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BOWDEN GROUP

PRINT



Communication on Progress (COP) 2017



BOWDEN GROUP

PRINT

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Company name	Bowden Printing Pty Ltd
Trading as	The Bowden Print Group
Member since	May 2009
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ANZIC Code	Printing (including the Reproduction of Recorded Media)
Contact Name	Damien Burchell
Position	Chief Executive Officer
Date COP Submitted	2nd May 2017

Letter of Intent

The Bowden Print Group supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption and will identify opportunities to embrace the 17 Goals to Transform Our World.

With this communication, we express our intent to advance those principles within our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals. The Bowden Print Group makes a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within two years of joining the Global Compact, and every year thereafter according to the Global Compact COP policy.

Yours faithfully,



Damien Burchell
Chief Executive Officer

Company Overview 2017

Proudly Australian...

With origins dating back to 1935, the Bowden Print Group celebrates over 80 years as one of South Australia's leading print and print based solution providers. The Bowden Print Group is incredibly proud of its rich history and our ability to remain at the forefront of our industry by having a relevant, contemporary vision.

With the same enthusiastic vision for the future as its founder, Fredrick Bowden, The Bowden Print Group is a modern operation that embraces the latest technologies and innovations, but at the same time, never losing sight of the family values that formed the foundation of the company.

"Team Bowden" all share an unshakeable belief in continuous improvement and evolving the business to meet and exceed its clients needs. Every one of our 27+ staff play an integral part in the success of our client relationships, working together to ensure the best possible client experience... friendly, efficient, reliable, professional.

Our mission is simple...

...to partner with our clients to produce effective, compelling, targeted and accountable communication solutions, from concept to distribution, that meets their objectives and exceeds expectation.

Our vision is clear...

...to build a better Bowden brand and position ourselves as more than just a printer. To be a print based communications provider and add value to print through digital solutions.

Our values are our promise...

... providing the best solutions, the best quality, and value for money, with delivery on time guaranteed. We all share a belief that having the best possible client service further enhances our clients' experience.

Our clients and our people notice the difference, and it is this reason that we are passionate about what we do and about our future.

We value the relationships we have with our clients, our desire to truly understand and know what is important to them, to make their lives easier, and our ability to play a meaningful role in growing their business is at the very core of our success.

Statement of support

Bowden Printing Pty Ltd as a company have shown that we have the character to back our commitments in all the areas of endeavour that we have been committed to; included are

- Marketplace
- Environment
- Workplace and
- Our communities.

We have by way of acknowledgement and support displayed our commitment to the principles of the Global Compact and we believe that as we move forward, implement and progress, our drive will be in the direction of reaching out to the entities and people we do business with. We foresee and expect they will in turn appreciate our efforts they will also abide by the principles of the Global Compact.

Our belief is that we cannot be an island all by ourselves and the special meaning we attach to the word “global”, as in Global Compact, is what will strengthen our resolve.

Activity Statement

The Bowden Print Group understands that the 10 principles of the Global Compact that define clearly a global culture that should be upheld by companies worldwide.

Implementing measures should not be seen by companies as an inhibitor to business but as an opportunity to better themselves to the peers; locally, nationally and globally.

We submit to the United Nations Global Compact a commitment over the next twelve months to maintain standards implemented and recording processes across all 10 principles.

This evaluation of measurements will ensure that we maintain and implement continual improvement methodologies.

We have identified processes in line with Global Compact recommendations that we have adopted.

Human Rights

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

Principle 2: make sure that they are not complicit in human rights abuses.

Our understanding and support for the United Nations Universal Declaration of Human Rights underline an important part of acknowledging commitment to social responsibility since 2009. We understand that our commitment entails that we work continuously to support and improve the worlds social performance by setting our own high objectives and integrating human rights considerations where necessary into our daily business.

We ensure that nobody whose work is contributing to our success is deprived of his or her human rights, or suffers mental or bodily harm.

We consider this as an unwritten Code of Conduct which is a non-negotiable requirement from within and entails that all our suppliers and their subcontractors, without exception, should adopt and follow this code.

Our Policy and Procedure Manual provides an objective guide to handle, solve, capture, analyse, and investigate compliance failures identified by employees.

We see it as our responsibility to help ensure that our suppliers act in accordance with our minimum requirements. The need for such a set of guidelines is due to the overall compliance we wish to attain within the industry. An unfortunate fact is that suppliers fail to ensure compliance with governing labour standards. The requirements in the Bowden Print Group Code of Conduct are therefore stricter in many areas than the general standard in comparison to similar businesses in our country. Clearly there may be structural conditions or cultural traditions that may give rise to non immediate compliance with the Bowden Print Group Code of Conduct. We consider the most important point is that suppliers are prepared to actively work to ensure they eventually comply with the requirements.

Our Code of Conduct expresses our support for the UN Declaration of Human Rights, and we also encourage our suppliers to sign up to the UN Global Compact.

Human Rights (continued)

The Bowden Print Group provides access to basic health and education for the workers.

Social assessments are considered in certain circumstances if the employee can not afford the medical treatment.

If an employee is found to be not able to pay, the employee may be either granted or subsidised by way of a loan to attain the needed health care.

A programme designed for the consideration of human rights will be developed for our employees to better understand the involvement of Amnesty International in this area.

WHS Policy

At Bowden Printing Pty Ltd (“the Company”), the Health, Safety and Welfare of all Employees, Contractors, whilst carrying our work for the Company, and Visitors are of equal importance to all other business activities. All Employees agree to work together to ensure a safe workplace. We have a duty to “ensure health and safety” which requires a person to eliminate risks to health and safety, so far as reasonably practicable, or if not reasonably practicable, to minimise risks so far as reasonably practicable, to the extent which a person has the capacity to influence and control the matter, or would have that capacity but for an agreement or arrangement purporting to limit that or remove that capacity.

To meet the objectives of this policy, we are committed to regular discussions with employees to ensure that health and safety issues are regularly reviewed. Health and safety is most effective when a joint owner, manager and employee approach is used to identify and solve problems.

We are committed to continuously improving WHS by addressing hazards and reviewing outcomes.

Human Rights (continued)

Employer, Manager and Supervisors responsibilities: The Responsibility of the Company is to establish and maintain a safe system of work by:

- provide a safe working environment, plant and equipment.
- ensure the workplace is safe and without risks to health.
- ensure the safe use, handling, storage and transport of plant, goods and substances.
- provide Employees with information, instruction, training and supervision in an appropriate language.
- monitor Employee's Health and Safety at work, and the conditions in the workplace.
- provide protective clothing, protective eye, ear and head wear as appropriate.
- display warnings in a prominent position as required.
- employ competent staff and engaging independent contractors who will carry out their work safely.
- provide a suitable Work Health & Safety Induction Programme to new employees, employees taking up new tasks or duties, and contractors in the workplace.
- day to day management of Health and Safety issues
- ensuring new employees receive information, training and supervision
- ensuring employees receive training prior to commencing new tasks or when using new equipment
- supervising employees to ensure their health and safety is maintained
- acquaint contractors and visitors with the Work Health & Safety Policy of the Company as appropriate.
- Their responsibilities under the Act and Regulations are met.

Employees Responsibilities: The Employee's responsibility is to:

- Follow all reasonable instructions on all matters including Work, Health, Safety and Welfare and to use safety and protective equipment provided by the Company.
- Carry out their duties in a safe manner, ensure personal health and safety and that of fellow employees, contractors and visitors.
- Ensure their own health and safety, and that of others, by not working under the influence of alcohol and other drugs.
- Report to management any matters that may cause injury or illness in the workplace or at a worksite.

Visitors and contractors must ensure:

- Not put themselves or any of our employees at risk.
- Abide by our safety policy and rules.
- Not enter restricted areas without permission.

Policy Review

The Company undertakes to review this policy as required to meet the needs of the Work Health & Safety Act (SA) 2012 as amended from time-to-time.

Human Rights (continued)

2016 Actions Implemented:

- Duty of Care for Managers and Supervisors
- Duty of care for workers
- Injury Management for Managers and Supervisors
- Injury Management for Employees

2017 Actions to be implemented:

Continual reviews and a focus on health will see the following training objectives reviewed for implementation:

- Bullying and Harassment For Managers and Supervisors
- Bullying and Harassment for Employees
- Conflict Resolution
- Manual Tasks for Workers
- Office Ergonomics
- Risk Management for Managers and Supervisors
- Risk Management for Workers
- Work Health and Safety Fundamentals
- Work Health and Safety Harmonisation.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

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

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

All personnel – whatever the level/qualification – are entitled to join trade unions for the protection of individual and collective interests. The Bowden Print Group acknowledge the role of union representatives, who are not subject to any discrimination, and ensure, for union activities, the appropriate retribution of absence and the means to communicate with personnel in the workplace.

The Bowden Print Group stands committed not to resort to any form of forced and compulsory labour.

The Bowden Print Group is against the illegal use of child labour, exploitation of the work of children and all other unacceptable forms in the treatment of workers. Our policy is to identify where possible and not to work with suppliers and contractors whose labour practices are reproachable, such as the use of child labour, physical punishment, female abuse, and forced labour and other forms of abuse.

The Bowden Print Group has the permanent concern to respect and promote the principle of non discrimination on all the levels of our Human Resources, with special emphasis on: recruitment, career development and training. With this intention, the Bowden Print Group commits not to practice any form of discrimination, that it is founded on the age, the sex, the religion, origins (social and ethnic), political affiliation or trade-union membership.

The communication link between the Union and the worker's is never negated.

The Bowden Print Group continually monitors as part of our management systems strategies to improve working conditions within the printing industry. Our systems provide us with firsthand insight into factory conditions and serves as an important tool to measure factory progress against our standards. Monitoring not only helps us leverage our influence over competitors through face-to-face interaction, but also provides us with regular data about factory conditions and a mechanism to assess the impact of our efforts over time.

Labour (continued)

We will aim to ensure our suppliers comply with a Code of Conduct based on ILO (International Labour Organization) standards. At our request suppliers will be able to sign a code of conduct covering many areas related to the Global Compact. One such notable area is child labour. Suppliers are prohibited from using workers under the legal age of employment in any country or local jurisdiction where the supplier performs work for the Bowden Print Group. If the minimum age of employment is not defined, the minimum age of employment shall be governed by local, state and federal acts.

The Bowden Print Group is Composed of managers from all facets of business: Senior Management, Sales and Marketing, Production, Financial and Human Resources. We have committees to look and understand Ethical Conduct which looks to ensure compliance with the company's Code of Conduct and human rights principles .

All of the current workplace agreements signed in the Bowden Print Group address occupational equality between men and women. Each employee has a contract of employment stating the terms and conditions of service. Each employee has a current job description.

The company funds by means of assessment any financing of programmes requested.

Annual research is conducted to establish benchmarking of wage rates for similar functions within the same industry. The Bowden Print Group continually researches programmes that can be applied to staff within the company. Promoting knowledge, awareness, leadership skills, attitudinal changes, and the ability to balance work and personal life is a key culture of the company.

Labour (continued)

2016 Actions Completed:

Recertification of our Quality Management Systems: QMS 9001:2008 Certification

Continual reviews and a focus on health will see the following training objectives reviewed for implementation:

- Contractor Introduction
- National Information Privacy Awareness
- Employee Survey.

2017 Actions to be implemented:

QMS: OFI's to be at a rate of 65% completion of the year total produced at June 2017

QMS/WHS Employee Survey/Happiness

- Annual Survey to be completed and compared to previous data collected by Nov 17.

Transition to the new QMS Standard

- Attain ISO 9001:2015 registration in February 2018
- Weekly meetings will discuss and review each transition module. The action from these reviews will come plans to transition successfully to the new standard that are distributed to management for final comment, review and implementation.

QMS - Improve to achieve an Efficient and Effective Corrective Action System

- Eliminate Repeated Mistakes by June 2017
- Make the system easy to audit by June 2017

Environment

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

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

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

The Bowden Print Group recognises that all its activities have a potentially harmful impact on the environment. The Bowden Print Group accepts social and moral responsibility for a continual improvement of our impact on the environment beyond the requirement of current legislation and other requirements we subscribe to.

In 2011 the Bowden Print Group achieved ISO 14007 Environmental Management System Certification. This was our major focus over the past 12 months to attain.

We will make conscious decisions to ensure the environment is a key consideration in all activities undertaken by the Bowden Print Group.

We will:

- Favour prevention of waste over reuse, before recycling and disposal to land fill.
- Strive to reduce pollution and minimise the environmental impacts and costs of our operations.
- Train and motivate our employees to understand their environmental responsibilities and participate actively in our environmental programmes.
- Regularly communicate our environmental performance to our shareholders, employees, customers and other interested parties and maintain an open dialogue with them.

To apply a common environmental management methodology throughout the company, the Bowden Print Group have employed the use of external consultants to assess and approve "Minimum Environmental Requirements".

The requirements enable standardised practices throughout the company, regardless of their activity, the geographical area where they operate, and the applicable legal requirements.

Optimal product recycling begins in understanding the overall impact that arises from recycling issues. We evaluate the ecological effects of all processes over the whole life cycle of the product by means of a 'cradle to the grave' methodology and ECO Mapping. These results help the company employees choose and develop alternatives early on that offer the greatest ecological improvement over the whole life cycle of the product.

Environment (continued)

The ACE Committee, which consists of internal and external experts with environmental knowledge (executives in charge of environmental matters, and members from within the company) considers the Bowden Print Group's environment-related operations, such as recycling and emissions trading, as well as the company's continual improvement in its manufacturing processes help to promote to show the greatest possible responsibility and concern for the environment.

We are doing our part for the environment by implementing "green" practices that help minimize the overall ecological footprint and contribute to more sustainable livelihoods by decreasing energy needs and increasing water conservation.

We are constantly challenged to improve the sustainability of the technologies, processes and materials employed in our operations and we can show examples of environmental impacts reduced by such initiatives. The recent review of all processes will identify improvements in the use of power and fuels and a packaging review will aim to define the environmental implications of materials and practices in packaging.

2016 Actions Completed:

Recertification of our Environmental Management System: EMS 14001:2004 Certification

Significant company aspects to be distributed and communicated to major stakeholders and clients.

2017 Actions to be implemented:

Transition to the new EMS Standard

- Attain ISO 14001:2015 registration in February 2018
- Weekly meetings will discuss and review each transition module. The action from these reviews will come plans to transition successfully to the new standard that are distributed to management for final comment, review and implementation.

Environment (continued)

EMS - Communication – Internal and External

- Updates to all staff and clients will be communicated weekly and quarterly respectively. Internally the weekly Kick-start will inform staff, and externally the quarterly newsletter will inform clients.

Waste

- We will recycle 100% of all possible paper, plastic and cardboard: Inputs and outputs will be measured to report on recycling programme.
- We will continue to develop our waste saving strategies through research and development.
- Investigate the possibility of creating a zero waste to landfill target by the end of 2020: Research similar business or industries that create similar waste.

Anti-Corruption

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

The Bowden Print Group will not condone any violation of the law, dishonesty or unethical business dealing by any employee, including any payment for, or other participation in, any illegal act such as bribery, fraud, theft, money-laundering or illicit dealing in goods or stolen property.

Employees or contractors who are concerned that laws, regulations, standards or the Code of conduct may be being breached, including safety-related issues, can raise concerns through our weekly staff meetings that are aimed at bringing issues to the forefront in an informal surrounding.

All reports are initially handled by a review process before being forwarded to the appropriate person within the Bowden Print Group.

Concerns are passed to a regional chapter of an industry based body who advises as required.

The Bowden Print Group will not tolerate retaliation against anyone who raises issues or is named. Any allegation of retaliation is investigated and, if substantiated, disciplinary action will be taken against those responsible

The Bowden Print Group has introduced measures and processes that address this issue and these have been successfully developed and implemented.

Action Plan Update



Action Plan	Details	Completion Date	Not Started	In Progress	Completed
Human Rights Programme					
Code of Conduct based on ILO (International Labour Organisation) standards.					
Corporate Sustainability Leadership	Implement procedures and plans that create sustainability in the workplace.	31/12/16			
ISO 26000 (CSR Guidance)	To complete and aspire to the guidelines identified in the ISO 26000:2010 standard.	31/12/16			
B5 Initiative: Review and implement Corporate Social Responsible practices	How can the Bowden Print Group engage at a more socially responsible level.	31/12/16			
Training Schedule	Establish Training schedule by June 2015,.	31/12/15			
QMS and EMS	Recertification of QMS and EMS	29/2/2016			
QMS and EMS	Review and implement quality and Environmental systems to migrate to new QMS and EMS Standards	Feb 2018			