

Communication on Progress 2017

Statement of continued support

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

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



Ms Genevieve Chua

Managing Director

15 September 2017

1.	Elimination of all forms of forced and compulsory labour	Spicers Paper does not use any form of forced or compulsory labour and all our policies are aligned with Singapore's employment legislations.
2.	Business should uphold the freedom of association and effective recognition of the right to collective bargaining (eg. Workers right and protection)	<p>Spicers Paper launched the 'Speak-Up' Campaign since April 2007 and the programme is still on-going.</p> <p>It constantly reminds everyone about confidential reporting service that provides anonymity and protection. Employees can raise their concerns by contacting Speak Up using a multilingual online website or email option.</p> <p>There is monthly office and warehouse inspection, to ensure that the work place is safe for all employees. Every employee was given an 'Employee's Handbook' and 'Personal Safety' booklet that comprise information aimed at helping employees keep their workplace safe, fair and honest.</p> <p>We have embarked on a Workplace Health Promotion programme since July 2011 and received a bronze award for the Singapore Health Awards 2012 which recognises organisations for their commendable efforts in promoting workplace health and honours organisations that strives to help their employees lead healthy and vibrant lives.</p> <p>The Managing Director is interviewed and featured in the local SME Magazine in the article, "Going Green", in the March-April 2012 edition.</p> <p>The Managing Director is interviewed and featured in the local CPA Magazine in the article, "Sustainable Growth - ICPAS Council Member Genevieve Chua On Relevant Role of CSE In Business" in the October 12 edition.</p> <p>In March 2015, the company received a Gold award for the Singapore Health Awards 2014 recognising the company's continued efforts in promoting workplace health and keeping its employees lead healthy and vibrant lives.</p> <p>The company organised free health wellness screenings and health talks for the staff in 2016 and May 2017. The company's Health Facilitator also started Qigong Interest Group and the group has Qigong sessions every Wednesday/Thursday since December 2016.</p> <p>In August 2017, the company organised U SME Corporate Membership with National Trade Union Congress (NTUC) which provides welfare and benefit programmes for the staff. The programme</p>

		<p>provides the staff with access to training and enrichment programmes, workplace advisory centres, employability and professional development programmes and other privileges such as NTUC insurance coverage, NTUC Social Enterprises, exclusive offers with merchant partners etc.</p>
3.	<p>Elimination of discrimination in respect of employment and occupation (eg. Gender and age fairness)</p>	<p>Apart from our charitable works, PaperlinX Singapore truly puts our employees' welfare ahead. We are a signatory to the Tripartite Alliance for Fair Employment Practices to prevent discrimination in the workplace and to uphold the principles of fair employment. Our staff also participates in an annual corporate web-based training programme related to the Anti-Competition Act to encourage fair trading practices and business ethics. Such are;</p> <ul style="list-style-type: none"> a) Continuous relevant training provided to all employees, from forklift training to customer service and technical training b) Financial and other means of support for promising employees who wish to further their studies c) Internal promotions and opportunities for career enhancements <p>Spicers Paper launched the 'Speak-Up' Campaign since April 2007 and the programme is still on-going.</p> <p>It constantly reminds everyone about confidential reporting service that provides anonymity and protection. Employees can raise their concerns by contacting Speak Up using online website and email.</p> <p>An example of studies and training is a recent sponsorship of 2 employees for an effective strategic selling course to enhance their capabilities in August 2013.</p> <p>In terms of internal promotions, the Regional Sales Manager became General Manager for Hong Kong, South China and Vietnam in April 2013.</p> <p>In terms of internal promotions, the Customer Service Supervisor became Assistant Manager – Customer Service and Sales Admin, and Senior Sales Executive became Assistant Manager – General Paper & Publications in November 2014.</p> <p>In October 2016, the company has organised Printing & Product Training for 2 Customer Service Executive and 1 Shipping Executive staff at the</p>

		<p>supplier's mill premises in Changshu, China.</p> <p>In August 2017, the company has organised an in-house Leadership and Effective Communication programme for 12 staff for their professional development.</p>
4.	Businesses should support a precautionary approach to environmental challenges (eg. Environment protection and conservation efforts)	<p>We are committed to providing our customers with product options that have strong environmental credentials. Our business is well positioned to meet these requirements. Many of our papers also bear the Forest Stewardship Council (FSC) logo, which confirms the FSC certified wood used in their production.</p> <p>FSC is an international organisation that promotes responsible stewardship of world forest. We are proud to be the first paper merchant in Singapore to be awarded the Forest Stewardship Council Certification in 2007.</p> <p>In March and June 2012, we have been successfully re-certified under PEFC and FSC Councils respectively. With the re-certification, our PEFC certificate is valid for another 3 years ending Mar 2015 and FSC certificate is valid for another 5 years ending June 2017.</p> <p>In February 2015, we have successfully re-certified under PEFC Council and the PEFC certificate is valid for another 5 years ending Feb 2020.</p> <p>In March 2016, the company has been rated as a CIPS "Rated Supplier" by Chartered Institute of Procurement and Supply in UK for our sustainability index score. The CSI (CIPS Sustainability Index) ratings for the 3 sustainability pillars are 69% for Economic Pillar, 95% for Environment Pillar and 97% for Social Pillar.</p> <p>In June 2016, we have successfully re-certified under FSC Council and the FSC certificate is valid for another 5 years ending June 2022.</p> <p>In February 2017, the company has been rated as a CIPS "Rated Supplier" by Chartered Institute of Procurement and Supply in UK for our sustainability index score. The CSI (CIPS Sustainability Index) ratings for the 3 sustainability pillars are 76% for Economic Pillar, 100% for Environment Pillar and 100% for Social Pillar.</p> <p>In June 2017, the company had co-organised a public awareness talk for PEFC Council together with Eco Business about the developments about PEFC and how it fulfils many of the UN Social Development Goals. A lunch talk with CEO PEFC</p>

		Council with the local printers was also organised.
5.	Undertake initiatives to promote greater environmental responsibility	<p>We conduct Eco talks throughout the year and organise field trips for clients to our PEFC certified paper mills to spread the awareness of responsible forestry. We go one step further in promoting the green message by offering sponsorships in support to companies that organise green activities.</p> <p>In August 2015, the Managing Director has been invited as a speaker at Konica-Minolta Connect 2015 to share the topic on "Power of Print in Today's World".</p> <p>The company has sponsored about \$3,500 worth of paper materials to local NGO's in support of promoting the usage of sustainable materials from September 2014 to August 2015.</p> <p>In November 2015, the Managing Director has been invited as a speaker at Konica-Minolta Connect 2015 to share the topic on "Power of Print in Today's World".</p> <p>The company has sponsored about \$2,000 worth of paper materials to local NGO's in support of promoting the usage of sustainable materials from September 2015 to August 2016.</p> <p>In August 2016, the Deputy Marketing Director has been invited as a speaker at Singapore Book Publishers Association Members' Meeting to share on the topic on using Sustainably Sourced Papers.</p> <p>The company has sponsored about \$2,500 worth of paper materials to local NGO's in support of promoting the usage of sustainable materials from September 2015 to August 2016.</p>
6.	Encourage the development and diffusion of environmentally friendly technologies	<p>We are currently still using the "Power Stabilizer" to reduce the electricity consumption and also converted the whole office to use LED bulbs instead of the conventional ones. Most of the CRT monitors have been replaced by the low power consumption LCD monitors.</p> <p>The company has passed the 3rd party Eco-Office audit and attained the Project: Eco-Office Certification in December 2012. The certification is valid till December 2014. It recognises companies for their efforts to raise awareness and cultivate environmental habits and practices within their workplaces.</p> <p>We participated in Toshiba Toner Recycling Programme whereby the empty used toner</p>

		<p>cartridges are collected and recycled by Toshiba Data Dynamics. We have returned a total of 9 empty toner cartridges between Oct 2013 and Aug 2014.</p> <p>We have returned a total of 12 empty toner cartridges (Toshiba and other brands) between Sep 2014 and Aug 2015 under Toshiba Toner Recycling Programme.</p> <p>In December 2014 and April 2015, the company has changed the high-bay lightings in the warehouse to LED high-bay lightings to further reduce the electricity consumption.</p> <p>We have returned a total of 21 empty toner cartridges (Toshiba and other brands) between Sep 2015 and Aug 2016 under Toshiba Toner Recycling Programme.</p> <p>In December 2015 and January 2016, the company has changed 13 floodlights to LED ones that provide night lights around the premises to reduce the electricity consumption.</p> <p>We have returned a total of 18 empty toner cartridges (Toshiba and other brands) between Sep 2016 and Aug 2017 under Toshiba Toner Recycling Programme.</p>
7.	Businesses should work against all forms of corruption including extortion and bribery	<p>Staff members participated in a 12-month web-based training programme relating to Anti-Competitive practice and in compliance with the Competition Act 2009 section 34 and 37. This training is being conducted on a yearly basis.</p> <p>Our Core Operating Principles and Values such as "Compliance is mandatory", "Trust and Respect" as well as "Sustainability" place emphasise on the importance of businesses working against all forms of corruptions, understanding the line that divides the right and the wrong, and not crossing it in relation to competitive behaviour, employee safety or environmental issues in particular, within the workplace.</p> <p>In April 2015, the company has managed to raise \$1,500 in donations from the sales of paper placed in the month of January and February 2015 during our SG50 Charity Drive 2015 for SPD (formerly Society for the Physically Disabled).</p> <p>In August 2015, the company has received a certificate of appreciation for its contribution to RSVP Singapore during RSVP Donor Appreciation Day 2015.</p>

	<p>In May 2016, the staff participated in the RSVP Singapore's Flag Day 2016 and managed to raise \$231 during the event.</p> <p>On 24 July 2016, the company has supported the local Institute of Technical Education (ITE) for their Alumni Bowling Tournament 2016 event garnered to raise funds for the needy ITE students through the event.</p> <p>The MD is assisting RSVP Singapore as their Honorary Treasurer pro-bono since January 2017.</p> <p>On 18 February 2017, the staffs have participated in the RSVP Singapore Flag Day 2017 to raise donations for the organisation.</p>
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