



**Print City**  
Company Limited

# GLOBAL RESPONSIBILITY REPORT PRINT CITY 2016



Caring for Climate



**GreenPrint**  
Carbon Neutral  
1777-73851269-VCU-009





# THE TEN PRINCIPLE OF THE UNITED NATIONS GLOBAL COMPACT

## Print City fulfilled the pledge to UN Global Compact

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

- HUMAN RIGHTS**

*Principle 1:* Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2:* make sure that they are not complicit in human rights abuses.
- LABOUR STANDARDS**

*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.
- ENVIRONMENT**

*Principle 7:* Businesses should support a precautionary approach to environmental challenges;
- Principle 8:* undertake initiatives to promote greater environmental responsibility; and
- Principle 9:* encourage the development and diffusion of environmentally friendly technologies.
- ANTI-CORRUPTION**

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

# Global Responsibility Report

## Print City 2016

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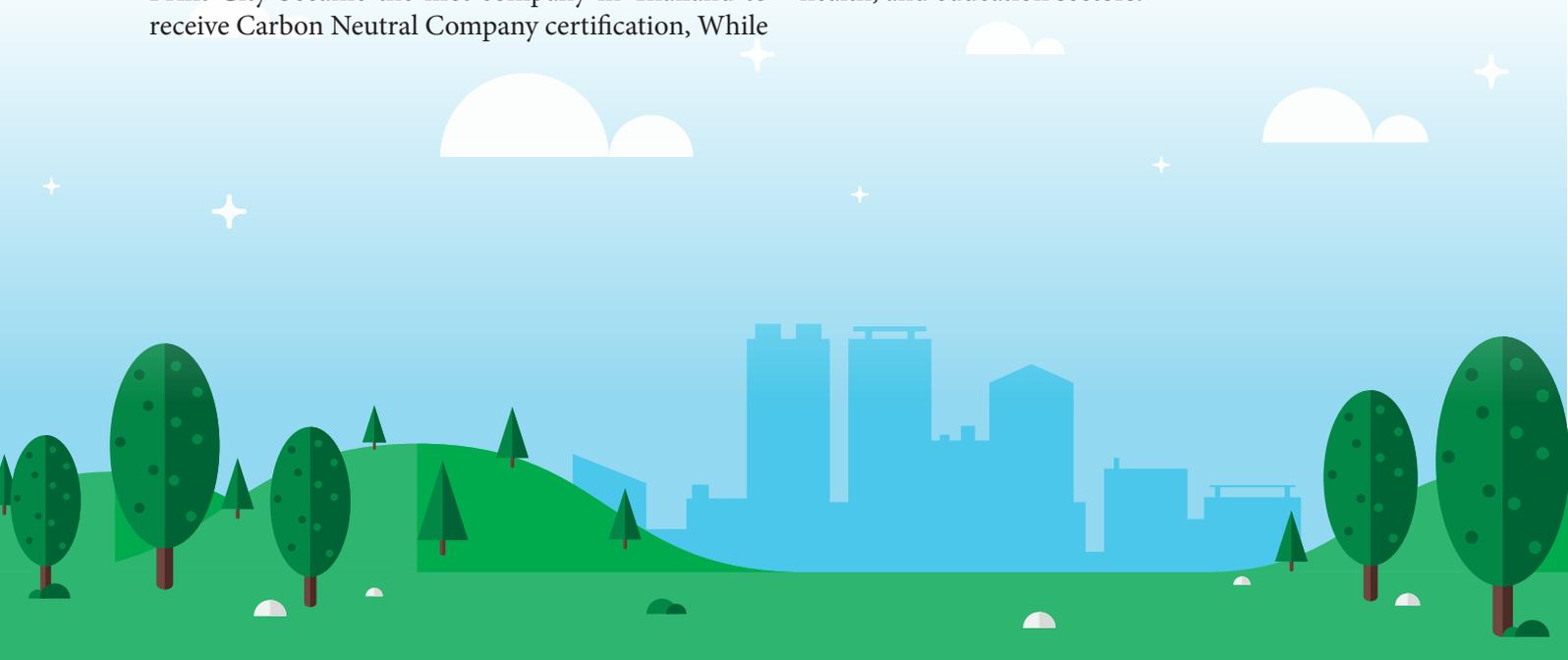
# Print City in brief

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Print City, Thailand's First Carbon Neutral Company, is the leader in Print Industry in terms of sustainability with green printing solution and aligned with the UN Guiding Principles on global compact and Business for Peace. GreenPrint is one of the big issues in the print media industry, with a growing awareness of the need to protect the environment. The increasing scarcity of resources and the impact on air, water, and soil are making this urgently necessary, with the focus first and foremost on cutting CO<sub>2</sub> emissions. Print City's view of the future of print is that it will be an evolving mix of multiple scenarios for different market segments, economies and cultures, however, all of them will have a common need for strategy to optimize our success. Firstly, print must be seen, it need to stand in its own right and be valued a functional media. This needs to be underpinned with a combination lean & green strategy to ensure profitability and sustainability. This strategy combines productivity benefits from lean manufacturing that also improve green performance from resource and waste reduction.

Print City became the first company in Thailand to receive Carbon Neutral Company certification, While

Print City has realized significant energy cost savings in reducing its carbon footprint, there is tremendous real and potential value in becoming a certified carbon neutral company. The primary benefit of the Carbon Neutral certification is reputational. Not only does it please consumers, it has the potential to increase market share, attract buyers, and strengthen a firm's public image. These advantages are largely dependent on the use of Bureau Veritas (Thailand) a credible third party and granted by Thailand Greenhouse Gas Management Organization (Public Organization) for verification thus lending credibility to the organization's social and environmental initiatives. Building on our market leadership in printing, Print City make it easier and more enjoyable that combine outstanding design and user experience with great value. We pursue growth in adjacent markets, such as graphics solutions and commercial mobility. We are defining new market categories through 3D printing and immersive computing platforms that fuse together the physical and digital worlds. Our core customers consist of individual consumers, small-and medium-sized businesses, and large enterprises, including customers in the government, health, and education sectors.



# Message from the CEO

In 2016, the United Nations adopted its Sustainable Development Goals and world leaders forged the Paris Agreement on climate. Those bold moves are intended to help us protect the planet, end poverty, increase access to quality education and healthcare, and improve economic opportunities for all. Also last year, we took a bold step, leveraging our long and proud history to become the Carbon Neutral Company. We vowed to keep reinventing our company and engineering amazing innovation that make life better for everyone, everywhere-and in doing so, create a better world. At Print City we believe that our actions should address some of the greatest challenges we face as a society, including climate change, gender inequality, economic opportunity, quality healthcare, and clean and affordable energy. I'm proud to say that Print City is taking action on 4 & 13 of the 17 United Nations Sustainable Development Goals. The breadth of our sustainability programs is evidence of our commitment. We believe sustainability is a powerful force for growth and innovation, in the world and at Print City. It guides how we do business and drives the way our products are designed, made, used, and regenerated. And it is a focal point as we reinvent our business models and operations toward a materials-and energy-efficient circular economy. We know we cannot do this alone. Working with our partners, employees, and customers, we can keep moving forward responsibly, sustainably, and successfully. Through our technology innovations, we are creating opportunities for everyone by changing the world around us. For example, our commercial 3D printing solutions have the potential to transform manufacturing, reducing waste and the need to burn fossil fuels to transport

goods and raw materials. At Print City we measure success through how our actions and solutions help people, businesses, and communities thrive.

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

The global business environment in 2015 was not easy, and we do not count on it becoming easier anytime soon. I am not only thinking about the turbulent economy. We know that our planet is running out of natural resources, and that climate change is a reality that will shape our future. To succeed in this changing environment, Print City is going through a transformation into a company that will use renewable materials to create value on a global scale. To do this we must make investments in growth markets, while ensuring that our existing businesses remain profitable.

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



# Strategy & Governance

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

Print City’s Sustainability Policy describes our overall approach to sustainability. It focuses on areas, which we have identified as priorities, and explains the integral role of sustainability in our corporate strategy. In 2016, two Lead Areas formed a framework for our sustainability work: People & Ethics and Environment & Efficiency. Targets and key performance indicators (KPIs) on sustainability are incorporated into group-level and division-level monthly performance reporting and periodic business reviews. Consolidated results on material sustainability indicators are reported annually in the Sustainability Report. Selected sustainability targets and KPIs are also reported quarterly. Print City’s Code of Conduct and other policies, guidelines, and statements related to sustainability spell out our approach to topics that are

material to us, while also guiding our employees in their everyday work. Sustainability governance Sustainability is a key element of Print City’s corporate governance, promoted by the Board of Directors, the CEO and the Group Leadership Team.

## Global Responsibility Governance

During 2016 we reviewed our Global Responsibility Governance to make it better reflect our operational environment and the direction the company is taking. Our Global Responsibility strategy defines lead areas in which Print City is especially working to enhance operational sustainability and take leadership. These lead areas are

- Resource Efficiency & Environment Performance
- Responsible Business and People

Each lead area includes specific Key Performance Indicators and targets.

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

## Key Performance Indicators

Our Key Performance Indicators (KPIs) were reviewed in 2016 as part of our Global Responsibility Strategy. Our KPIs are structured by our Global Responsibility

*iChange  
4World*

Excellence  
Governance  
Novelty

Accountability

Harmonization

Creativity

Integrity



lead areas. They monitor, measure and summarize the progress on sustainable development and the related impacts on our business and stakeholders. In addition to the KPIs, our sustainability performance is measured

using other more detailed metrics and disclosures, as presented in this report. During 2016 we developed data collection processes for the new KPIs and set our new sustainability targets.

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

### Key topics for the Lead Areas:

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

#### Environment and Efficiency

- Key topics:**
- Material efficiency
  - Energy and climate actions
  - Water issues
  - Environmental impacts from logistics

- KPIs**
- CO<sub>2</sub> emissions
  - Material efficiency index
  - Process water discharges

#### People and Ethics

- Key topics:**
- Health and safety
  - Business ethics
  - Responsible restructuring
  - Employee satisfaction
  - Human rights and labour rights

- KPIs**
- Total Recordable Incident rate
  - Implementation of our Human Rights Approach
  - Leadership index
  - Supplier contracts covered by responsibility criteria

### Governance and management

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

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

### Business ethics

Print City has a single set of values that are applied wherever we operate. Our Code of Conduct defines common rules for all our employees, and provides guidance on Print City's approach to ethical business practices, environmental values, and human and labour rights. During 2016 Print City's Code of Conduct and related materials were reviewed and revised to reflect more closely the content of our

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

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

### Code of Conduct

To ensure that our employees understand and follow the rules set out in our Code of Conduct, they receive related training through our established e-learning tool or face-to-face training. By the end of 2015, an estimated 95% of our employees had undergone such training. We are still continuing this training where employees have not yet been trained, and also working to ensure that all new employees are trained promptly. New e-learning and face-to-face training procedures based on our revised Code of Conduct will be launched in 2016.

# Sustainable Development Goals

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

## Our Strategy

### ● to take the LEAD

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

### ● to SHAPE an industry

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

### ● to CREATE lasting value

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

17 PARTNERSHIPS FOR THE GOALS



## Process of Determining High-priority Management Themes

### Step 1 Formulate a basic policy

- Devise a basic policy by reviewing past CSR activities

### Step 2 Identify social issues to be tackled

- Use references including a variety of guidelines and the SDGs
- Consider how the social issues relate to Print City management philosophy and business strategies, our products and services, and our technologies.

### Step 3 Assess relative importance of themes

- Consider level of demand and interest from society, and level of impact on Print City business, including potential opportunities and risks

### Step 4 Plan and review

- Set targets for each organization within Print City and internally review and approve the targets

## The Value Print City Provides to Address These Issues

- Creating a communication environment where everyone can use the information they need in the optimal format and share it with anyone, anytime, and anywhere
- Providing an environment where all members of society, regardless of organizational affiliation, contribute their knowledge and spur innovation
- Providing emerging countries with products, solutions, and services adjusted to local needs and level of development
- Reducing information security risk and securely protecting important data
- Promoting procurement and production activities throughout the supply chain and developing locally rooted sustainable business operations

- Providing our proprietary know-how and technologies to facilitate partnership with local residents, companies, government agencies, NGOs, academic institutions, etc.
- Preventing disasters and supporting recovery
- Reducing environmental impact by strengthening Print City environmental management
- Providing products and services that combine user convenience with energy saving

- Creating an environment that empowers each of our employees to make maximum use of their abilities, enjoy their work, and experience the fulfillment of personal and professional growth

- Earning greater trust from society by building a robust management foundation and practicing sound management

## Stakeholders

Customers

Suppliers

Local Communities

Global Environment

Employees

Shareholders/  
Investors

## Our Long-term Goals (for 2030)

Contribute to economic growth by helping our customers to promote new work styles



Leverage innovative communication technologies to help transform the way society works and reduce environmental impact



Enable employees to experience personal and professional growth and fulfillment by boosting motivation



# People & Ethics



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

## Human rights

Our policies A deep commitment to human rights Print City's human rights commitment covers our employees and on-site contractors, external suppliers of materials and services, our business partners, and communities near our operations. Our overall sustainability agenda is committed to the ten principles of the UN Global Compact, including the principles on human rights. Relevant Print City policies and statements on human rights include:

- Code of Conduct, which expresses our respect for international human and labour rights.
- Supplier Code of Conduct, which imposes strict contractual requirements on human rights on our suppliers.
- Human Rights Statement, which expresses our respect for international and regional human rights.

The UN Guiding Principles emphasise that companies have an ongoing responsibility to respect human rights, even where governments and regulatory frameworks have gaps in adhering to human rights. They recommend that companies implement human rights due diligence procedures that identify, assess, and address the human rights risks and impacts of their operations, products, and services.

By mid-2015, human rights action plans were defined based on the findings and recommendations of the human rights assessments conducted in 2014. The plans include group-wide actions relating to:

- Compliance monitoring of labour rights and the working conditions of third-party on-site staff
- Promoting diversity and inclusion among Print City's workforce
- Improving overtime practices and entry-level wages at some units
- Developing guidance and procedures for the protection of employee privacy
- Ensuring opportunities for supporting and facilitating collective bargaining
- Improving occupational health and safety practices at some units
- Improving environmental and social impact assessment procedures
- Enhancing policies and procedures for security management
- Continuing to implement our Supplier Code of Conduct
- Ensuring that all human rights impacts are considered and addressed through responsible supply chain management.

## Labour rights

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

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

We take active measures to prevent and eliminate child labor through our policies. Our Ethics Policy & Sustainability Policy address child labor and consistent with the UN Global Compact. Potential employees are

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

- All new employees upon being hired are required to sign that they have read, understand and will comply with our ethics policy as a condition of employment
- The ethics policy is addressed by our managers regularly in employee meetings

- The ethics policy is a topic addressed at our annual Vision Week which is a week each year focused on employee engagement with a special focus on our vision and values

- All leaders are required to comply with the Leadership Expectations Model of which the ethical behavior outlined in the ethics policy is one of the core elements

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



## Goals & actions



	2016-2017		01.09.17
	Target	Achieved	Status
<i>Management</i>			
All local managements have been informed of our policies, have issued their comments, and have endorsed the policy.	100%	100%	✓
Zero tolerance of acts of discrimination of any kind and hence no cases to be reported.	100%	100%	✓
<i>Procurement</i>			
Based on results of the previous survey, a further improvement in compliance with the UN Global Compact will be targeted by seeking a similar commitment also from smaller suppliers.	100%	90%	(✓)
Request for commitment to UN Global Compact principles shall become standard procedure in qualification process for new raw material suppliers.	100%	100%	✓
<i>Employee training</i>			
Improve employee competences and capabilities, thereby improving company competitiveness. The process is ongoing and has our commitment.	100%	100%	✓
Measurement of employee satisfaction by conducting a global people survey and developing action plans.	100%	100%	✓
<i>Occupational injuries</i>			
No injuries causing work absence to be registered in the reporting period.	0%	1.0%	÷
<i>Labour rights</i>			
Our Code of Ethics is an integral part of Print City due diligence process and any non-conformities are reported.	100%	100%	✓

÷ Not accomplished (✓) Partly accomplished or behind schedule ✓ Accomplished or on track

# Printing & innovation

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

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

## Product labeling and sustainability performance

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

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

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

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

## Environment Footprint

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

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

## Product safety and hygiene

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





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

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

### Labeling

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

### Tracking number?

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

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

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



## Goals & actions



	2016-2017		01.09.17 Status
	Target	Achieved	
<i>Achieve Carbon Neutral Printing</i>			
Define our subject – we can certify our whole company, a product line or activities such as business travel.	100%	100%	✓
Measure our carbon emissions using independent, qualified third party assessors.	100%	100%	✓
Set a net zero carbon emissions target to provide a strong statement on carbon reduction goals.	100%	100%	✓
Reduce our carbon emissions through a cost-effective combination of internal reductions and carbon offsets.	100%	100%	✓
Communicate our achievement by displaying our Carbon Neutral certification on websites, reports, letterhead, packaging and vehicles, and communicating how our achieved the target.	100%	100%	✓

÷ Not accomplished (✓)Partly accomplished or behind schedule ✓ Accomplished or on track



# Sustainable Supply Chain

Print City’s footprint covers our entire value chain, from our suppliers and operations to customer use and product end of service. Print City was the first in the Printing industry in Thailand to publish a full carbon footprint. We remain committed to continuing this strong legacy of transparency and leadership in measuring and reducing environmental impact. Understanding and working to improve our performance in GHG emissions and water contributes to achieving the United Nations Sustainable Development Goals in those areas. The carbon footprints describe Print City total environmental impact, including data across the value chain. We anticipate that the manufacturing supply chain and customer use of our printing will continue to be the main contributors to our overall environmental impact.

impacts globally while benefiting our business and customers. From sourcing the raw materials used to make our products to manufacturing and shipping our printing, we are committed to building an efficient and sustainable supplier network. We work with many of production suppliers, whose operations contribute significantly to Print City’s environmental footprint. As a core part of our Supply Chain Responsibility Program, we collaborate with suppliers to reduce these impacts. Our efforts are enhancing suppliers’ abilities to measure environmental impacts, and the coverage of suppliers reporting environmental data has increased substantially during the last several years. We’re also helping suppliers improve performance, demonstrated by long-term reductions in supplier GHG emissions intensity.

## Supply chain environmental impact Throughout Print City’s supply chain

Print City implement industry-leading practices and catalyze changes that reduce our environmental

## Sustainable supply chain information

Consumers and business customers are becoming more committed to sourcing products and service providers that are ‘sustainable’ or ‘green’. Print City are providing

### MANAGING OUR SUPPLY CHAIN’S SUSTAINABILITY



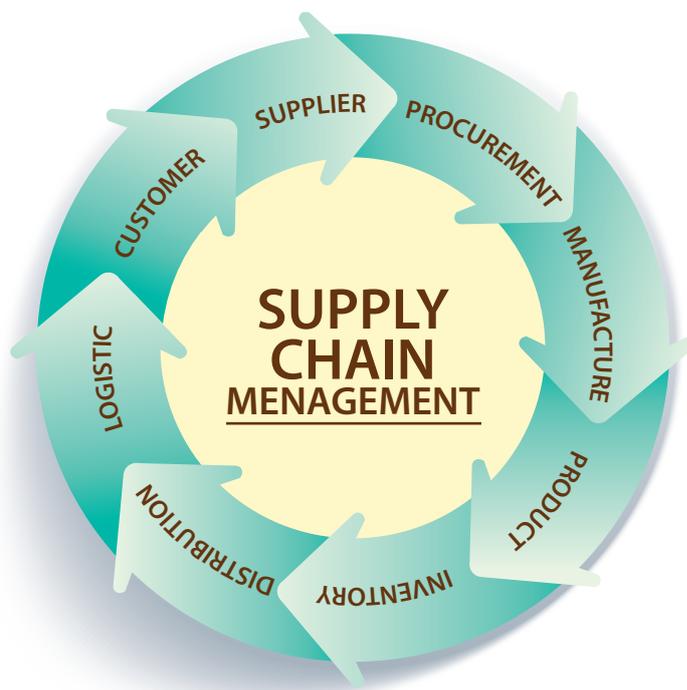
more information about the sustainability of our printing. This usually includes features that support sustainability – such as energy efficiency, reuse and recycling systems and innovative use of materials. We can reflect the carbon footprint, which usually refers to the level of carbon dioxide generated throughout the production and delivery of the product.

### Supply chain management

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

### Sustainable purchasing

Print City’s purchases of raw materials shall be based on the principle of sustainable production.



Sustainable development means meeting the needs of today’s population without compromising the ability of future generations to meet their own needs. Global population growth and increased consumption are augmenting the burden on the earth’s natural resources. It is already evident that certain natural resources are being exploited.



### Goals & actions



	2016-2017 Target	Achieved	01.09.17 Status
<i>Managing supply chain’s sustainability performance</i>			
Policy decisions about procurement and how we flow through procedures	100%	100%	✓
Identifying the risks and opportunities in our supply chain	100%	100%	✓
Using local suppliers and contractors to reduce fuel usage and our carbon footprint	100%	100%	✓
Which aspects of social sustainability you could evaluate in your suppliers	100%	100%	✓
Measurement, costing and analysis models to assist supply chain decisions – these include life cycle assessment, carbon footprint, ecological footprint.	100%	100%	✓
<i>Responsible sourcing</i>			
Setting clear responsibility requirements for our suppliers	100%	100%	✓
Training our own purchasers to integrate responsibility issues into purchasing processes	100%	100%	✓
Continuous evaluations of suppliers’ performance through risk assessments, audits and follow-up	100%	100%	✓
Building up the capacity of suppliers along our supply chain to act responsibly	100%	100%	✓

÷ Not accomplished (✓)Partly accomplished or behind schedule ✓ Accomplished or on track

# Environment & Efficiency

Caring for Climate



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

### Recognize That:

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

### Commit To:

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

### And Will:

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



## Green Print Reduce CO<sub>2</sub> emissions

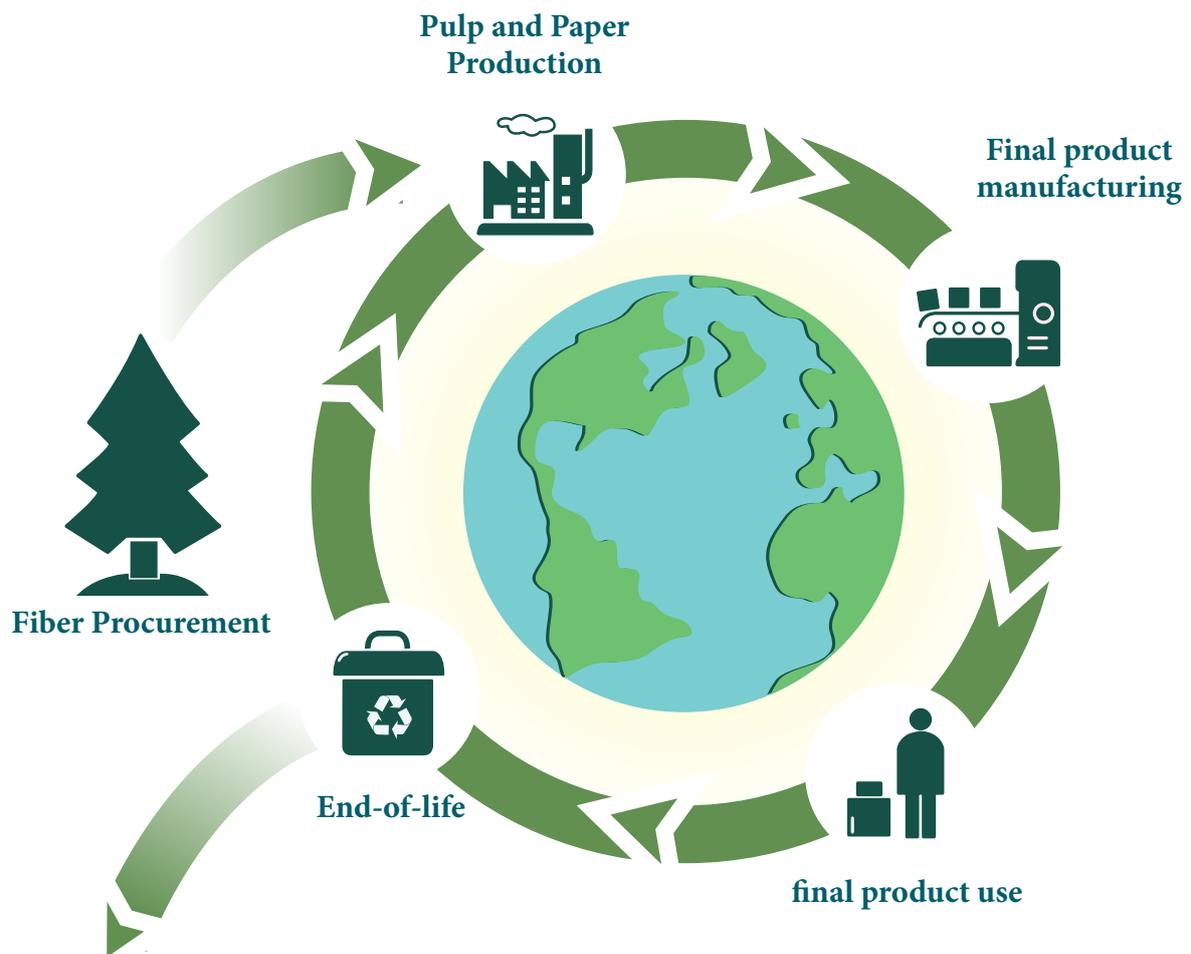
Print City is constantly working to reduce carbon dioxide (CO<sub>2</sub>) emissions along the company's value chain. This involves promoting sustainable forestry, creating innovative products based on renewable raw materials, and developing cleaner and more efficient processes and operations. Print City also actively participates in global discussions related to climate change.

**Targeting a 36.02% reduction in CO<sub>2</sub> intensity** Most of the greenhouse gas emissions generated by our operations come from the energy we purchase and produce at paper mills. The most effective way for us to reduce our fossil CO<sub>2</sub> emissions is to further improve our energy efficiency.

In 2016 we updated our previous target for reducing our fossil CO<sub>2</sub> emissions, and we now aim to reduce emissions per saleable ton of printing by 36.02 % from 2010. This CO<sub>2</sub> intensity target covers both emissions generated directly by our own facilities and indirect emissions produced during the generation of the electricity.

**36.02%**  
Reduce CO<sub>2</sub>  
emissions





**Life cycle assessment**

Sustainable innovation requires a deep understanding of product environmental performance, from materials selection and manufacturing to product use and end of service. Print City uses life cycle assessment (LCA) to quantify the environmental characteristics and impacts of our printing. We also conduct product carbon footprints (PCF) to advance our work to reduce product greenhouse gas (GHG) emissions. These tools help us identify the processes, components, and materials with the largest environmental impacts, and compare them with possible alternatives. We use those insights to target areas for improvement and inform future product design.

**Carbon Footprint**

A carbon footprint is a method used to measure and communicate the total amount of greenhouse gases emitted both directly and indirectly in the production and delivery of goods and services. Raw materials, energy consumed and transportation are the main elements used to calculate the carbon footprint of a

product. Most of our direct greenhouse gas emissions come from the energy we purchase and produce to operate our printing processes. To reduce costs and reach our environmental goals, we are continuously working to improve the energy efficiency of our operations' and products' carbon footprint.

**Carbon Neutral Printing**

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



## Responsible forestry

In 2016, Print City purchased approximately 2,706 tons which 100% from responsible forestry then help us preserve a total of 65 acres



Total paper purchased  
**2,706**  
tons

# 65

acres preserved



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**PRINT CITY switch off 32 million bulbs**  
from efficiency activities equivalent to drive sustainability.

Energy efficiency Continually improving the energy efficiency of our printing portfolio fulfills our commitment to deliver better, more cost-effective, and less GHG-intensive technology solutions to our customers. To support these innovations, we use multiple ways to assess energy performance across our portfolio.

### Combating global warming

Creating value with renewable materials. Carbon dioxide is the primary greenhouse gas causing global warming. Our products are based on renewable materials with a comparatively low carbon footprint. They help our customers and society at large to reduce CO2 emissions by providing alternatives to solutions based on fossil fuels and other nonrenewable materials.

The Paris Climate Conference (COP 21) in December 2015 approved the first universal climate agreement, with 195 countries committing to the target of keeping the global rise in temperature below 2°C. Print City welcomes this agreement as an important milestone in sustainable global development. As a renewable materials company we have a solid base to build on for a low-carbon economy. As part of Print City’s wider strategy to combat global warming, we are committed to a science-based CO2 reduction target. Opportunities

and challenges -35% Our target is to reduce our fossil CO2 emissions per saleable tonne of printing by 40% by the end of 2025 from a 2009 baseline.

### Climate actions

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

### Energy

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

### Water

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



## Goals & actions



	2016-2017		01.09.17
	Target	Achieved	Status
<i>Product development</i>			
All new products feature sustainability improvements in at least one and preferably more of the following four areas: Energy consumption, water consumption, use of detergents and disposal.	100%	100%	✓
<i>CO<sub>2</sub> emissions</i>			
30% reduction in 2014 normalised to output as compared with 2010.	36%	36.02%	✓
<i>Product environmental footprint</i>			
Set target for reducing environmental footprint for best-selling products based on conclusions from previously conducted pilot project.	100%	100%	✓
Actively participate in industry-related activities, boards and committees to push for agreement on industry standard for measuring environmental performance of products.	100%	100%	✓

÷ Not accomplished (✓)Partly accomplished or behind schedule ✓ Accomplished or on track

# Anti-Corruption



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

### Applying the Principle:

We win business with the integrity of our products, services and personal character. We do not seek business by trying to corrupt the judgment of our customers. We do not

tolerate any bribery of private or of public persons. We neither provide nor receive lavish or extravagant gifts.

### Here’s how you can help:

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

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

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



### Goals & actions

	2016-2017 Target	2016-2017 Achieved	01.09.17 Status
<i>Facilitation payments</i>			
Ban on facilitation payments. Communication on non-acceptance of facilitation payments has been part of the awareness campaign.	100%	100%	✓
<i>Compliance with laws and regulations</i>	100%	100%	✓
Renewed attention to be given to the Code of Ethics as regards conduct in contacts with competitors by inclusion of this aspect in the awareness campaign and by scrutinising memberships of associations.	100%	100%	✓
<i>Anticorruption</i>			
No reported corruption or cartel cases.	100%	100%	✓
Ensure employees are knowledgeable regarding how to act in accordance with Print City expectations on business integrity issues.	100%	100%	✓

÷ Not accomplished (✓)Partly accomplished or behind schedule ✓ Accomplished or on track

# GRI index

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

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## Carbon Disclosure Project

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



**THE CREATIVE AND PRINT**  
WITH A FOCUS ON SUSTAINABLE PRINTING INNOVATION



  GreenPrint

**Print City, CarbonNeutral Company**

29/45-46 Rama1 Rd, Rongmuang, Patumwan, Bangkok 10330

Tel : 0-2215-9988 Fax : 0-2215-5599 E-mail : info@printcity.co.th

[www.printcity.co.th](http://www.printcity.co.th)

