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Our culture is defined by ethical behavior, safe and healthy work practices, environmental responsibility, commitment to treating people with dignity and respect, protection of human rights and compliance with laws. We expect and encourage the same in our supply chain.

Continuous improvement has enabled us to be a successful, responsible company since 1898. We extend the same approach to our business partners, with whom we share an interest in performance and growth. What is good for our suppliers is good for International Paper.

Our Supplier Code of Conduct (SCOC) represents an important step for International Paper and our suppliers. At our core, International Paper requires ethical behavior and compliance with applicable laws and regulations throughout our entire value chain. The SCOC formalizes our expectations and facilitates productive dialogue with our business partners.

Introduction:

Grow with us.

What does it mean to grow with us?

For more than 100 years, International Paper has focused on values and people. Today, we build on this tradition as we look for new ways to further improve our environmental footprint, strengthen our strategic partnerships and balance our environmental, social and financial performance.

With this handbook, we:

- Communicate our values and way of doing business
- Establish our expectations for suppliers in the areas of financial, environmental, and social responsibility, and
- Outline our process for aligning supplier performance with our values and business needs
Supplier Code of Conduct

Key Concepts

Safety:
Make each day a safe day

Environment:
Use resources wisely

Social:
Value people

Law/Ethics:
Act with integrity

Who We Are

24 countries.
58,000 employees.
$24 billion in sales.*

A company of substance.

Industrial Packaging | Consumer Packaging | Uncoated Papers & Pulp

International Paper manufactures and distributes a wide variety of products that people depend on every day.

We do the right things, in the right way, for the right reasons.

We never forget our commitment to people, to customers, or to operational excellence. Those who work for and with International Paper do so not only because of the value we provide, but because of the vision, mission and values by which we operate.

We call them The IP Way.

*As reported in the 2014 Annual Report.
“Sustainability is core to who we are at International Paper. Our history and legacy are built on being leaders in forest stewardship, so to me, sustainability – broadly applied – is a natural extension. As global leaders, it is our responsibility to make our expectations clear to all of our suppliers while ensuring they are aligned and in compliance with the needs of our customers, shareowners and the communities we live and do business in.”

Dave Liebetreu, vice president Global Sourcing

“We have set aggressive, high-impact sustainability goals and our work in achieving them takes the commitment of every employee in International Paper. Making continuous and deliberate improvement toward these goals is vital to our many stakeholders, to the communities where we operate, and to International Paper’s long-term success.”

Tommy Joseph, senior vice president Manufacturing, Technology, EHS&S and Global Sourcing

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### 2020 Goals

<table>
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<tr>
<th>Sustainability Area</th>
<th>2020 Goal Set in 2012</th>
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<tr>
<td>Fiber Certification</td>
<td>35% global increase in third-party-certified fiber volume.</td>
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<tr>
<td>Air Emissions</td>
<td>10% reduction in pollutant emissions (SO2, NOX, PM) from aligning with our energy efficiency initiatives.</td>
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<tr>
<td>Water Quality</td>
<td>15% reduction in mill wastewater discharges of oxygen-depleting substances (BCD) to receiving steams.</td>
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<tr>
<td>Supply Chain</td>
<td>Establish processes promoting transparency, managing risk by monitoring, and identifying opportunities to collaborate with suppliers.</td>
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<tr>
<td>Energy Efficiency</td>
<td>15% improvement in efficiency in purchased energy use.</td>
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<tr>
<td>Community Involvement</td>
<td>Measure and report on our charitable support for environmental education, literacy, and health and human services in the communities where we operate.</td>
</tr>
<tr>
<td>Safety</td>
<td>Injury-free workplace.</td>
</tr>
<tr>
<td>Fiber Efficiency</td>
<td>Reduce fiber loss in the manufacturing process by achieving performance of less than 0.75% fiber loss.</td>
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<tr>
<td>Water Use</td>
<td>Map water usage through our manufacturing locations by 2013; develop management system change objects in 2015 to promote water use reduction in strategic watershed areas by 2020.</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>Reduce manufacturing waste to landfills 30% by 2020, and ultimately to zero.</td>
</tr>
<tr>
<td>Recycling</td>
<td>15% increase in the recovery of Old Corrugated Containers (OCC) by exploring new sources and diverting usable fiber from the landfill.</td>
</tr>
<tr>
<td>GHG Emissions</td>
<td>20% absolute reduction in global GHG emissions (Scope 1 &amp; 2) associated with the production of our products.</td>
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International Paper is committed to excellence in environmental, health, safety and sustainability practices and performance, and continually works to wisely manage natural resources. Health and safety are fundamental values, and we strive to design, operate and maintain accident and injury-free workplaces for our employees, contractors and visitors around the globe.

Sustainable practices represent the foundation of our company, and we strive to minimize environment, health and safety (EHS) impacts during the design, manufacturing, distribution, use and at the end-of-life of our many products. This includes a commitment to the communities where we operate, work and live to responsibly manage our forests, facilities and related businesses.

International Paper seeks to do business with customers, suppliers, vendors, contractors, joint-venture partners and other business associates who share our high standards of ethical business behavior. International Paper champions the innovative and ethical management of natural resources. We work with suppliers of responsibly grown fiber and routinely certify our fiber supply chain to widely recognized standards. Our commitment extends past the forests to include manufacturing and supply chain excellence.

To fulfill these commitments globally, we hold our leaders responsible for the engagement of all employees to ensure:

- Compliance with all applicable laws and regulations
- Implementation of this Policy, International Paper’s global EHS management systems and performance standards; and
- Transparent reporting of our EHS metrics and progress against our commitments

Continuously improving our environmental, health, safety and sustainability performance is a cornerstone of our future business success and is fundamental to The IP Way.
We strive to make sure every person goes home safely at the end of the day. We extend that vision to our business partners.

We expect suppliers to promote secure, safe and healthy work sites in compliance with our Supplier Code of Conduct.

Our goal is to eliminate fatalities and accelerate progress towards zero LIFE incidents.
Forest Stewardship

Trees are International Paper’s primary raw material, and working forests are at the heart of our business. Our large global demand for fiber is a key economic driver in sustaining millions of acres of forested land. In 2014, we purchased nearly 70 million tons of wood fiber in Brazil, China, France, India, Poland, Russia and the United States.

“One of the best ways of saving a forest is to use it.”

UN Food and Agriculture Organization

Further Resources

Paper & Packaging “How Life Unfolds” Campaign
American Forestry & Paper Association (AF&PA) Sustainability Page

Working Forest Process

International Paper takes an active approach to responsible forest stewardship. Our actions create value for landowners, communities, customers and ecosystems on a global scale.

- Two thirds of the world’s forests are actively managed for timber production.
- Working forests contribute to clean air, clean water, animal habitat, and cultural and recreational benefits.
- Demand for paper, packaging and other forest products provides an economic incentive for landowners to grow, harvest and regenerate forests for continuous, sustainable use.
Working with International Paper

With a strong commitment to the highest ethical and sustainable business standards, we procure products and services in support of our operations around the world. With safety as our core value, we embrace innovation and collaboration with our suppliers, delivering quality products and services that are competitive and sustainable and meet customer expectations.

We work with more than 100,000 suppliers around the world, and our approach is based on trust and a philosophy of cooperation towards mutual goals. We look forward to developing long-term relationships with suppliers who are excited to not just meet our needs, but in fact grow with us.

We consider a variety of factors in selecting our suppliers. Quality, capacity, reliability and cost competitiveness are critical. We also consider sustainability attributes, which contribute to our success in an environment of resource constraints and increasing demand for transparency. This “total cost of ownership” approach allows us to consider both immediate and long-term needs in a highly dynamic industry. We seek suppliers who share our commitment to safety, innovation and sustainability.

We evaluate suppliers to ensure their goals and expectations match ours. This review may include a pre-screen questionnaire, monitoring, and most importantly, ongoing communication and training. By extending our philosophy of continuous improvement to our business partners, we look forward to another 100 years of success.

We expect all suppliers to accept the principles outlined in our Supplier Code of Conduct. When issues come up, we work with our suppliers to solve problems, because ultimately their success is also our success.

Depending on the nature of noncompliance, we reserve the right to discontinue business with companies that violate our Supplier Code of Conduct or exhibit values that do not align with ours.

Q: How much transparency does International Paper require into its suppliers’ supply chains?

A: We expect our suppliers to embrace the principles outlined in our Supplier Code of Conduct and to uphold the same within their own supply chains. We encourage best practices such as supply chain monitoring as a means of advancing transparency into financial, social, environmental and ethical practices.

We expect our suppliers to embrace the principles outlined in our Supplier Code of Conduct and to uphold the same within their own supply chains. We encourage best practices such as supply chain monitoring as a means of advancing transparency into financial, social, environmental and ethical practices.
International Paper owns and responsibly manages about 72,000 hectares of eucalyptus timberland in Brazil, all of which is Cerflor and ISO-14001 certified.

To ensure a **sustainable global supply chain**, International Paper:

- **Promotes transparency** by establishing strong processes to drive visibility and accountability.

- **Manages risk** by setting legal, ethical and business expectations and monitoring compliance.

- **Focuses on collaboration**, innovation and deliberate improvement.

**Supplier Code of Conduct**

The International Paper Supplier Code of Conduct (SCOC) is at the core of our relationship with suppliers. It *outlines our expectations* regarding the workplace standards and business practices of our suppliers and their parent entities, subsidiaries, affiliates, subcontractors and others in their supply chains. Our SCOC is consistent with what we have always expected of our suppliers: *ethical conduct and compliance with all applicable laws*.

Our SCOC is incorporated in the obligations of our standard purchase order terms and conditions, as well as in our supply contracts. This ensures that our suppliers understand the standards that we apply to ourselves and expect from our business partners.
Our global operations require a sourcing process designed for consistency. Our procurement policy includes business rules that apply throughout our operations around the world. Our governance structure facilitates this process in a transparent manner across businesses and geographies. Below is a basic outline of our process for continuous supply improvement.
Our Supplier Code of Conduct (SCOC) addresses four key concepts in supply chain sustainability, as outlined below:

**Safety**
- Establish standardized safety procedures
- Provide safe work environments
- Provide safety training
- Provide proper tools and personal protective equipment (PPE)

**Environmental**
- Comply with environmental laws
- Continuously reduce footprint
- Responsibly manage natural resources
- Develop recycling and conservation practices
- Identify collaboration opportunities

**Social**
- Encourage respect and dignity
- Value cultural differences
- Forbid discrimination or harassment
- Provide competitive wages and benefits
- Prohibit forced labor, illegal child labor and human trafficking
- Offer grievance process without retaliation

**Law/Ethics**
- Comply with laws, regulations and treaties
- Prohibit extortion, fraud, bribery or kickbacks
- Forbid gifts or entertainment to government officials
- Avoid actions or agreements that restrain trade
- Report any conflicts of interest

Make each day a safe day.

Use resources wisely.

Value people.

Act with integrity.

**Responsible Forestry Certification Standards**

Q: What was one of the biggest challenges to implementing the SCOC in India?

A: Many of our suppliers had operated for years without monitoring or governance from their customers, so this was all completely new to them. Some vendors saw the SCOC as a threat and were highly concerned that it would lead to termination of their contracts. But through education and engagement efforts, we were able to show them that the SCOC was a positive initiative for both International Paper and their businesses.
Q: What positive impacts did you see as a result of your efforts?

A: We were able to not only enhance the reputation of International Paper in the market, but also provide our vendors with tools to ensure they’re doing business in an ethical way. We were able to communicate that The IP Way is the way that we do business—no compromises. Since nearly all of our vendors have accepted the SCOC, we feel that we are aligned on our ethical principles and are confident about our ability to manage those relationships effectively. Vendors are now more forthcoming with their challenges and look to us for guidance when they are dealing with compliance issues. Risk of fraud, kickbacks, bribes and other unethical practices is significantly reduced.

- Padmaraj Venkatappa, compliance manager, Hyderabad, India

Supplier Diversity

At International Paper, supplier diversity is a value-added strategy that ensures quality products and services for our customers. We recognize supplier diversity extends well beyond our commitment of being a good corporate citizen and fully understand that a diverse supplier base must be an integral part of our supply chain. A diverse supplier base also enables International Paper to contribute to the economic wellbeing of the communities in which we live and work.

In the United States, we are committed to expanding mutually beneficial relationships with:

- Minority and women-owned business enterprises
- Disabled veteran and veteran-owned businesses
- Disadvantaged businesses under the SBA 8(a) Business Development Program
- Small businesses in the Historically Underutilized Business Zone (HUB Zone) program

Globally, we recognize there are region and country-specific regulations and practices regarding diversity. At a minimum, we follow all local laws regarding equal opportunity employment, anti-discrimination and other such statutes. Our global diversity efforts are an exciting area of growth for International Paper.

Further Resources

Supplier Webpage

Ethics Helpline
E-mail ethics@ipaper.com or call 1-800-443-6308 (North America) or 1-877-319-0263 (via AT&T USADirect outside North America)
An International Paper team visits a machine supplier in Xi’an, China.

Q: How can I find out if I qualify as a diversity supplier?

A: For U.S. based companies, please visit our Supplier Diversity portal to register your company in our system. For other countries, please call the business lines listed at the end of this handbook. We will respond as quickly as possible to information requests. Also, you may send questions regarding supplier diversity to ipsupplierdiversity@ipaper.com.

International Paper is committed to protecting and advancing human rights globally.

- International Paper Human Rights Statement

Further Resources

- Supplier Code of Conduct and FAQs
- Human Rights Statement
- Supplier Diversity Page
- California Transparency Act Disclosure
- Diversity Supplier Registration Portal
Our Value Chain and Best Practices

We hold ourselves to the highest safety standards, and we expect our suppliers and their business partners to share our values as outlined in our Supplier Code of Conduct. Safety is our No. 1 priority.

We source equipment and manufacturing services from top-quality partners who share our ethical values and innovative approach to problem solving.

Recovered fiber is a key input for us. As one of the largest fiber recyclers in the United States, we seek to develop long-term relationships with suppliers in this area.

Corporate services including information technology, human resources and finance ensure that our employees around the world can do their work effectively and efficiently.

Outbound transportation and distribution allows International Paper products to reach customers and end consumers. We work with rail, road and ocean freight contractors to ensure timely, safe and reliable delivery.

In procuring chemicals and energy for our manufacturing operations, we value not only excellent performance and cost optimization and also seek suppliers dedicated to long-term sustainability and reliability.

We use a large volume of water at our manufacturing facilities. With improving technology we can treat and return nearly all of it to the environment.

Working with private and corporate landowners and with wood suppliers, we buy nearly 70 million tons of fiber each year from sustainably managed forests.

Paper Making Process
Fiber

What do we procure?
Around the world, we purchase wood and recovered fiber such as old corrugated containers (OCC) and office paper. We work with wood suppliers, private and public landowners and third-party businesses such as lumber yards and recyclers to supply our paper mills around the globe.

Why work with us?
We are one of the world’s leading buyers of wood; in 2014 alone, we purchased nearly 70 million tons of wood fiber in Brazil, China, France, India, Poland, Russia and the United States.

At our U.S. mills, International Paper uses more than five million tons of recovered fiber each year, making us one of the largest recyclers of paper in the country. Other locations, such as our Morocco and Turkey operations, also purchase large volumes of recycled fiber.

Our fiber suppliers are critical to our success, and we value long-term relationships with those who share our commitment to sustainable forestry. Our goal at each of our mills is to be the “Destination of Choice” for our suppliers.

Sustainability in action
We are committed to sourcing fiber from responsibly managed forests and we encourage reforestation. We also work with landowners to third-party certify their land to recognized standards to ensure that their land is managed on a sustainable basis. All the wood we purchase meets the requirements of our Global Responsible Fiber Procurement policy. In 2014, we bought more than 23 million tons of third-party certified fiber. We are committed to a 35 percent increase in certified fiber purchases by 2020, from a 2010 baseline.

International Paper recognizes the following certification standards for use in our global operations: SFI®, FSC®, PEFC, ATFS and Cerflor. We regularly work with fiber suppliers and landowners to support the procedures necessary for fiber certification.

Q: Does International Paper own the lands where it sources fiber?

A: In some parts of the world, such as Brazil, we do own large tracts of forestland. In fact, International Paper was once the largest private landowner in the United States. Today we maintain our dedication to responsible forest management, but source most of our fiber from privately-owned lands, which make up about 60 percent of forests in the United States. For more, please visit our Global Forest Ownership page.

Further Resources
- Global Responsible Fiber Procurement Policy & Global Certification Policy
- Sustainable Forestry Practices for Landowners
Raw Materials

**What do we procure?**
We buy a variety of chemicals and raw materials, which are primarily sourced from our centralized purchasing teams, for use in our manufacturing process.

**Why work with us?**
As a global manufacturing company, we are a market leader in the use of paper-related chemicals. Our scale and global presence make us an attractive business partner for suppliers in this area.

**Sustainability in action**
We work to ensure the safety of people and the health of the planet. We work closely with our raw material suppliers to ensure they follow best practices in the manufacturing, transport, storage and use of manufacturing chemicals. Suppliers must provide accurate product information in the form of specifications (e.g., safety data sheets (SDS) or equivalents in the local language) and proper safety training prior to entering our sites. We also seek innovation that benefits the environment.

**Best Practice**
At our Riverdale Mill in Selma, Ala., we worked with suppliers to introduce cutting-edge optimized mixing technology for papermaking, which created wide-ranging benefits: reduced water usage and energy need, and optimized chemical application. This led to cost efficiencies and an improved environmental footprint for both International Paper and our suppliers. We have built on this success, further collaborating with a network of suppliers, to apply these technologies in other areas and continuously improve performance. A true win-win for all involved.
Energy

What do we procure?
Our sustainable manufacturing efforts ensure more than 70 percent of our energy needs are met by renewable carbon-neutral biomass from manufacturing by-products such as bark. For the remainder of our manufacturing energy needs, we purchase electricity, natural gas, coal and fuel oil.

Why work with us?
As part of our 2020 sustainability goals, International Paper seeks to improve energy efficiency and reduce greenhouse gas (GHG) and pollutant emissions. We consider energy efficiency and emissions performance in our purchasing decisions, seeking to work with energy suppliers that share our commitment to environmental sustainability.

Sustainability in action
Recognizing that the “greenest” energy is that which is never used, International Paper is a global leader in energy efficiency and combined heat and power (CHP). Between 2010 and 2013, International Paper invested approximately $380 million globally on energy efficiency and fuel flexibility to reduce the amount of energy used in creating our products, resulting in less resource consumption and fewer emissions. Efficiency innovations in our manufacturing processes make good business sense while reducing our environmental footprint.
Capital and Manufacturing Services and MRO

What do we procure?
International Paper has a team dedicated to managing the sourcing of large capital equipment we operate to make paper, pulp, and power. Another sourcing group, maintenance, repair and operations (MRO), buys hundreds of products supporting the daily operation and maintenance of our facilities. MRO purchases include paper machine clothing, power transmission components, lubricants, pumps and control valves. We hire contractors to install equipment and perform maintenance services across our facilities. We use centralized processes for procurement in these areas.

Why work with us?
Because of the wide variety and large number of parts and equipment we buy, it is our preference to establish long-term relationships with suppliers that can deliver the broad array of products our operations require. The nature of this segment requires true partnership so International Paper is always looking for high performing suppliers who can meet our exacting specifications.

Sustainability in action
Each part of our manufacturing process contributes to our business and sustainability goals. We work closely with suppliers to ensure the machines, components and service we source are aligned with our vision for a sustainable future. We are constantly innovating to improve manufacturing efficiencies. The safety of everyone on our sites, including suppliers and contractors, remains a top priority. We value suppliers who share a dedication to a safe and forward-thinking approach.

Q: What is your policy on water use and conservation?

A: Water is essential to International Paper’s manufacturing facilities around the world, but we recognize its value goes far beyond its use in papermaking. Reducing our water footprint, especially in strategic watershed areas, is critical for our business and our sustainability agenda. We have set goals to map our water use, evaluate opportunities to align our water use with local supplies and further improve the quality of the water we return to the environment.

Best Practice
Since 2012 we worked with suppliers to rethink the PET and polypropylene used for strapping boxes. For example, a small reduction in strapping width from 7/16” to 3/8” made a large impact in reducing material use, while maintaining performance standards such as break strength. This innovation also allowed for more strapping per coil, improving efficiency. The results are not only cost savings, but an improved environmental footprint for both International Paper and our MRO suppliers.
Corporate Services

What do we procure?
Information technology, human resources, supply chain operations and finance are critical departments for which we provide strategic sourcing and procurement support for enterprise services such as benefits, consulting, and travel management, including hardware and software solutions.

Why work with us?
By collaborating with our departments, corporate services connects our global employees with the tools they need to succeed. We partner on forward-thinking strategies with other organizations to constantly innovate and redefine what it means to be a 21st century company. We welcome suppliers who share this passion.

Sustainability in action
Sustainability takes various forms in Corporate Services. One area of focus is electronic asset disposal, where we work with vendors to ensure safe and ethical end-of-life procedures for computer hardware, phones and other devices. Supplier diversity is also a critical consideration in this area. In 2014, we worked with more than 75 diversity suppliers and are regularly looking to qualify more.

Transportation

What do we procure?
International Paper contracts with freight carriers for both inbound and outbound shipments. We utilize various modes of transportation including truck, rail, ocean liner and intermodal shipping. We also contract with warehousing service providers (RDC, DC, and 3PL) to store and distribute our products.

Why work with us?
As a large shipper of paper and pulp, our global scale and consistent volume requirements make us a valuable long-term customer as we constantly work to be the “shipper of choice” for our transportation providers.

Sustainability in action
We seek suppliers that share our goal of reducing overall carbon footprint even as we grow our business. We work with carriers to improve fuel efficiency, maximize average weight per shipment, and optimize shipping routes to reduce mileage. We are proud to be a partner of the USEPA’s SmartWay program to improve supply chain emissions.

Best Practice
In Brazil we worked with transportation suppliers on a load optimization project, switching from a standard size truck (27.5 tons per load) to a high-capacity model (36 tons). This meant 30 percent fewer trips from our Tre Lagoas Mill to local customers, resulting in fuel savings and carbon emissions reductions.
Addendum

Business Questions
Questions about working with International Paper? Call our main line at 1-800-207-4003, or send us a message here.

Our global headquarters is located at:
6400 Poplar Avenue
Memphis, TN 38197

Ethics Questions
Questions should be directed to International Paper’s Ethics office at ethics@ipaper.com or the International Paper HelpLine at 1-800-443-6308 (North America) or 1-877-319-0263 (via AT&T USADirect outside North America).

Further Resources
International Paper Code of Conduct
Supplier Code of Conduct
Supplier Code of Conduct - FAQs
International Paper Policies, Statements and Certificates
California Transparency Act Disclosure
Certificates Held
Climate Change Statement
Global Responsible Fiber Procurement Policy and Global Certification Policy
Human Rights Statement
Policy on Environmental, Health, Safety and Sustainability
Supplier Diversity Page
Sustainability Page
Sustainable Forestry Practices for Landowners
American Forestry & Paper Association (AF&PA) Sustainability Page
“Down to Earth” Series
Go Paper, Grow Trees Site
Paper & Packaging “How Life Unfolds” Campaign