucuri and Imperatriz mills, for example, produced nearly 400,000 MWh in surplus energy, which not only powered the country but also reinforced our revenue, despite a 5.6% increase in the Company's consumption of electricity.

## PERFORMANCE MARKED BY OPERATIONAL EFFICIENCY

**9%** reduction

in electricity consumption between 2011 and 2014



The Mucuri and Imperatriz units were responsible for surplus energy generation of almost

**400,000 MWh**



Imperatriz Unit (MA)



Mucuri Unit (BA)

Pollutant emissions are controlled by electrostatic precipitators, gas scrubbers and incinerators. In 2012 and 2013, the most recent years with available data, the Mucuri mill saw the greatest decrease in emissions, at 11%, through investments to replace fuel oil with natural gas in lime kilns and auxiliary boilers. A new biomass boiler, operational since October 2013, also led to a 54% decrease in particulate material emissions. **|G4-EN19|**


Another achievement was the 67% decrease in Nox type gas emissions by the Suzano mill through improvements to electronic technology used to control burning in recovery boilers.

Just like atmospheric emissions, we seek to minimize the generation of solid waste and its impact on the environment. Whenever possible, the Company re-

uses waste from wood, lignin and primary sludge for their high organic material content. Alternatives for reuse and recycling are evaluated for waste that the Company is unable to reuse internally, such as composting for later use as an input in eucalyptus planting, adopted at the Suzano and Limeira units.

At the Imperatriz Unit, the Company implemented a system to burn 100% of primary sludge in the biomass boiler. This material, mainly composed of pulp fiber lost in the industrial process, is the solid portion of production waste and possesses sufficient heating power for use as an alternative fuel. Furthermore, the Company entered into a partnership with a local recycling company, Resseu Reciclagem, for reuse of paper, plastic, wood and metals.

All practices adopted in the management of liquid waste, atmospheric emissions and solid waste comply with Brazilian legal standards and stricter international standards, particularly World Bank guidelines.

Furthermore, the Company does not use elemental chlorine in its production activities. All pulp is produced through the Elemental Chlorine Free (ECF) process that uses chlorine dioxide to replace elemental chlorine, thereby significantly reducing the probability of generating organochloride compounds. **See GRI Annex/ Manufacturing Capital for all emission, waste and material consumption tables.**  **|page 48|**



Limeira Unit (SP)

## NATURAL



Planted and preservation areas are our main assets, equal to R\$3.7 billion – up 10% from 2013, mainly represented by eucalyptus forests that supply the raw materials needed for production of pulp and paper.

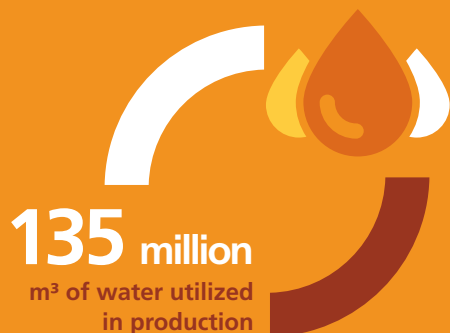
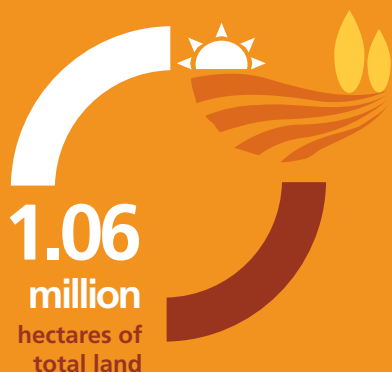
We own a total of 1.06 million hectares – 40% of which allocated to preservation of the Atlantic Forest, Cerrado, Amazon and other transitional regions – and only slightly more than 38,000 are used for infrastructure, while the remainder is planted and native forests. We added 46,000 hectares of eucalyptus forests in Pará owned by Vale Florestar, a private equity fund acquired by Suzano in June 2014.

### EXCELLENCE

**Constantly striving for excellence in all that we do, adopting best practices and ensuring results that are sustainable and of the highest standards.**

VALUE OF SUZANO PULP AND PAPER


In addition to production areas, we own 28 High Conservation Value Forests (FAVC) that have been identified and validated, three in the state of São Paulo, 11 in Bahia and 13 in Maranhão. Together, these forests cover 36,000 hectares and are subject to continuous monitoring. **IG4-EN13I**






Planting of eucalyptus seedlings

We adopt active and conscientious environmental management to identify potential impacts and prepare mitigation plans that are used to ensure the success and continuity of our business. In fact, sustainable eucalyptus planting and management and the native forests on our lands constitute a considerable stock of carbon. In 2013, the most recent year with available data, our forestry units removed 643,629 tons of CO<sub>2</sub>, indicating that carbon capturing by vegetable biomass was greater than our removal of vegetation.

We also work to recover and conserve existing permanent preservation areas and legal reserves on our properties. **See GRI Annex/Natural Capital for information on Conservation Units abutting our properties and their respective biomes and dimensions.**  [\[page 50\]](#)

We recognize the importance of proactive management of water resources and seek tools and technology that allow for rational use of this essential resource that is essential to both pulp and paper production. We hold authorization to capture water from rivers, wells and reservoirs for use by our six industrial units. We are always working to increase the efficiency of operations and, consequently, reduce consumption – which has been the case over the years through internal reuse and perfection of industrial processes.

In 2014, after adequate treatment, we returned nearly 78% of water resources utilized to nature, in line with the previous year (79%). The majority of the remaining 22% was returned to the environment as steam or mist. Only a small fraction of water is retained in production processes. **For more information on drainage and total water disposal, by quality and final disposal destination, see the GRI Attachment/Natural Capital.**  [\[page 51\]](#)

Furthermore, during the year we signed two environmental commitments. The first is a voluntary commitment to monitor, preserve and recover nearly 3,600 hectares of Atlantic Forest and Cerrado in the state of São Paulo by 2020. The second is an Agroenvironmental Protocol for the Forestry Sector, in partnership with the Department of Agriculture and Supply of the State of São Paulo. Effective until April 2017, the protocol requires the adoption of best forestry stewardship practices and works to encourage cooperation between companies and the government. **See the GRI Annex/Natural Capital for information on organizations and commitments to which the Company is party and that attest to our contributions to the sustainability platform.**  [\[page 52\]](#)





## CLIMATE CHANGE [G4-EC2]

Regarding environmental aspects, our operations are based on scenarios found in the Inter-Governmental Panel on Climate Change, which states that atmospheric concentration of GHG has reached the highest levels in 800,000 years and, if nothing is done, the average global temperature will increase by 5°C. This fact has relevant impacts on the productivity of our forestry base, including increased possibility of plagues and disease, fires and stress on eucalyptus trees and industrial and corporate activities, commitments to supply energy and water and increased prices and operational costs. In prevention of these scenarios, we have moved to adopt the following initiatives to improve resilience against climate change as a corporation.



**Improved forestry practices** – Suzano adopts advanced agricultural and forestry practices, such as mosaic planting, in which eucalyptus trees are intermingled with native vegetation; and

biological control using natural enemies of eucalyptus plagues. This model provides the perfect environment for conserving and maintaining biodiversity, as well as protecting permanent protection areas. Forestry practices are continuously improved to preserve soil and maintain the quality of available water. In addition to conservation during soil preparation and planting, the Company monitors a number of variables during the eucalyptus cycle. Adoption of precision agriculture in preparation and planting of eucalyptus also works to promote rational and localized use of agricultural inputs, ensuring growth of planted forests with the least environmental impact.



**Preservation Areas** – In addition to allocating 40% of our area to conservation, we maintain a solid program for recovery of natural ecosystems. One example of this is the planting of nearly 3,600 hectares of native species over the next five years in the state of São Paulo.



**Investments in technology** – In 2014, we invested in a digester at the Suzano Unit, with a significant impact. Delivered in 2015, it is among the most advanced in terms of cooking, providing greater yield with reduced wood consumption in each ton of wood produced, while also reducing the use of chemicals in the bleaching process. Other benefits include reduced energy consumption and environmental emissions and greater process stability.

### Investments in research with Genetically Modified Organisms (GMOs)

– These studies are focused on increasing tree productivity, improving the processability of wood, protection against plagues, disease and the effects of climate change in an effort to produce more using fewer resources.





## HUMAN



### Professional Development

More than **390,000** training **hours** for 100% of employees



### Safety

Lowest accident rate in the Company's history: **2.66**

### PASSION

**Supporting the workplace with high-energy, motivation and independence through dedication and a high level of commitment.**

VALUE OF SUZANO PULP AND PAPER

## EMPLOYEES

One of our values – Quality Relationships – faithfully reflects our efforts to involve professionals and value their work, ensuring the satisfaction of being part of a quality team. In 2014, we encouraged a cultural transformation, focused on creating a motivated team by allocating funds to education and training, improving the corporate environment and adopting initiatives that ensure achievement of period objectives. We also restructured workplaces, resulting in improvements to cafeterias, food, transportation, break rooms and locker rooms.

Another engagement initiative for employees is the Suzano and You program, implemented in 2013 and consolidated in 2014. Each quarter, our CEO presents business results to employees via a live internet transmission to all plants, forestry areas and administrative and commercial offices. Anonymously, professionals can send questions, which are answered on the spot. When there is not enough time, answers are available on the intranet.



Employee in the nursery garden in Alambari (SP)



Employee at the Limeira Unit (SP)



Employee in the FuturaGene laboratory in Itapetininga (SP)




Employee at the Suzano Unit (SP)



Employee at the São Paulo Office



Employees at the São Paulo Forestry Unit

We closed 2014 with 7,363 employees, 983 of whom women. Ethical conduct and valuing our professionals are characteristics of our relationships with employees. As such, our staff may access online courses on concepts and practices in Anti-Corruption Law passed in January 2014. **See the GRI Annex/Human Capital/ Employees for a breakdown of our staff.**  [\[page 54\]](#)

In the year, 100% of employees participated in training that totaled 392,813 hours. Efforts to perfect management and innovation skills among our employees include initiatives ranging from graduate studies in pulp and paper and silviculture and leadership and transformation training. These programs work to ensure that all employees receive the message that anyone can transform the corporate environment and processes through innovation and engagement.

To drive local development and strengthen our commitment to contribute to education, we develop youth in regions surrounding our industrial units by combining social projects with professional training. In this area, we expanded the Formare Aprendiz program to the Imperatriz Unit to offer Production Process Operator courses, originally conducted at the Suzano (São Paulo), Limeira (São Paulo) and Mucuri (Bahia) units. Developed in partnership with Fundação Iochpe, the program trains socially vulnerable young people by offering education involving theoretical and practical disciplines.

Approximately 29% of employees also participated in Code of Conduct training. This percentage, how-

ever, does not reflect the entire number of employees trained on the subject. Considering that some of these programs are mandatory, older employees may have already participated.

Furthermore, we have signed the following commitments, which we seek to disseminate internally: The United Nations (UN) Global Compact; the Eight Millennium Goals, also issued by the UN; The Instituto Ethos Business Pact for Integrity and Against Corruption; and the Brazilian Pact to Eradicate Slave Labor, managed by the Brazilian Pact to Eradicate Slave Labor (InPACTO).

Investments in corporate culture seek to encourage entrepreneurship in our team, in addition to pride in belonging, daring and the desire to improve every day. We encourage these attitudes through unique programs based on meritocracy to develop and retain talents.

Benefits offered to employees include life insurance, healthcare plans, daycare assistance and retirement funds. Investments in these benefits came to R\$11.16 million in 2014. **|G4-LA2|**

Excluding directors, managers and coordinators, who have employment contracts containing unique clauses regarding adjustments and bonuses, the rights of all employees are guaranteed by collective bargaining agreements.

Furthermore, the Company maintains an Ombudsman, a channel that allows any employee to report any violation of their rights, including the freedom of association and collective bargaining. **|G4-11|**

We understand that the success of our business must be shared by those that believe in our operations. As such, employee salaries are in line with market realities for the role and region in which they operate. The ratio of the Company's lowest salary compared to

the minimum wage established by law in 2014 was 10.22%. Furthermore, the ratio of the average female salary to that of the average male, at different management levels, indicates a slight advantage by women at certain units. **|G4-EC5|**



**7,363**  
employees,  
**983** of  
them women

**29%** of employees  
participated in training  
programs on the **Code  
of Conduct**



**Imperatriz Unit (MA)**

## HEALTH AND SAFETY

Similar to personnel development, the health and safety of our employees are important assets. Collective bargaining agreements touch on questions of health and safety, with clauses covering the use of Personal Protection Equipment (PPIs), the creation of health and safety committees – which, in 2014, represented 100% of employees –, procedures for analysis of incidents and problem resolution, the application of International Labor Organization (ILO) standards and the possibility to refuse unsafe work. **|G4-LA5, G4-LA8|**

In 2014, we also adopted the Area Safety program, which led to falling rates of accidents with and without lost time (from 0.82 to 0.81) from the most recent survey in 2012. The accident rate fell even further, from 3.66 to 3.15, in the same period. In the second half of 2014, the rate fell to 2.66, the lowest since the rate has been measured.

Despite great care and engineering and administrative measures, the rate of accidents with lost time increased, and as a result, so did absenteeism. It was

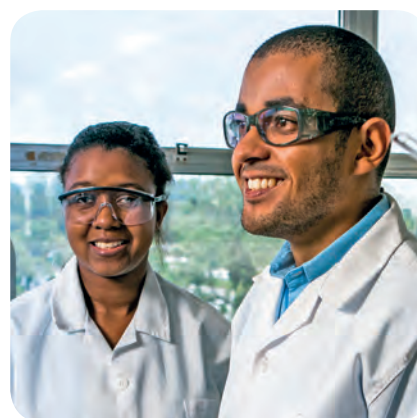




Youth from the Formare  
Aprendiz Project in Limeira (SP)



Employee in the nursery garden in Alambari (SP)




Employees at the Suzano Unit (SP)

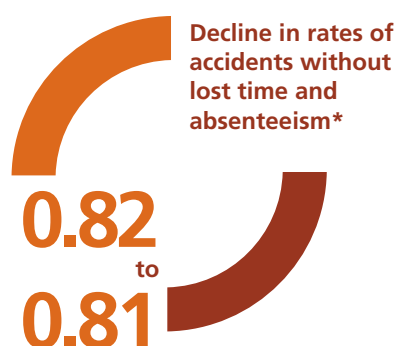
with great regret that we recorded the death of a third-party employee at the Maranhão Forestry Unit as a result of mechanical and human error during tractor loading. Given the employees condition as an out-sourced employee, we monitored the entire process to provide assistance to family members. Furthermore, we developed an action plan to prevent this type of fatality from reoccurring, which includes the requirement of a monthly report on the electromechanical conditions of all machines; daily checklists for field audits of machines and approval from a safety technician from Suzano; recycling training in processes to load machines for all operators and drivers, in addition to guarantees that the activity is conduct and evaluated by a supervisor or manager from Suzano.

Our actions to ensure fair compensation and a healthy workplace translated into low turnover rates

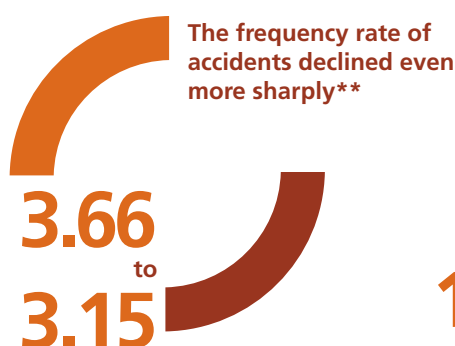
Safety indicators  G4-LA6		
	2012	2014
Absentee rate	0.82	0.81
Rate of accidents with lost time	0.82	0.95
Rate of accidents without lost time	2.84	2.2
Lost time rate (severity)	44.56	185*

\*Increase due to death in the year

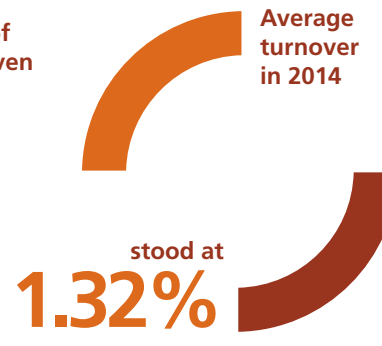
during the year. The average turnover rate was 1.32%, and was higher among women (2.38%) than men (1.17%). The turnover rate among employees under the age of 30 (2.18%) was also higher than those over 30 (less than 1%). **See the GRI Annex/ Human Capital/Employees for information on new hiring rates and turnover by region, gender and age.**  [page 55](#)



\* Comparison with the last survey held in 2012



\*\* Comparison between 2013 and 2014





São Paulo Forestry Unit (North)

## SUPPLIERS <sup>IG4-12</sup>

At the end of 2014, we had 15,900 active suppliers, considered as strategic partners in the sustainability of our business, with which we maintain close, transparent relations. These values allow us to develop without depending excessively on a limited group of input, material or service companies. They also allow us to better disseminate our values and practices throughout the production chain. Outsourced services comply with best labor practices and are not related to our final activities.

Rigor in the selection of suppliers is essential to our operational safety. During analysis for contracting, the Company evaluates the quality, availability and commercial conditions of the supplier in question. Other criteria, such as social and environmental practices, occupational health and safety, financial situation and compliance with legislation are also observed and considered. Suzano also promulgates its Code of Code and internal policies among its partners.

We work to encourage supplier development, prioritizing the contracting of local partners to contribute to the development of the regions where we operate. In 2014, 65% of all spending with commercial partners corresponded to purchases from suppliers physically located in regions surrounding our mills. **IG4-EC9** See **GRI Annex/Human Capital/Suppliers for more information on spending with regional suppliers by our units.**  **page 56**

In management, we adopt the control of risks, inclusion of suppliers in our occupational safety processes, valuing dialogue, relationships based on ethics, conduct and compliance with our principles, with emphasis on human rights and social and environmental management.

## CLIENTS AND CONSUMERS

Through the Suzano+ project, which began in 2013, we work to improve the level of service provided to clients and increase the efficiency of our operations. In addition to the inauguration of three Regional Distribution Centers (RDC), we invested in the integration of our printing products distributor SPP-KSR to Suzano to guarantee greater availability of products at points of sale, agility and flexibility in cutting paper in special formats and proximity to our clients.

We adopted a commercial model based on Sales Regions, unifying Suzano and SSP-KSR teams, with markets supplied by RDCs and 16 other Local Distribution Centers (LDCs).

With this, we hope to provide personalized service to our regional clients by better understanding their particularities, while also streamlining our logistics network.

## INVESTORS

With this group of stakeholders, we seek to strengthen our contacts based on values such as transparency and ethics. We are working to change how this public sees our financial health, measuring results via Free Cash Flow and Return on Invested Capital instead of merely using EBITDA. In this sense, we maintain several relationship channels for investors, such as the email address [ri@suzano.com.br](mailto:ri@suzano.com.br) and the telephone number (55 11) 3503-9061, both provided to answer questions, obtain information on stock performance and allow investors to monitor the performance of our stock on the BM&FBovespa.



## SOCIAL



Suzano's participation in international organizations that support sustainable development is proof of its commitment to a more just, equal future, and is part of the Company's continuous pursuit of social approval of its operations on a market that involves great responsibility. We understand that we play an important role in society and seek to ensure that our actions today focus on the legacy we hope to leave for tomorrow.

Our social actions are based on respect and active dialogue with our communities. As such, we interact through:

- **Regional engagement** – Social, economic and cultural diagnosis of cities where we operate based on secondary indicators (health, education, income breakdown, education levels and economy, among others) and interviews with major local players to strengthen relations, identify initiatives and map the regional impacts of silviculture;
- **Relations** – Active dialogue with communities, improving relationships with neighbors and answering questions on stewardship, identifying potential impacts of our operations and opportunities for joint actions; and
- **Communication** – Priority issues are taken to the community and collected from the community.

Given our social and economic stature, we serve as a bridge between communities and public policy makers. We work to facilitate this dialogue, strengthening com-

### SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

**Considering the company's activities and impacts from a sustainable perspective, while contributing to the social, environmental and economic development of society.**

VALUE OF SUZANO PULP AND PAPER

munities' power to mobilize to resolve demands made to the government. All of our forestry operations maintain programs for community engagement and actions to improve relationships.

Close relationships help teams responsible for mitigating the impacts of our operations on surrounding communities. On three occasions, for example, we worked to find the best solution for the Company and the community. These cases involved the quality of water in the Mucuri River (Bahia), the source of water for operations in the state; the construction of an access road utilized to reach the Limeira Mill; and the relocation of 21 families from the Bacaba community, in Imperatriz, Maranhão.

Furthermore, we maintain work groups on Occupational Health and Safety System (SSO) to discuss impacts at all industrial, forestry and distribution units, in addition to an Internal Accident Prevention Commission (CIPA) and Internal Rural Occupational Accident Prevention Commission (CIPATR) in Brazil that cover Administrative Offices **G4-S01**



Investments in  
social actions:  
**R\$ 2.7** million



**160,000**  
people benefitted



**130**  
cities  
influenced

As a preventive measure, we also monitor the following 15 potential impacts on our forestry and industrial operations, which we are constantly working to mitigate. **IG4-SO2**

#### **1 Harvesting in areas near our neighbors**

- Changes to the landscape
- Isolation of communities (surrounded by eucalyptus)
- Damage to neighboring fences
- Increased noise
- Excessive illumination

#### **2 Use of roads bisecting neighborhoods, communities and farms**

- Traffic accidents (involving people and animals)
- Increased dust
- Increased noise
- Damage to roads, cattle guards and/or bridges
- Construction, renovation and/or maintenance of roads and bridges
- Signage on access roads

#### **3 Planting near farms**

- Contamination of eucalyptus by pesticides
- Damage to food planting along the border

#### **4 Animals in surrounding areas**

- Traffic accidents

#### **5 Significant Areas – ecological**

- Tree felling
- Restricted access
- Restricted water consumption
- Conservation and signage

#### **6 Significant Areas – religious and cultural**

- Structural damage
- Conservation and signage

#### **7 Significant Areas – subsistence / economic**

- Signage

#### **8 Application of pesticides**

- Aerial contamination of agriculture / cattle raising / apiculture / neighbors
- Contamination of water resources utilized by communities

#### **9 Water capturing**

- Reduced supply

#### **10 Odor**

#### **11. Traffic accidents**

- Accidents involving people
- Congestion/bottlenecks

#### **12 Increased noise**

#### **13 Alteration of quality of rivers and wastewater for treatment**

#### **14 Alteration of air quality**

#### **15 Contamination of soil and water**



**Community Farming Project**

Through its stakeholder system – Sispart, a channel for active dialogue with the community – we recorded 25 reports of impacts caused by our activities in 2014. Of this total, 80% were resolved. At the end of the year, 20% of incidents were still under analysis, most of which related to road maintenance and fence renovation. **IG4-SO11**

In 2014, we created Community Development Councils to encourage local development by fostering organization and training of local actors to analyze realities and identify opportunities and initiatives, strengthening the role of local communities.

We encouraged opportunities for active discussion and dialogue between leadership to identify initiatives and reflect on projects directly related to the characteristics of each region.

One of the most outstanding projects is the Community Development Council in Quebradeiras de Coco Babaçu da Estrada do Arroz, in Southern Maranhão. In this forum, we discuss and evaluate opportunities for investment and actions that promote local development and strengthen the babaçu palm chain, such as equipment and land, as well as the preparation of an architectural design that will result in small processing units.

## ECOFUTURO INSTITUTE

We maintain the Ecofuturo Institute, a Public-Interest Organization of Civil Society (OSCIP) that works with civil society and the public and private sectors to raise awareness on social and environmental issues by sharing knowledge and practices for mitigating and assessing impacts.

The entity conducts a series of relevant and extensive projects, including Ler é Preciso community libraries, which work to install libraries at schools in partnership with local city councils and the community, contributing to execute Law 12,244/10, which states that all educational institution in Brazil must have a library by 2020. The institute also conducts the I Want My Library campaign that works to share information with public managers and civil society on the universalization of libraries. The inauguration of two units in the city of Imperatriz (Maranhão), in the villages of Imbiral and São Félix, in 2015 increased the number of community libraries to 102 units.

The Institute also manages Parque das Neblinas, Advanced Post of the Green Belt Biosphere Reserve in São Paulo – maintained by the Unesco Program Man and Biosphere –, which develops actions for social and environmental research, ecotourism and forestry product stewardship. Experience acquired in management of the area led to the creation of



Community Library Ler é Preciso Maria de Nazaré Carvalho in the village of Coceira in Santa Quitéria (MA)

the Ecofuturo Reservation program, which develops diagnostics and forestry plans for the creation and management of conservation areas and other natural areas.

Furthermore, in 2014, Ecofuturo worked with Valmet – one of our main equipment suppliers – to develop social and environmental initiatives in Maranhão that include the implementation of five community libraries and the creation of a model reserve at the Itabaiana Farm owned by the Company. This model will work to implement a conservation unit management system that integrates programs for scientific research, conservation, forestry stewardship, environmental education and community participation. Learn more about this initiative and others developed by the Ecofuturo Institute in the activity report produced by the organization, at [www.ecofuturo.org.br](http://www.ecofuturo.org.br).

In southern Bahia, we maintain projects such as the Sustainable Pisciculture and the Sustainable Apiculture that serve as alternative to generate income for local society. In addition to financial investment, we provide technical training for families in the region.

### Sustainable Beekeeping Project



Another project focused on generating income is the Digital Inclusion project that provides access to information technology through training workshops and Community Telecenters, and Community Agriculture, which serves small farmers on two fronts: Agricultural Field, which focuses on handling, community organization and production shipment, and Sustainable Extrativist, which strengthens local family production systems.

To develop these and other social actions in the educational and local development fields, generating employment and income, we allocated R\$2.7 million to projects in 2014 benefitting more than 160,000 people in 130 cities.

## INTELLECTUAL

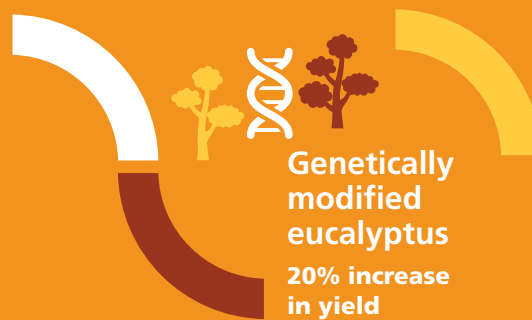


Technological innovation has always been a differential for Suzano. In the 1950s, we became the first company in the world to produce eucalyptus pulp and continue to maintain technological research and development as catalysts of our success. After six decades as a pioneer, we continue to focus on the study of eucalyptus for growth.

To leverage the return on investment in the area, in 2010, Suzano acquired FuturaGene, an Israeli company focused on genetic research and development of plants, particularly eucalyptus, driving competitiveness of pulp, paper and energy.

We also invest in the creation of products, pioneering the industrial development of hardwood fluff pulp (EucaFluff) in the world. This initiative is aligned with the development of new applications for eucalyptus pulp and will position Suzano as Brazil's first supplier of pulp fluff – used in sanitary napkins and disposable diapers – and the world's first manufacturer of hardwood fluff pulp.

Recently, an unprecedented fact marked FuturaGene's operations and led to innovation – already a part of our DNA – to further gain traction as a trans-



## LEADERSHIP

**Inspiring and guiding people and teams to support the company's strategies.**

VALUE OF SUZANO PULP AND PAPER

formational factor. In early 2014, we submitted a request for approval of the commercial use of genetically modified (GM) eucalyptus with increased productivity to the National Biosafety Technical Commission (CTN-Bio), becoming the first company in the world to gain approval for a GM variety of eucalyptus, in April 2015. With approval from the National Biosafety Technical Commission (CTN-Bio), our objective is to expand field trials of this more productive variety of eucalyptus. At the same time, EucaFluff should enter production in December 2015.

Another highlight in 2014 was the Information Technology area, with the completion of the FrontTI Project. Over the course of a year, the project integrated our units into a single ERP (SAP) system, while also updating technology to guarantee greater ease in operating systems and greater visibility for decision making.

On the same front, we created the Simplify Project to standardize and optimize our processes with a view to making them simpler and more robust. With these and other pioneering projects, we work to set ourselves apart from the competition and establish Suzano as a profitable and innovative company that generates new technology. These projects help Suzano strengthen its brand among stakeholders, improving its organizational reputation and increasing value shared with stakeholders.

# CORPORATE INFORMATION

## SUZANO PULP AND PAPER

CORPORATE COMMUNICATION

Tel: (55 11) 3503-9142

Email: [comunic.corp@suzano.com.br](mailto:comunic.corp@suzano.com.br)

## INVESTOR RELATIONS

Tel: (55 11) 3503-9061

Email: [ri@suzano.com.br](mailto:ri@suzano.com.br)

[www.suzano.com.br/ri](http://www.suzano.com.br/ri)

## STOCK – BRAZIL

BM&FBovespa – São Paulo Stock Exchange –  
São Paulo (SP)

Ticker symbol of common shares: SUZB3

Ticker symbols of preferred shares: SUZB5 and SUSZ6

## STOCK – EUROPE

Latibex – Latin American Stock Exchange –  
Madrid (Spain)

Ticker symbol of "Class A" preferred shares:  
brsuzbacnpa3

## STOCK – UNITED STATES

ADR1 program, with stock negotiated on the  
OTC market. Each ADR corresponds to two  
preferred shares (SUZB5).

## CUSTODIAN BANK

Banco Itaú

Rua Ururai, 111

Prédio B – Térreo – Tatuapé

03084-010 – São Paulo (SP)

## DEPOSITARY BANK

The Bank of New York

101 Barclay Street – New York (NY) – 10286 – USA

## MARKET MAKER

Credit Suisse S.A. Corretora de Títulos  
e Valores Mobiliários

Av. Brigadeiro Faria Lima, 3.064 – 14º andar  
01451-000 – São Paulo (SP)



# GRI ANNEX

## ABOUT THE REPORT

MATERIAL TOPICS AND INDICATORS		
Sustainability governance		
Aspects   G4-19	Material indicators reported	Limits   G4-20, G4-21
Strategy and analysis	G4-1	Not applicable
Governance	G4-34	Not applicable
Ethics and Integrity	G4-56 to G4-58	Not applicable
General Content	G4-15	Not applicable
Dialogue with stakeholders		
Aspects   G4-19	Material indicators reported	Limits   G4-20, G4-21
Local communities	G4-SO1 and G4-SO2	External influence
Mechanisms for complaints	G4-HR12, SO11	External influence e interna
General Content	G4-24 to G4-27	Not applicable
Water consumption in production and planting		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Water	G4-EN8	External and internal influence
Protection of biodiversity/Use and protection of soil, forestry stewardship and practices		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Biodiversity	G4-EN11, G4-EN13	External and internal influence
Air emissions		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Emissions	G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19, G4-EN21	External and internal influence
Wastewater		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Waste water and waste	G4-EN22, G4-EN23, G4-EN25 and G4-EN26	External influence
Technology and innovative products		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Transversal theme for all aforementioned aspects, such as Waster, Biodiversity, Waste water and waste, Use and preservation of Soil.	–	External and internal influence
Impacts of transportation		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Transportation	G4-EN30	External and internal influence
Occupational health and safety and working conditions		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Occupational health and safety	G4-LA5, G4-LA6, G4-LA7 e G4-LA8	External and internal influence
Local job and income creation		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Economic Performance	G4-EC1 and G4-EC2	External and internal influence
Market presence	G4-EC5 and G4-EC6	External influence
Purchasing practices	G4-EC9	External influence
Labor relations	G4-LA4	External influence
Employment	G4-LA1, G4-LA2	External and internal influence
Responsible products		
Aspect   G4-19	Material indicators reported	Limits   G4-20, G4-21
Materials	G4-EN1 and G4-EN2	External and internal influence
Customer health and safety	G4-PR1 and G4-PR2	External and internal influence
Product and service labeling	G4-PR3, G4-PR4	External and internal influence

## ABOUT SUZANO

Relations with Related Parties					
Corporate Name [G4-17]	Headquarters			Activities	Interest 2014
	Country	State	City		
Amulya Empreendimentos Imobiliários Ltda.	Brazil	SP	Suzano	Real estate administration	100%
Asapir Produção Florestal e Comércio Ltda.	Brazil	SP	Limeira	Sale, purchase and sale of wood and wood waste and silviculture activities	50%
Comercial e Agrícola Paineiras Ltda.	Brazil	SP	Suzano	Forestry production support activities	100%
Ondurman Empreendimentos Imobiliários Ltda.	Brazil	SP	Suzano	Leasing of own properties	100%
Paineiras Logística e Transporte Ltda.	Brazil	SP	Suzano	Administration of logistics services	100%
Stenfar S.A. Ind. Com. Imp. y Exp.	Argentina	–	Buenos Aires	Commercialization of paper and plastic materials	100%
Bahia Sul Holding GMBH.	Austria	–	Vienna	Holding company	100%
Suzano Pulp and Paper America, Inc	United States	–	Fort Lauderdale	Marketing of pulp, paper and related products	100%
Suzano Trading Ltd.	Cayman Islands	–	George Town	Marketing of pulp, paper and related products	100%
Sun Paper and Board Limited	United Kingdom	–	London	Marketing of paper and related products	100%
FuturaGene Ltd.	United Kingdom	–	–	Biotechnology research and development	100%
Suzano Pulp and Paper Europe S.A.	Switzerland	–	Nyon	Marketing of pulp, paper and related products	100%

## ETHICS AND GOVERNANCE

### SCOPE OF CERTIFICATIONS

- ISO 9001 (Quality Management System)
- ISO 14001 (Environmental Management System)
- OHSAS 18001 (Occupational Health and Safety Management System)
- PEFC Cerflor – Brazilian Forestry Certification Program
- Forest Stewardship Council® (FSC®)

## ETHICS AND GOVERNANCE

### Management Committee

David Feffer	Coordinator
Murilo Cesar Lemos Dos Santos Passos	Member
Claudio Thomaz Lobo Sonder	Member
Walter Schalka	Member
Gustavo Kehl Jobim	Member
Primary actions	Budget and control; Talent management; Executive compensation; Legal issues; New business; Investments; Market and investor relations; Monitoring of corporate results and executive performance.
Secondary actions	Preparation and formulation of specific corporate policies for environmental, health and safety areas; Preparation of Annual Sustainability Report.

### Sustainability and Strategy Committee

Claudio Thomaz Lobo Sonder	Coordinator
David Feffer	Member
Daniel Feffer	Member
Jorge Feffer	Member
Nildemar Secches	Member
Primary actions	Responsibilities related to long-term strategy and planning, in addition to advising the Board of Directors in spreading the strategic concept of sustainability to achieve globally accepted standards as a benchmark for excellence.

### Audit Committee

Marco Antonio Bologna	Coordinator
Carlos Biedermann	Member
Claudio Thomaz Lobo Sonder	Member
Oscar de Paula Bernardes Neto	Member
Primary actions	Financial statements; Development of internal controls; and Oversight and coordination of internal and external audits
Secondary actions	Ensure compliance with the Code of Conduct

### Percentage of members of senior management hired from the local community IG4-EC6I

Category	Sul	Sudeste	Centro-Oeste	Nordeste	Norte
South	0.0%	100.0%	0.0%	0.0%	0.0%
Southeast	0.0%	60.0%	0.0%	0.0%	0.0%
Midwest	0.0%	40.0%	0.0%	50.0%	0.0%
Northeast	0.0%	50.0%	0.0%	50.0%	0.0%
North	0.0%	73.3%	0.0%	7.7%	0.0%
Gerente	0.0%	77.4%	0.0%	31.0%	0.0%
Total gerentes	0.0%	76.5%	0.0%	26.8%	0.0%
<b>Total Suzano Pulp and Paper</b>	<b>0.0%</b>	<b>73.7%</b>	<b>0.0%</b>	<b>27.4%</b>	<b>0.0%</b>
Executive Officer	0.0%	0.0%	0.0%	0.0%	0.0%
Senior Executives	0.0%	0.0%	0.0%	0.0%	0.0%
Total Senior Executives	0.0%	0.0%	0.0%	0.0%	0.0%
Executive Manager	0.0%	0.0%	0.0%	0.0%	0.0%
Manager	0.0%	0.0%	0.0%	0.0%	0.0%
Total managers	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total FuturaGene</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

## FINANCIAL CAPITAL

Distribution of Value Added (DVA) in R\$ thousand IG4-EC11		
	Consolidated	
	12/31/2014	12/31/2013
<b>Revenue</b>		
Sale of Goods, Products and Services	8,223,537	6,518,310
Other Income	109,945	268,361
Income from construction of own assets	822,985	1,652,544
Allowance for doubtful accounts	(10,012)	(7,987)
	9,146,455	8,431,228
<b>Input Acquired from Third Parties</b>		
Cost of products, goods and services sold	(3,723,179)	(1,905,428)
Supplies, electricity, outsourced services and others	(2,021,892)	(3,827,437)
Losses of assets	–	–
	(5,745,071)	(5,732,865)
<b>Gross Added Value</b>	<b>3,401,384</b>	<b>2,698,363</b>
Depreciation, amortization and depletion	(1,216,132)	(889,386)
Net Added Value Produced	2,185,252	1,808,977
<b>Added value from transfers</b>		
Equity income	–	–
Financial income	677,354	599,843
Dividends received from investment at cost		
<b>Added value to distribute</b>	<b>2,862,606</b>	<b>2,408,820</b>
<b>Personnel</b>	<b>852,317</b>	<b>708,802</b>
Direct Compensation	696,973	579,434
Benefits	117,694	98,828
Guarantee Fund for Length of Service	37,650	30,540
<b>Taxes, Fees and Contributions</b>	<b>(127,318)</b>	<b>(194,708)</b>
Federal	(82,137)	(228,413)
State	(48,179)	30,055
Municipal	2,998	3,650
<b>Value Distributed to Providers of Capital</b>	<b>2,399,113</b>	<b>2,115,185</b>
Interest Rates	2,307,012	2,015,328
Rentals	92,101	99,857
Monetary Variation Losses		
Other		
<b>Value Distributed to Shareholders</b>	<b>(261,506)</b>	<b>(220,459)</b>
Interest on shareholders' equity	–	–
Loss in the year	(261,506)	(220,459)
<b>Distribution of Added Value</b>	<b>2,862,606</b>	<b>2,408,820</b>

## MANUFACTURED CAPITAL

Scope 1 Emissions (kg CO <sub>2</sub> e per ton produced) IG4-EN18I		
Year	Pulp	Paper
Pulp	505	672
Paper	494	578
2013	428	552

GHG emissions (tons of equivalent CO <sub>2</sub> ) IG4-EN15, G4-EN16, G4-EN17I		
	2012	2013
Scope 1	927,483	826,496
Scope 2	55,112	80,132
Scope 3	391,833	381,449

### TYPES OF GHG EMISSIONS

**Scope 1:** Direct emissions. This calculation includes stationary sources of combustion (equipment to burn fossil fuel to generate electrical and mechanical energy to producer paper and pulp), mobile sources of combustion (vehicles with internal combustion engines), fugitive emissions (such as leaks of refrigeration gases or use of fire extinguishers), waste management (involving the treatment of solid waste and internally controlled waste water)

and use of fertilizers in seedling nursery and silviculture.

**Scope 2:** Indirect GHG emissions. Generated by the purchase of electric energy from the network.

**Scope 3:** Indirect GHG emissions caused by third parties. Includes mobile sources of combustion, such as vehicles operated by third parties, treatment of solid waste managed by third parties, air travel by employees and maritime transportation.

Emissions by type of fuel (in %)	
Biomass	6
Fossil	94

Energy consumption by type of fuel, in %	
Biomass	83
Fossil	17

Controlled emissions, by type (in tons) IG4-EN21I				
Unit	Total emissions	2012	2013	2014
Mucuri	SOX1	594	402	486
	NOX2	2,356	1,941	1,988
	Particulates	1,375	1,328	605
	TRS3	174	141	120
Suzano	SOX	22	32	383
	NOX	1,109	1,322	440
	Particulates	258	112	303,87
	TRS	23	34	17
Limeira	SOX	546	584	2,257
	NOX	1,189	1,473	423
	Particulates	528	307	317
	TRS	8	3	7
Rio Verde	NOX	20	11,99	9,79
Embu	NOX	8	13	41
Imperatriz*	SOX	N/A	N/A	173
	NOX	N/A	N/A	942
	Particulates	N/A	N/A	260
	TRS	N/A	N/A	86

\* Commercial startup in 2014

<sup>1</sup> Sulphur oxides; <sup>2</sup> Nitrogen oxides; <sup>3</sup> Total reduced sulphides



## MANUFACTURED CAPITAL

Group's Total Waste (tons)   G4-EN23, EN25		
By Disposal	2013	2014
Storage	124,255	125,647
Landfill	119,059	239,468
Composting	195,827	105,229
Co-processing	93	145
Incineration	80	192
Recycling	125,864	12,886,317
Reuse	123,854	101,166
Recovery	–	17,940

By level of hazard	2013	2014
Non-hazardous <sup>(1)</sup>	688,834	13,444,757
Hazardous	197	31,347

Overall Total	689.030	13.476.104 <sup>(2)</sup>
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<sup>(1)</sup> The Company does not import or export hazardous waste, 100% of which is treated.

<sup>(2)</sup> Increase due to startup of the Imperatriz Unit

Material consumption (tons)   G4-EN1, G4-EN2					
Unit	Year	Renewable	Recycling	Non-renewable	% of material renewable and recyclable
Mucuri	2013	3,089,850	–	268.690	92.0
	2014	2,937,657	–	176.865	94.3
Suzano	2013	N/A	N/A	N/A	N/A
	2014	N/A	N/A	N/A	N/A
Rio Verde	2013	35,737	15,854	10.890	82.6
	2014	37,407	12,113	8.612	85.2
Embu	2013	35,484	190	7.889	81.9
	2014	35,986	96	4.773	88.3
Limeira	2013	2,427,298	–	777.638	75.7
	2014	2,330,511	–	41.510	98.3
Imperatriz	2014	3,709,748	–	79.522	97.9

## NATURAL CAPITAL

Conservation Units adjacent to our areas IG4-EN111		Biome	Hectares
São Paulo	Serra do Mar Environmental Protection Area (State)*	Atlantic Forest	489,000
São Paulo	Environmental Protection Area of the Paraíba do Sul River Basin (Federal)	Atlantic Forest	292,597
São Paulo	Piracicaba-Juqueri-Mirim Environmental Protection Area (State)*	Atlantic Forest with Cerrado enclaves	107,596
São Paulo	Intervales State Park	N/A	41,704
São Paulo	Carlos Botelho State Park	N/A	37,644
São Paulo	Itirapina Ecological Station (State)	Natural field and cerrado	2,300
São Paulo	Horto Florestal Natural Heritage Area and Edmundo Navarro de Andrade Museum (State)	Atlantic Forest	2,230
São Paulo	Araribá Indigenous Land Caetetus Ecological Station (State)	Semideciduous seasonal forest	2,179
São Paulo	Angatuba Ecological Station	N/A	1,394
São Paulo	Santa Maria Ecological Station (State)	Atlantic Forest	1,301
São Paulo	Corumbataí-Botucatu-Tejupá Environmental Protection Area (State)	Atlantic Forest with Cerrado enclaves	649
São Paulo	Paranapanema Ecological Station (State)	Semideciduous broadleaved forest	635
São Paulo	Paranapiacaba Biological Reserve (State)	Atlantic Forest	336
São Paulo	Sebastião Aleixo da Silva or Bauru Ecological Station (State)	N/A	300
São Paulo	Vassununga State Park	Atlantic Forest	151
São Paulo	Nascentes do Tietê Ecological Park (State)*	Atlantic Forest	134
São Paulo	Itapeva Ecological Station (State)	Cerrado	107
São Paulo	São Carlos Ecological Station (State)	N/A	N/A
São Paulo	Nascentes do Tietê Natural Heritage Area (State)	N/A	N/A
São Paulo	Botucatu EPA*	N/A	N/A
Maranhão	Chapada das Mesas National Park in Carolina	Cerrado	160,046
Maranhão	Krikati Indigenous Reserve	N/A	146,000
Maranhão	Bacurizinho Indigenous Reserve	N/A	82,000
Maranhão	Mata Grande Extractive Reserve	Cerrado	11,432
Maranhão	Ciriaco Extractive Reserve	Amazon	8,107
Bahia	Cassurubá Extractive Reserve*	N/A	100,687
Bahia	Sooretama Biological Reserve	Atlantic Forest	27,859
Bahia	Conceição da Barra EPA*	Atlantic Forest	7,728
Bahia	Itaúnas State Park*	Atlantic Forest	3,150
Bahia	Rio Preto National Forest (FLONA)	Atlantic Forest	2,817
Bahia	Córrego do Veado Biological Reserve	Atlantic Forest	2,382
Bahia	Córrego Grande Biological Reserve*	Atlantic Forest	1,504
Bahia	Costa Dourada EPA*	Atlantic Forest	N/A

\*Areas located inside conservation units

# NATURAL CAPITAL

Disposal and drainage of water IG4-EN261							
Water resources (1,000 m³)		Mucuri	Suzano	Embu	Rio Verde	Limeira	Imperatriz*
Water capturing IG4-EN81	2013	56,461	29,845	265	734	26,529	N/A
	2014	54,993	25,115	339	692	26,532	27,859
Flow of liquid waste water	2013	44,992	24,148	321	648	20,031	N/A
	2014	41,546	21,264	321	625	19,325	22,656

\* Commercial startup in 2014

Total water discharge by quality and destination IG4-EN221				
Mucuri Unit		2012	2013	2014
Total water discharge by quality and destination	Flow of wastewater discharged (Mucuri River) (1,000 m³)	44,938	44,992	41,546
	Organic load (DBO5) in final wastewater (total)(tons)	2,322	2,240	2,350
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	22,343	21,345	18,981
	Absorbable organic halogens (AOx) in final wastewater (total)(tons)	138	143	102
Suzano Unit			2013	2014
Total water discharge by quality and destination	Total wastewater discharged (Tietê River)(1,000 m³)	24,557	24,148	21,264
	Organic load (DBO5) in final wastewater (total)(tons)	629	629	580
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	4,445	4,445	4,672
	Absorbable organic halogens (AOx) in final wastewater (total)(tons)	N/A	N/A	N/A
Embu Unit			2013	2014
Total water discharge by quality and destination	Total wastewater discharged (1,000 m³)	279	321	321
	Organic load (DBO5) in final wastewater (total)(tons)	9.7	12.1	13.2
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	44.4	44.4	43.7
Rio Verde Unit			2013	2014
Total water discharge by quality and destination	Total wastewater discharged (Tietê River)(1,000 m³)	622	648	625
	Organic load (DBO5) in final wastewater (total)(tons)	60	97	62
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	123	197	118
Limeira Unit			2013	2014
Total water discharge by quality and destination	Total wastewater discharged (Piracicaba River)(1,000 m³)	19,631	20,031	19,325
	Organic load (DBO5) in final wastewater (total)(tons)	214.7	203	256
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	5,728	5,598	5,312
Imperatriz Unit			2013	2014
Total water discharge by quality and destination	Total wastewater discharged (Tocantins River)(1,000 m³)	N/A	N/A	22,656
	Organic load (DBO5) in final wastewater (total)(tons)	N/A	N/A	54.6
	Chemical oxygen demand (COD) in final wastewater (total)(tons)	N/A	N/A	5,568
	Absorbable organic halogens (AOx) in final wastewater (total)(tons)	N/A	N/A	65.5
Overall Total		Total wastewater discharged (1,000 m³)	90,027	90,140
				105,737

Environmental engagement IG4-15, G4-16I				
Position	Name	Website	Description	Activities
Signatory	Global Compact	<a href="http://www.pactoglobal.org.br">www.pactoglobal.org.br</a>	Global Compact, a United Nations (UN) initiative to mobilize the international business community to adopt ten principles related to human rights, labor relations, the environment and combatting corruption. Participants include UN agencies, companies, unions, NGOs and other partners.	Participant since 2007
Signatory	Business Pact for Integrity and Against Corruption	<a href="http://www.empresalimpa.org.br/">www.empresalimpa.org.br/</a>	Business Pact for Integrity and Against Corruption based on the Letter of Principles of Social and Environmental Responsibility in the UN Convention against Corruption. Presents a series of guidelines and commitments to be adopted by signatory companies and entities to promote a more integral and ethical market.	Signatory, together with Suzano Holding
Signatory	Brazilian Pact to Eradicate Slave Labor (InPACTO)	<a href="http://www.inpacto.org.br/">www.inpacto.org.br/</a>	Prevention and eradication of slave labor in Brazil and in the production chains of local and international companies.	Associate
Partnership	Pact to Restore the Atlantic Forest	<a href="http://www.pactomataatlantica.org.br/">www.pactomataatlantica.org.br/</a>	Work to recover the Atlantic Forest biome, combining conservation of biodiversity, generation of employment and income, payment for environmental services and legal adaptation of agricultural and livestock activities.	Signatory
Associate	Brazilian Tree Industry (Ibá)	<a href="http://www.iba.org">www.iba.org</a>	Association responsible for institutional representation of the planted tree production chain, from the field to industry.	We participate in projects/ Commissions and consider our participation strategic. The entity's Advisory Committee includes Daniel Feffer (Chairman) and David Feffer (Member), while Walter Schalka is a member of the Deliberative Committee
Member	Sustainable Amazon Forum	<a href="http://www.forumamazoniasustentavel.org.br/">www.forumamazoniasustentavel.org.br/</a>	We are part of the Sustainable Amazon Forum and support the initiatives of the Ethos Institute through the Platform for an Inclusive, Green and Responsible Economy created by companies and civil organizations and coordinated by the Ethos Institute.	Suzano supports the forum
Member	Ethos Institute for Business and Social Responsibility	<a href="http://www.ethos.org.br">www.ethos.org.br</a>	The Ethos Institute for Business and Social Responsibility is a Public-Interest Organization of Civil Society (OSCIP) that works to mobilize, raise awareness and help companies manage their business in a socially responsible fashion and work as partner in the creation of a fair and sustainable society.	We are associates, together with Suzano Holding, and Daniel Feffer is a board member

Environmental engagement IG4-15, G4-16I				
Position	Name	Website	Description	Activities
Member	Brazilian Pulp and Paper Technical Association (ABTCP)	<a href="http://www.abtcp.org.br">www.abtcp.org.br</a>	The Brazilian Pulp and Paper Technical Association is committed to the technical development of professionals in the forestry base chain to improve the competitiveness of companies in the segment.	Associate
Member	Florestar São Paulo	<a href="http://www.floresta.org.br">www.floresta.org.br</a>	Civil public utility entity maintained by a group of companies operating in the forestry industry in the state of São Paulo. Brings together organizations, associations, entities interested in the development of forestry activities and environmental preservation.	We participate in incentive programs
Member	Forest Stewardship Council® (FSC®)	<a href="http://www.fsc.org.br">www.fsc.org.br</a>	The Forest Stewardship Council (FSC) is the largest and most recognized forestry certification system, covering more than 180 million hectares and 30,000 companies with the certificate.	We are a member of FSC® international and in Brazil, in addition to participating on the Board of Directors (BoD) in Brazil since 2011. Furthermore, one of our employees, Estevão Braga, was elected as a member of the BoD of FSC International as representative of the South Economic Chamber.
Member	World Business Council for Sustainable Development (WBCSD)	<a href="http://www.wbcsd.org">www.wbcsd.org</a>	WBCSD is an international organization that works on themes related to the environment and responsible corporate practices.	We are members of the WBCSD – Forest Solutions Group (FSG), a leading platform for the global forestry sector and its partners in the value chain
Member	World Wide Fund for Nature (WWF) / New Generation Plantation	<a href="http://www.wwf.org.br">www.wwf.org.br</a>	The WWF is an international Non-Governmental Organization (NGO) that works on questions related to conservation, investigation and recovery of the environment. We are members of the WWF – New Generation Plantation (NGP), together with other forestry companies and government agencies. The NGP is a platform for sharing knowledge, experience and discussions related to the ideal plantation that contributes positively to communities and the ecosystem.	We are a partner company in the Pau Brasil category
Member	The Forests Dialogue (TFG)	<a href="http://tfd.yale.edu/">http://tfd.yale.edu/</a>	The Forests Dialogue (TFD) is an initiative created in 1998 that works to provide international leaders in the international forestry industry with a continuous platform for multistakeholder dialogue. We are members of the TFD and, as proactive participants, participate in other forum initiatives such as the Forest Certification and Food, Fuel, Fiber and Forests (4Fs).	We are a member



Environmental engagement IG4-15, G4-16I				
Activities	Name	Website	Description	Activities
Member	Center for Sustainability Study at FGV-EAESP	<a href="http://www.gvces.com.br/">http://www.gvces.com.br/</a>	An open space for study, education, reflection, innovation and production of knowledge. The center works to develop strategies, policies and tools for public and corporate administration in sustainability. These initiatives are aimed at consolidating a network of companies capable of transforming challenges in sustainability into opportunities to create value, contributing to a new development model.	Companies for Climate, GHG Company Member)/ Adaptation/ Simulation) and IDLocal
Member	Domestic Industry Climate Network – National Industrial Confederation (CNI)	<a href="http://www.portaldaindustria.com.br/">http://www.portaldaindustria.com.br/</a>	A private national network responsible for initiatives to support Brazilian industry.	We are a member and participate in projects
Partnership	The Nature Conservancy (TNC)	<a href="http://portugues.tnc.org/tnc-no-mundo/americas/brasil/index.htm">http://portugues.tnc.org/tnc-no-mundo/americas/brasil/index.htm</a>	Present in Brazil since 1988 working with governments, companies and a range of local partners to promote large-scale environmental conservation.	Suzano is a member and Daniel Feffer is an emeritus board member

## HUMAN CAPITAL

### Employees

Total number of employees by employment contract and gender IG4-10I						
	2012		2013		2014	
	Man	Women	Man	Women	Man	Women
Full time	5,400	863	5,979	804	6,284	943
Part time	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>5,400</b>	<b>863</b>	<b>5,979</b>	<b>804</b>	<b>6,284</b>	<b>943</b>

\*Suzano does not employee anyone in this category

Total number of third party employees and employee by gender IG4-10I						
	2012		2013		2014	
	Man	Women	Man	Women	Man	Women
Outsourced employee	8,215	649	10,236	666	1,0571	740
Suzano employee	5,400	863	5,979	804	6,284	943
<b>Total</b>	<b>13,615</b>	<b>1,512</b>	<b>16,215</b>	<b>1,470</b>	<b>16,855</b>	<b>1,683</b>

Total number of employees by region and gender IG4-10I						
	2012		2013		2014	
	Man	Women	Man	Women	Man	Women
South	24	11	27	15	34	28
Southeast	3,015	485	3,140	488	3,342	579
Midwest	20	10	22	9	22	13
Northeast	2,336	349	2,782	285	2,858	312
North	5	8	8	7	28	11
<b>Total</b>	<b>5,400</b>	<b>863</b>	<b>5,979</b>	<b>804</b>	<b>6,284</b>	<b>943</b>

## HUMAN CAPITAL

Company	Site	Employees
Stenfar	Argentina	116
Suzano Pulp and Paper America	United States	17
Sun Paper and Board	United Kingdom	3
Suzano Pulp and Paper Europe	Switzerland	14
Suzano Pulp and Paper Asia	China	11
FuturaGene Israel	Israel	45
FuturaGene China	China	5

Total new hires and turnover by region [G4-LA1]							
South							
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover
Total Suzano employees	39	6	13	48	5.00%	1.03%	2.24%
Total FuturaGene employees	0	0	0	0	0%	0%	0%
Southeast							
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover
Total Suzano employees	730	94	353	3,717	1.31%	0.21%	0.78%
Total FuturaGene employees	23	3	0	35	3.08%	0.71%	0%
Midwest							
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover
Total Suzano employees	17	3	10	36	3.44%	0.69%	2.29%
Total FuturaGene employees	0	0	0	0	0%	0%	0%
Northeast							
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover
Total Suzano employees	516	85	333	3,135	1.23%	0.23%	0.86%
Total FuturaGene employees	0	0	0	0	0%	0%	0%
North							
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnovers
Total Suzano employees	8	3	8	22	3.54%	1.12%	2.99%
Total FuturaGene employees	0	0	0	0	0%	0%	0%

## HUMAN CAPITAL

Rate of new hiring and turnover by gender IG4-LA1I														
	Men							Women						
	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover	Hiring	Terminations	Other terminations	Average headcount	Traditional turnover	Termination turnover	Resignation turnover
Total Suzano employees	1,004	135	570	6,095	1.17%	0.18%	0.78%	306	56	131	864	2.38%	0.54%	1.26%
Total FuturaGene employees	9	2	0	15	3.07%	1.12%	0.00%	14	1	0	20	3.09%	0.41%	0.00%

Rate of new hiring and turnover by age group IG4-LA1I							
	Hiring	Terminations	Other terminations	Average Headcount	Traditional Turnover	Termination Turnover	Resignation Turnover
Up to 30							
Total Suzano employees	733	77	212	1,953	2.18%	0.33%	0.90%
Total FuturaGene employees	21	1	0	21	4.40%	0.40%	0.00%
From 30 to 50							
Total Suzano employees	550	110	379	4,382	0.99%	0.21%	0.72%
Total FuturaGene employees	2	2	0	14	1.16%	1.16%	0.00%
Over 50							
Total Suzano employees	27	4	110	624	0.94%	0.05%	1.47%
Total FuturaGene employees	0	0	0	0	0.00%	0.00%	0.00%

## SUPPLIERS

Proportion of spending with local suppliers at important operational units IG4-EC9I*		
Unit	% of spending in 2014	
	With regional partners	With non-regional partners
Imperatriz (MA)	45%	55%
Limeira (SP)	89%	11%
Mucuri (BA)	36%	64%
Suzano (SP)	87%	13%
Total	65%	35%

\* Local purchases (regional) include acquisitions from business operations physically located in the same regions as our units.

# GRI CONTENT INDEX

## ANSWER IN THE CONTENT INDEX:

General Standard Content	Description	Page number (or link)/Response	Scope	Global Pact (Principles)
<b>Strategy and analysis</b>				
G4-1	Message from the CEO	6	Complete	–
<b>Organizational profile</b>				
G4-3	Name of the organization	12	Complete	–
G4-4	Primary brands, products and services	16	Complete	–
G4-5	Location of organization's headquarters	12	Complete	–
G4-6	Countries where the organization has significant operations or that are specifically relevant to the sustainability topics covered in this report	12	Complete	–
G4-7	Nature of ownership and legal form	12	Complete	–
G4-8	Reports the markets served (including geographic breakdown, sectors served and types of customers and beneficiaries	12	Complete	–
G4-9	Scale of the organization	12	Complete	–
G4-10	Profile of employees	54	Complete	6
G4-11	Percentage of total employees covered by collective bargaining agreements	36	Complete	3
G4-12	Describe the organization's supply chain	38	Complete	–
G4-13	Significant changes regarding the organization's size, structure, ownership and supply chain	There were no significant changes in 2014.	Complete	–
G4-14	Description of how the precautionary approach or principle is addressed by the organization	23	Complete	–
G4-15	Externally developed charters, principles or other initiatives	52 a 54	Complete	–
G4-16	Membership in national or international associations and organizations	52 a 54	Complete	–
<b>Identified material aspects and boundaries</b>				
G4-17	Entities included in the organization's consolidated financial statements and entities not covered by the report	45	Complete	–
G4-18	Process for defining report content	10	Complete	–
G4-19	Material aspects identified in the process for defining report content	10 e 44	Complete	–
G4-20	Material aspect boundary within the organization	44	Complete	–
G4-21	Material aspect boundary outside the organization	44	Complete	–
G4-22	Restatements of information provided in previous reports	There has been no significant change with regard to the periods covered by previous reports.	Complete	–
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundries	The boundary was extended with the inclusion of data from the new pulp production unit in Imperatriz, Maranhão, completed in late 2013.	Complete	–



General Standard Content	Description	Page number (or link)/ Response	Scope	Global Pact (Principles)
<b>Stakeholder engagement</b>				
G4-24	List of stakeholder groups engaged by the organization	10	Complete	–
G4-25	Basis for identification and selection of stakeholders with whom to engage	10	Complete	–
G4-26	Approach to stakeholder engagement and frequency	10	Complete	–
G4-27	Key topics and concerns that have been raised through stakeholder engagement	10	Complete	–
<b>Report profile</b>				
G4-28	Reporting period	9	Complete	–
G4-29	Date of most recent previous report (if any)	Report released in July 2013 (for fiscal year 2012)	Complete	–
G4-30	Reporting cycle (annual, biennial, etc.)	Suzano Pulp and Paper annually publishes a document announcing its results.	Complete	–
G4-31	Contact point for questions regarding the report or its contents	11	Complete	–
G4-32	'In accordance' option (core or comprehensive) the organization has chosen	9	Complete	–
G4-33	Policy and current practice with regard to seeking external assurance for the report	9	Complete	–
<b>Governance</b>				
G4-34	Governance structure of the organization, including committees of the highest governance body	22	Complete	–
<b>Ethics and integrity</b>				
G4-56	Organization's values, principles, standards and norms of behavior, such as codes of conduct and codes of ethics	23	Complete	10
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior	23	Complete	10
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior	23	Complete	10

## SPECIFIC STANDARD CONTENT

Management (DMA) and material indicators	Description	Page number (or link)/ Response	Scope	Global Pact (Principles)
Category: Economic				
Material Aspect: Economic performance				
G4-DMA	Management		–	–
G4-EC1	Direct Economic value generated and distributed	47	Complete	–
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	33	Complete	7
Material Aspect: Market Presence				
G4-DMA	Management		–	–
G4-EC5	Variations of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	36	Partial	6
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	46	Complete	6
Material Aspect: Procurement Practices				
G4-DMA	Management		–	–
G4-EC9	Proportion of spending with local suppliers at important operational units	56	Complete	–
Category: Environmental				
Material Aspect: Materials				
G4-DMA	Management		–	–
G4-EN1	Materials used by weight or volume	49	Complete	7   8
G4-EN2	Percentage of materials used that are recycled input materials	49	Complete	8
Material Aspect: Water				
G4-DMA	Management		–	–
G4-EN8	Total water withdrawal by source	51	Complete	7   8
Material Aspect: Biodiversity				
G4-DMA	Management		–	–
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	50	Partial	8
G4-EN13	Habitats protected or restored	31	Complete	8
Material Aspect: Emissions				
G4-DMA	Management		–	–
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	48	Complete	7   8
G4-EN16	Indirect greenhouse gas (GHG) emissions from energy acquisition (Scope 2)	48	Complete	8
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	48	Complete	8
G4-EN18	Greenhouse gas (GHG) emissions intensity	48	Complete	8
G4-EN19	Reduction of greenhouse gas (GHG) emissions	48	Complete	8   9
G4-EN21	NOx, SOx, and other significant air emissions	48	Complete	7   8

Material Aspect: Wastewater and waste				
G4-DMA	Management		–	–
G4-EN22	Total water discharge by quality and destination	51	Complete	8
G4-EN23	Total weight of waste by type and disposal method	49	Complete	8
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention (Annex I, II, III, and VII) and percentage of transported waste shipped internationally	49	Complete	8
G4-EN26	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	51	Partial	8
Material Aspect: Transport				
G4-DMA	Management		–	–
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	28	Complete	8
Category: Social				
Sub-category: Labor practices and decent work				
G4-DMA	Management		–	–
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	55 and 56	Complete	6
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	35	Complete	–
Material Aspect: Labor relations				
G4-DMA	Management		–	–
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	There is no minimum notice period for relevant operational changes.	Complete	3
Material Aspect: Occupational health and safety				
G4-DMA	Management		–	–
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	36	Complete	–
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and by gender	37	Partial	–
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Suzano does not consider its activities are related to high incidence of specific diseases. Nonetheless, any labor risk is mitigated through the adoption of engineering and administrative measures, the use of Personal Protection Equipment (EPI) and workplace exercise and ergonomics programs.	Complete	–
G4-LA8	Health and safety topics covered in formal agreements with trade unions	36	Complete	–

Subcategoria: Direitos humanos				
Material Aspect: Human Rights Grievance Mechanisms				
G4-DMA	Management		–	–
G4-HR12	Number of grievances about human rights impacts filed, addressed, processed and resolved through formal grievance mechanisms	The Company did not register any grievances of this nature in 2014.	Complete	1
Sub-category: Society				
Material Aspect: Local Communities				
G4-DMA	Management		–	–
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	39	Partial	1
G4-SO2	Operations with significant actual or potential negative impacts on local communities	40	Complete	1
Material Aspect: Grievance Mechanisms for Impacts on Society				
G4-DMA	Management		–	–
G4-SO11	Number of grievances about impacts on society filed, addressed, processed and resolved through formal grievance mechanisms	40	Complete	–
Sub-category: Product Responsibility				
Material Aspect: Customer health and safety				
G4-DMA	Management		–	–
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	100% of market pulp produced.	Partial	–
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	No incidents of this nature were registered in 2014.	Complete	–
Material Aspect: Product and Service Labeling				
G4-DMA	Management		–	–
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	Paper packaging was adapted in 2013 to comply with Brazilia laws on the theme. With regard to pulp, the Company releases information required by law on bales and safety sheets.	Complete	–
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	In 2014, Suzano received one complaint regarding the Report Senninha product, which showed that the number of alphanumeric characters was lower than the minimum allowed for products sold in units of length or number of units. The Company found that the product was in compliance with specifications, but did not appeal within the stipulated deadline.	Complete	–



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