

Interested Parties and Their Needs		Section: viii Issue: 6/0 Page 1 of 1
<u>Interested Party</u>	<u>Their Needs</u>	
Customers	Supply of Compliant Products. Environmental friendly and sustainably produced material. Responsibly sourced material. Human rights, Health & Safety and Renewable Sourcing with the Supply Chain. Lowest Prices Reaching the requirement of the most recently released applicable standards. Business ethics within the supply chain	
Employees	Worker health & safety, remuneration rewards, working conditions, job security and career development. Operational excellence, intranet, newsletters publications and training. Trade Union relations. Central to the success of our business by demonstrating productivity, quality and leadership.	
Owners & Shareholders	Generate sustainable growth and shareholder returns. Improve shareholders capital and boost financial performance. Investor days, One-to-one meetings, site visits and regular conference calls. Corporate governance. Employee health & safety. Climate change, Corporate responsibility management.	
Suppliers	Code for responsible sourcing, quality of products, Operational excellence and ethical business practice. Dialogue through account management relationships, regular engagement with our management on-site. Secure delivery of good value, quality products and service. Meeting responsible sourcing requirements. Provide fair access to business opportunities and appropriate payment conditions.	
Regulatory Bodies	Social and economic development. Employment opportunities. Attracting investment. One-to-one formal dialogue. Conference and speaking engagements. Country specific steering groups. Key to providing fair and transparent competitive trading conditions. Generate economic growth through revenues, taxes, fees and product innovation.	
Industry Bodies	Add to the collective understanding of the responsible practices industry and promote build capacity within the organisation and understand and drive peer approaches. Active involvement in organisations including Hamburg and other mills. Long term industry challenges. Climate change, Human rights. Employee health & safety. Legal Compliance	
Local Communities	Provide support for local economic development and build trust with local communities. Local engagement workshops. Local regional reporting. One-to-one meetings and open houses	
Insurers	Community engagement processes and environment and social investment. Be a good neighbour. Employee health & safety. Safe operation of site and equipment. Operation of good credit management. Legal compliance with appropriate regulations. Corporate responsibility management. Environmental compliance.	