

SUMMARY

Message from the President

About the Report

04

05

	Materiality Matrix	06
	The IP Way	07
	Strategic Structure	08
	INSPIRED	
	PERFORMANCE	10
	2020 Goals	12
	Corporate Policies	14
	INNOVATIVE	
(F)	PRODUCTS	16
	Products & Solutions	18
	INVESTING	
	IN PEOPLE	20
	Social Performance	22
	IMPROVING OUR	
	PLANET	32
	Environmental Performance	34
	SUSTAINING	
<u> </u>	FORESTS	42
	Biodiversity	44
	GRI Indicators	50





International Paper is a world-leading producer of renewable fiber-based pulp, paper and packaging. Our products are part of the daily lives of millions of people around the world. They are in the hands of artists who turn paper into art; in the pages of books that educate children; in the boxes that store from fruits to electronics. Due to all that comprehensiveness, we have a commitment to the Planet, sustainability and responsibility with the communities where we work.

Our mission is to improve people's lives, the planet and our company's performance by transforming renewable resources into products people depend on every day. In order to reach that objective, last year, we have launched the IP Way Forward, which has five strategic pillars: Sustaining Forests, Investing in People, Improving Our Planet, Innovative Products and Inspired Performance.

They are the drivers so we always do the right things, in the right ways, for the right reasons, all of the time. That is the best path so we become relevant for the next 100 years.

The responsibility we have for the environment is proportional to our growth. On the road to achieve our vision, we are **Sustaining Forests**, after all, our entire business depends on them. Therefore,

as you are about to see in the following pages, we put a great deal of effort in initiatives and programs to ensure healthy and productive ecosystems for the generations to come.

Regardless of the place, safety is an unnegotiable value to us. With the LIFE Program, we ensure that our employees and service providers remain safe in every operation, going back home to their families healthily. Our goal is Zero Accident, and we believe that prevention is the best way to achieve it. For that reason, we are always **Investing in People** and in processes to improve safety.

Transforming people's lives is our role. Therefore, in addition to being concerned about the lives of those who build our company, we also count on the International Paper Institute (IIP) that sustains corporate social responsibility projects, such as Formare, developed by the IP Institute in partnership with the lochpe Foundation. Aimed at training adolescents, the program allowed us to hire fourteen recently graduated students to work in the company in 2017.

We make an impact on people's lives by means of our **Innovative Products** and maintaining an **Inspired Performance** in the market. With that positioning, we deliver sustainable solutions all the time. Our sustainability goals (2020 Goals) are our thermometer to validate whether our corporate strategies are effective and whether – with them – we are not only growing economically but also holding solid results that are **Improving Our Planet**.

In this Report, you will find data and information from 2017 proving that: doing the right things, in the right ways, for the right reasons, all of the time, is worthwhile. That is the result when we put the IP Way Forward into practice! Enjoy your reading!

Rodrigo Davoli IP Brazil President

ABOUT THE REPORT

From 2010 to 2016, International Paper do Brasil has released its Sustainability Report according to the guidelines of the Global Reporting Initiative (GRI), with the latest version of the Essential G4 standard. For the 2017 Report, indicators have been updated according to the new GRI Standards. Due to this new update, the company has chosen not to submit the Report to external verification.

Financial statements can be found in the report of the headquarters of the company in the United States. To have access to such data, go to the "Performance, Financial Reporting" section on the website www.internationalpaper.com.

For more information or comments on this publication, please contact the company through the following channels:



PAPER MILLS & FORESTRY UNIT

Contact us
08007030070 (from Monday to Friday,
from 8 a.m. to 3 p.m.)
sac@ipaper.com



PACKAGING MILLS

Contact us comercial.embalagens@ipaper.com

Previous sustainability reports are available to be accessed or downloaded on the company's website, at http://www.internationalpaper.com/home.

MATERIALITY MATRIX

102-40, 102-42, 102-43, 102-44

In 2016, IP Brazil conducted the stakeholder consultation process intended to creating its Materiality Matrix and identifying the most relevant topics for its Sustainability Report. In 2017, there was an internal revalidation of the materiality, and the results were used for the contents of this Report.

Relevant topics	Material aspects	Limit of relevant topics
Personal Development	Career development programs Employee distribution by gender Employee distribution by age group	Inside the organization
Health & Safety	Incident prevention programs Number of incidents and accidents Health promotion programs Safety Certification (OSHAS 18001)	Inside the organization
Sustainability Goals	2020 Goals	Inside and outside the organization
Ethics and fight against corruption	Internal policy on ethics and compliance Accusations and anti-retaliation program Anti-corruption practices Integrity and risk assessment	Inside and outside the organization
Biodiversity and environmental indicators	Water & effluents Waste management Energy and emissions Biodiversity and natural resources preservation Forest Research & Development Eucalyptus forest stewardship	Inside and outside the organization
Social actions	Social projects carried out by the IP Institute Social Inclusion and diversity Projects carried out supported by tax incentive laws Donation and contribution policies	Inside and outside the organization
Supply chain	Type and distribution of suppliers Impacts on the supply chain	Inside and outside the organization

THE IP WAY

102-1

World leader in the pulp, paper and packaging industry, IP has been in Brazil for more than 50 years. IP is committed to people, customers and operational excellence, investing in technology, innovation and sustainability to manufacture papers and packaging that people depend on every day. As a privately held company, IP Brazil chooses not to publicly disclose information regarding its economic performance.

OUR MISSION To improve people's

To improve people's lives, the planet and our company's performance by transforming renewable resources into products people depend on every day.

OUR VISION

To be among the most successful, sustainable and responsible companies in the world.





OUR ESSENCE

Who we are

We are world leaders in pulp, paper and packaging manufacturing.

What we do

We transform renewable resources into recyclable products people depend on every day.

How we do it

The IP Way is how we go beyond just doing the right things: it is how we generate value for all our stakeholders for many generations to come. We do it by: Sustaining Forests, Investing in People, Improving Our Planet, creating Innovative Products and providing Inspired Performance for all our stakeholders.

STRATEGIC STRUCTURE



Inspired Performance

We deliver long-term value for all stakeholders by establishing advantaged positions in attractive, fiber-based market segments with safe, efficient manufacturing operations near sustainable fiber sources.





Investing



THE II



Sustaining Forests

Our entire business depends upon the sustainability of forests. We will continue to lead the world in responsible forest stewardship to ensure healthy and productive forest ecosystems for generations to come.







Investing in People

We make sustainable investments to protect and improve the lives of our employees and mobilize our people, products and resources to address critical needs in the communities where our employees live and work.

aining **ESTS**

in PEOPLE

PRODUCTS





Improving our PLANEY



Improving our Planet

We tackle the toughest issues in our value chain, reduce our environmental footprint and promote the long-term sustainability of natural capital.



Innovative Products

We create innovative, sustainable and recyclable products that help our customers achieve their goals.





INSPIRED **PERFORMANCE**



IP recognizes the importance of aligning the needs of its businesses with the needs of the world, making a commitment to face sustainability challenges with transparency, always searching for continuous improvements. Thus, in 2011, the company established 12 voluntary goals to improve its impacts on people and the planet. Considering 2020 as the deadline to comply with that and 2010 as a base, all goals are global, and IP's different facilities will contribute to each one of them according to their different potentials.



decrease in greenhouse gas (GHG) emissions



2020 Goals

Improve efficiency in the use of acquired energy by 15%.

Progress by 2017

Data shows a 9.2% efficiency improvement compared to 2010.



GREENHOUSE GAS (GHG) EMISSIONS

2020 Goals

Reduce (direct and indirect) greenhouse gas emissions by 20%.

Progress by 2017



20.8% drop in emissions since 2010.

CO₂ ATMOSPHERIC EMISSIONS

2020 Goals

Reduce atmospheric emissions (particulate matter, SO₂, NO₃) by 30%.

Progress by 2017



27% drop in emissions since 2010.

WATER USE

2020 Goals

Map water use in places of consumption reduction.

Progress by 2017

The use of water and risks was mapped by location; priority mills were identified and programs to reduce water consumption were implemented.

WATER QUALITY

2020 Goals

Reduce the discharge, in rivers, of effluents containing oxygen-depleting substances coming from the company's mills by 15%.

Progress by 2017



Data shows a 23.3% drop since 2010.

FIBER CERTIFICATION

2020 Goals

Increase certification of fibers produced by partners, used in papermaking, by 35%.

Progress by 2017

34% increase in certified fiber volume that is used in paper production.

FIBER EFFICIENCY

2020 Goals

Reduce fiber loss in the papermaking process to less than 0.75%.

Progress by 2017

0.71% fiber loss.

SOLID WASTE

2020 Goals

Reduce 30% of manufacturing waste destined for landfills.

Progress by 2017

9% reduction compared to 2010.

RECYCLING

2020 Goals

Increase OCC recovery by 15%, exploring new sources and avoiding usable fibers to be sent to landfills.

Progress by 2017



23% increase.

SUPPLY CHAIN

2020 Goals

Establish performance criteria for the supply chain and apply improvement plans.

➤ Progress by 2017

A supply chain performance benchmark was established, and improvement plans were implemented.

AL SAFETY

2020 Goals

Achieve a work environment with no injuries.

➤ Progress by 2017

57% decrease in serious safety incidents

COMMUNITY ENGAGEMENT

2020 Goals

Measure and forward reports on IP's support for charitable causes in education, literacy, and medical and human services in the communities where the company operates.

➤ Progress by 2017

US\$19.3 million were donated to charities.





decrease in serious

safety incidents





POLICIES

102-16



IP's Code of Conduct presents all the ethical, personal integrity, and compliance principles that are critical to the company. Its standards are applicable in all countries where IP operates, covering issues such as its relationship with the government and communities, fight against corruption, respect for the environment and natural resources, international business and human rights. Ensuring compliance with ethical and legal standards is essential for the company to carry out its operations to the fullest, since people are its main asset, and its decisions impact on organizational and social development.



Learn more about the Code of Conduct at:

http://www.internationalpaper.com/company/ethics

GLOBAL GOVERNANCE POLICIES

IP establishes a set of policies and guidelines that guide corporate governance, laying down criteria for leadership composition, principles for commercial transactions, information on its structures, among others.



Learn more about our governance policies at:

http://www.internationalpaper.com/company/leadership/governance



FIGHT AGAINST CORRUPTION

IP believes that carrying out its operations following all ethical and legal standards provides its stakeholders with greater transparency and eliminates any possibility of involvement with cases of corruption. To ensure proper practices, the company is based on its internal policy on Compliance with Anti-Corruption Legislation. It establishes guidelines for conduct and procedures relating to payments or promises of payments, in cash or other methods, made privately or to city, state or federal governments, on behalf of IP, in addition to imposing requirements for the maintenance of records related to accountability for such payments.

COMMUNICATION CHANNELS

102-17

IP provides a confidential channel, called HelpLine, so that its employees, service providers, sales representatives, suppliers, and the general public can put forward concerns about potential corporate policy and compliance violations. Through that channel, users also receive guidance and advice on ethical and legal behavior. For the internal audience, HelpLine is a complementary reporting channel to the already existing ones. To have access to it, simply get a code available on the Intranet and on the company's website.





To use the tool, go to:

http://www.internationalpaper.com/pt/empresa/ética/helpline



INNOVATIVE

PRODUCTS

We create innovative, sustainable and recyclable products that help our customers achieve their goals.







PRODUCTS &

SOLUTIONS

102-2

IP Brazil is dedicated to manufacturing papers and packaging using renewable resources, protecting ecosystems and investing in the communities where it operates. The company's businesses are divided into different segments, described below.



UNCOATED FREE SHEET (UFS)

All the papers produced by IP Brazil come from 100% renewable eucalyptus forests certified by Cerflor or FSC®, which guarantees consumers and customers a responsible purchase. They are divided into cut-size and offset paper segments.

Cut-size papers

CHamex

Market leader, top of mind of its category in Brazil and exporting to more than 60 countries, Chamex is the favorite paper among consumers. Perfect for printing, writing, drawing everything that is important, Chamex offers certified products, printing efficiency and balanced ink absorption.



Chamex Notes was developed to write down ideas, messages and help in the everyday organization, and, just like the company's entire paper line, it is produced from 100% certified eucalyptus cultivation. The small reams of white paper have 300 sheets in the 80 mm x 115 mm format.



Chamequinho is the multipurpose paper perfect for activities at home and at school, with 100-sheet open and close packaging. White or colored, Chamequinho helps to convey creativity as it is an inseparable companion present in the lives of children, parents, and teachers.



The line has been developed for those who want superior printing quality, because it has ColorLok technology, which guarantees more vivid colors, more intense black and faster drying, with less risks of staining.



The practical paper for printing and notes.

Offset papers

Chambril

This complete product line of offset papers prints 100% of productivity in every project, with quality in color printing and the trust of a great brand, ensuring that the details of each product are perfect for several uses. The entire line is FSC and/or Cerflor certified.



INNOVATIVE

PRODUCTS



CORRUGATED PACKAGING

IP Brazil's packaging business strategy is to deliver additional value to its customers. To do so, the company is focused on optimizing products, production efficiency and the supply chain. That allows us to establish partnerships with our key customers and provide solutions to meet their specific needs.

IP Brazil's integrated system has three containerboard production units (in Nova Campina, Paulínia and Franco da Rocha), as well as four plants of corrugated packaging sheets and boxes (in Paulínia (SP), Suzano (SP), Rio Verde (GO) and Manaus (AM)).



Containerboard

Kraftliner

Paper made from unbleached virgin fibers.

Recommended for packaging that requires physical resistance, high performance in machines and excellent printing capacity.

Testliner

Paper made in two layers, with a mixed composition of virgin and recycled fibers.

It can be used both inside and outside the packaging, depending on its application.

White Top

Paper made in two layers, with virgin fibers. Its homogeneous surface, combined with good performance and resistance, enables high definition printing and offers sophistication to packaging.

Fluting

Paper made from 100% recycled fibers. Primarily used in packaging structures, these papers can undergo special chemical treatments that increase their moisture resistance – a necessary feature, for example, in cold packs.



Corrugated Cardboard Sheets

Produced in several formats, paper types and technical specifications.

Corrugated Packaging

Intended for handling, transportation and display of the product at the point of sale, these pieces of packaging can be divided into the following types:

- Packaging for protein.
- Multi-purpose corrugated packaging.
- Container and bag-in box packaging.
- Packaging for fruits and vegetables.
- Packaging for electronics.



To get to know more about our products, access:

http://www.internationalpaper.com/products/south-america







We make sustainable investments to protect and improve the lives of our employees and mobilize our people, products and resources to address critical needs in the communities where our employees live and work.



SOCIAL



10,926

employees in 2017



employees from the company



5,531 service providers

INTERNAL AUDIENCE

102-8, 102-41

IP recognizes that people are its major asset, doing their best every day to reach everyone's goals. Talent management is critical to achieve the company's goals and is present everywhere in the company. The Human Resources area is responsible for such management and for supporting leaders in developing each employee, regardless of their role or time in the company.

IP Brazil closed the year of 2017 with 5,395 employees and 5,531 service providers. Those figures show a reduction of approximately 4.2% in the company's workforce compared to the previous year (in 2016, the company's total number of employees and service providers was 11,415 people).

All employees at IP have a full-time work contract and for undetermined or

permanent term. They are divided into 85.5% of men and 14.5% of women, concentrating mostly in the facility of Mogi Guaçu, in the State of São Paulo. More than 90% of IP Brazil's service providers come from full-time outsourced contracts. Self-employed contractors are hired on an exceptional basis, in order to contemplate the specificity of some services.



EMPLOYEES FROM THE COMPANY

	2015	2016	2017
Unit	ŤŤ	ŤŤ	ŤŤ
Mogi Guaçu	1613	1297	1335
Luiz Antônio	705	652	683
Três Lagoas	217	212	224
Forestry	227	600	596
São Paulo	69	131	137
São Paulo IPEX	34	49	52
Paulínia	538	513	514
Nova Campina	560	528	519
Franco da Rocha	136	126	134
Manaus	273	264	251
Suzano	662	624	637
Rio Verde	356	340	313
Total	5390	5336	5395



85.5% men

14.5% women

 $^{^{\}ast}$ IPEX is the area responsible for exporting. IP separately controls the indicators for employees in that area.



SERVICE PROVIDERS

DEITAIGE I HOAIDEIG			
	2015	2016	2017
Unit	ŤŤ	ŤŤ	ŤŤ
Mogi Guaçu	1867	2193	2299
Luiz Antônio	1524	1659	1189
Três Lagoas	289	268	216
Forestry	987	1078	1032
Paulínia	40	205	122
Nova Campina	114	137	125
Franco da Rocha	8	10	9
Manaus	97	100	98
Suzano	183	185	184
Rio Verde	271	244	257
Total	5380	6079	5531

The volume of service providers corresponds to the total of fixed + sporadic providers. IP Brazil has no data by gender and category.



HEALTH & SAFETY

403-2 | 403-4

At IP, the safety of employees, service providers and visitors is above any other responsibility, constituting a value ingrained at every level of the company. IP believes that, after a day of work, everyone must go home safely, and the challenge of maintaining an incident-free environment requires effort, dedication, and close attention to the procedures and standards set to perform each task.

IP Brazil maintains formal committees dedicated to safety, and the main one is the Internal Commission for Accident Prevention (CIPA), comprising all employees. It is complemented by the Safety Committees (Comseg) and the Daily Safety Dialogues (DSD) – daily meetings in the production areas for a broad discussion towards safety. The company also maintains the Safety Council of the Manufacturing area and the EHS Council, which counts on the participation of the Board of Directors of IP Brazil. More than 90% of the company's employees are part of health and safety committees. Service providers are part of committees related to their respective company, but such work is always developed in partnerships.





MY POSITIVE PROGRAM

INTERNATIONAL (A) PAPER

In the Safety area, one of the highlights at IP is the MyPositive program, which covers all mill employees. Through the Safety Observation System Positive tool, all employees can record behavioral and safety-related observations taking into account all health and safety programs from IP. By making their monthly observations, each employee helps monitor and guide their colleagues as per the existing programs in the area.





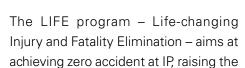












AND FATALITY ELIMINATION

LIFE PROGRAM - LIFE-CHANGING INJURY

bar of the company's safety performance. LIFE involves not only renewing safety concepts and good practices, but also offering training and guidance on the causes and corrective measures to eliminate the most serious accidents, intended to preventing them sustainably.

MAIN CAUSES FOR LIFE INCIDENTS

Mobile - Motorized equipment

(Traveling crane, trucks, forklifts, cranes, etc.).



Exposure to Harmful Substances and **Environments**

(Chemicals, electric shocks)



Driver Safety



Falls from Heights and Slips



Debarker)

Rotating - Fixed Equipment

(Pulley, Dryer,





SAFETY LEADING INDICATORS

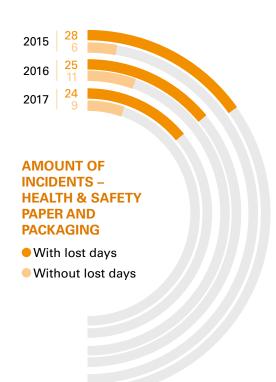
Operating for one year, the implementation of the Safety Leading Indicators brought results that gave the company a proactive visibility on the practices and procedures that could prevent an accident. The seven indicators consistently emphasize high safety standards across the company, with an inevitable positive impact on reducing incident rates.

In 2017, we reduced about 8% of the total number of incidents in IP Brazil facilities compared to 2016, with a reduction of 4% for incidents without lost days and 18% for incidents with lost days. Those figures demonstrate

the daily efforts together with the implementation of programs and procedures that are performed to maintain an accident-free environment in the facilities of IP Brazil.

HEALTH & SAFETY IN NUMBERS

403 - 2



General TIR & LWIR	TIR			LWIR		
White paper	2015	2016	2017	2015	2016	2017
Mogi Guaçu	0.70	0.93	0.35	0.35	0.35	0.23
Luiz Antônio	0.76	1.26	1.26	0	0.54	0.72
Três Lagoas	0.55	0.57	1.65	0	0	0
Corporate Manufacturing	0	2.39	0	0	0	0
Corporate	0	0.28	0	0	0	0
Forestry	0.47	0.29	0.29	0	0	0.15
Containerboard and box						
Paulínia Paper	0	0	0	0	0	0
Paulínia Box	0.71	0.31	0.31	0	0	0
Suzano Box	0.44	0.51	1,2	0	0.34	0.34
Rio Verde Box	0.49	0.89	0.64	0	0	0
Manaus Box	1.61	0.39	0	0	0	0
Nova Campina Paper	0.78	0.78	1	0	0.39	0
Franco da Rocha Paper	2.07	2.12	2.18	0	0.71	0
São Paulo Corporate (pkg)	0	0	0	0	0	0

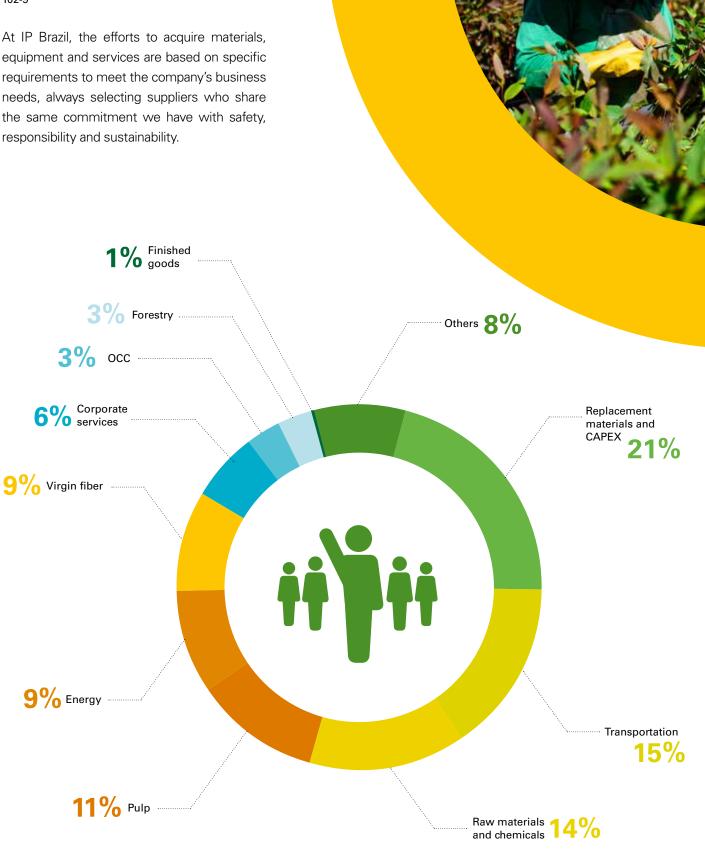
- * TIR total number of accidents multiplied by 200,000 hours divided by the number of hours worked.
- ** LWIR number of accidents with lost days multiplied by 200,000 hours, divided by the number of hours worked.

INVESTING IN PEOPLE

SUPPLIERS

102-9

equipment and services are based on specific requirements to meet the company's business needs, always selecting suppliers who share the same commitment we have with safety,



Note: - IP does not have a complete mapping of its suppliers by region, so it will not be disclosed in this report.

-The most critical suppliers - from a socio-environmental point of view - are being identified in the Supplier Risk Committee.





CODE OF CONDUCT FOR SUPPLIERS

102-16

IP Brazil puts great effort in selecting respectable business partners, committed to high ethical standards in conducting their business, safe and healthy working environments, protecting human rights and dignity, as well as the environment and legal compliance.

All the suppliers of IP Brazil must work in full compliance with the Code of Conduct for Suppliers, which summarizes the company's requirements in several sustainability aspects and is an integral part of all purchase orders issued and contracts signed. The Supplier Risk Committee, a multidisciplinary team dedicated to evaluating suppliers on sustainability issues, is responsible for analyzing cases according to demands and incidents.



To learn more, access:

http://www.internationalpaper.com/company/suppliers



CUSTOMERS

102-9

IP's relationship with its customers is pervaded by the principles of transparency, operational excellence and the quality of the products and services offered. Careful enough to remain relevant before such audience, the company seeks to follow the business of each customer to offer the best service, the best product and the best profitability. The Commercial area is responsible for creating and executing the commercial strategy of the business, with ethics, efficiency and quality, strengthening the company's brands and guaranteeing its sustainable results.

SATISFACTION SURVEY

102-43, 102-44

Every two years, IP conducts a customer satisfaction survey, hiring a company specialized in market research to understand what value means to its customers and to identify how the company is positioned in relation to these attributes. Its objective is to measure the level of customer satisfaction; understand which attributes have the greatest impact on overall satisfaction with IP; and effectively determine which attributes should be monitored periodically and which of them must be worked on.



After the survey, results are shared with the areas involved; action plans are compiled, pointing out their respective responsible people and deadlines; and the result of the survey and action plans are shared with the company's leadership. Throughout the intervening year, research plans are monitored, ensuring actions are executed.



SOCIETY

413-1

In 2017, the company celebrated 10 years of International Paper Institute, a Public Interest Civil Society Organization (OSCIP) that carries out social and environmental actions in the communities where the company operates.

The Institute works to mobilize the community, its partners and employees around educational and socio-environmental responsibility programs. Thus, it contributes to strengthening the actions in the communities, fostering sustainable development where it operates.

In 2017, its initiatives directly benefited more than 13,000 people, with an investment of R\$1.18 million in Corporate Social Responsibility, executing 6 projects.



To learn more about the International Paper Institute and its projects, access: **www.institutoip.com.br**





IMPROVING OUR

PLANET

We tackle the toughest issues in our value chain, reduce our environmental footprint and promote the long-term sustainability of natural capital.





ENVIRONMENTAL

PERFORMANCE

ENERGY CONSUMPTION

302-1

IP Brazil's business is a major energy consumer, but most of it is internally produced in its mills, without overloading the cities' electricity supply.

In addition, IP produces clean energy, with more than 92% of renewable origin, mainly based on the burning of biomass, eucalyptus. That energy is distributed between electricity, liquor, biomass and steam. The remaining 8% is the share of non-renewable energy, generated from fuel oil, natural gas, and diesel.

In 2017, the energy consumption of IP Brazil was approximately 42 million GJ. The comparison of energy consumption between 2016 shows a 3.4% increase.



IP Brazil seeks to reduce energy consumption and make its energy matrix increasingly more based on renewable energy. In 2017, the company was able to reduce its consumption of fuel oil by 10%. The improved energy efficiency is also one of the 2020 global sustainability goals, aiming at a 15% increase.

UNIT OF MEASUREMENT = GJ

TYPE	2015	2016	2017
Non-Renewable			
Fuel Oil	1,364,766	1,509,292	1,361,460
Natural Gas	989,823	1,001,436	1,151,259
Diesel	0	971,416	1,078,000
Total	2,354,589	3,482,144	3,590,719
Renewable			
Electricity	2,847,745	6,165,800	6,624,481
Liquor	16,056,082	16,100,983	16,799,771
Biomass	14,039,663	13,760,556	13,875,764
Steam	1,042,142	1,152,260	1,019,026
Total	33,985,632	37,179,599	38,319,042
Grand Total	36,340,221	40,661,744	41,909,760

^{*}The consumption of less representative energy sources (such as liquefied petroleum gas – LPG, ethanol, and gasoline) is not included in the table, since these sources account for less than 0.4% of IP's energy matrix.



renewable sources



EMISSIONS

305-1 | 305-2 | 305-7

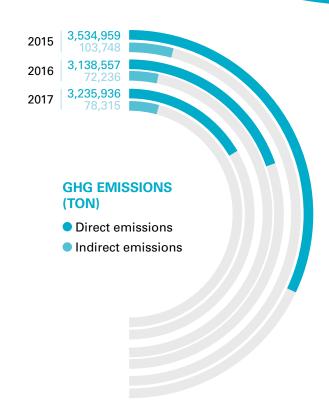
In 2017, IP Brazil emitted more than 3 million tCO2 (including biogenic sources), 97.5% of which refers to direct emissions (Scope 1) and 2.5% to indirect emissions (Scope 2). Due to the high energy demand for the company's production process, it is necessary to burn biomass and fossil fuels in its facilities, transforming thermal energy into several other types. That burn generates CO2 emissions, which are measured and controlled. In addition, the forests at IP capture CO2 coming from the atmosphere, balancing the volume emitted by the company's operations. The comparison between the emissions from 2016 and 2017 shows that the company's total GHG emissions increased by 3.2%. Such increase is directly related to the increase in energy consumption.

The atmospheric emissions showed a slight variation, noting a reduction of 8% and 2% in NOx and SOx emissions respectively (from 2016 to 2017). Emissions of particulate matter remained stable and unchanged.

As a way of managing its emissions, IP Brazil maintains strict control over its processes, promoting sampling campaigns of the gases emitted and acting in accordance with the legislation. In the search for constant improvements to mitigate impacts and increase renewable energy consumption, IP has developed projects in its production units.

The company's 2020 goals consider reduction of air emissions and GHG emissions, and there are global efforts to reduce releases to the atmosphere.





In this report, the abiogenic and biogenic sources of greenhouse gases were reported. The calculation was done according to the conversion factors of the National Council for Air and Stream Improvement (NCASI) and GHG Protocol for the fuels used in the activities. The gases included in the calculation are methane, carbon dioxide and nitrous oxide.

TOTAL ATMOSPHERIC EMISSIONS (TON/YEAR)



The amounts do not include emissions from vehicles and agricultural machinery of the forestry unit.

Verification of SOx, NOx and particulate matter is done according to the local legislation requirement, by sampling chimneys. The contracted companies have the necessary accreditation and certification, following the methodology described in the collection reports.

TOTAL 304-1 | 305-2

Manufacturing Unit	Unit of measurement	Туре	2015	2016	2017
		Direct	1,509,757	1,401,763	1,482,335
Mogi Guaçu	t/year	Indirect	29,708	19,400	21,885
		Total	1,539,465	1,421,163	1,504,220
		Direct	1,140,664	1,188,210	1,210,321
Luiz Antônio	t/year	Indirect	20,857	20,791	20,642
		Total	1,161,521	1,209,001	1,230,963
		Direct	253	232	116
Três Lagoas	t/year	Indirect	29,708	19,400	21,885
		Total	29,961	19,632	22,001
		Direct	22,390	22,339	25,144
Paulínia (paper)	t/year	Indirect	13,178	3,786	3,659
		Total	35,568	26,125	28,803
		Direct	4,756	4,226	4,113
Paulínia (box)	t/year	Indirect	568	431	437
		Total	5,324	4,657	4,550
		Direct	6	6	7
Suzano	t/year	Indirect	403,4	760	910
		Total	409,4	766	917
		Direct	15,727	15,627	17,163
Franco da Rocha	t/year	Indirect	8,220	6,318	7,140
		Total	23,947	21,945	24,303
		Direct	836,500	501,956	492,273
Nova Campina	t/year	Indirect	382	540	805
		Total	836,882	502,496	493,078
		Direct	4,902	4,195	4,464
Rio Verde	t/year	Indirect	798	535	575
		Total	5,700	4,730	5,039
		Direct	4	3	2
Manaus	t/year	Indirect	329	275	378
		Total	333	278	380
		Direct Total	3,534,959	3,138,557	3,235,936
		Indirect Total	104,151	72,236	78,316



Mogi Guaçu and Luiz Antônio; from Paraná River to the facility of Três Lagoas; from Atibaia River to the facility of Paulínia; from Abreus Stream to the facility of Franco da Rocha; from Taquari-Guaçu River to Nova Campina mill; and Cristalino Aquifer to the forestry unit. Collection is always carried out

Rio Verde use water from artesian wells.

The rivers supplying the company's facilities are not considered sensitive and are not located in protected areas. IP does not use water from wetlands listed by the Ramsar Convention. It is also important to state that the water

collection for the company's production processes does not affect indigenous people or local communities.

IP establishes internal goals for water consumption in its processes, always seeking new technologies to reduce it. At many points in the process, such as in paper machines, water is used in a closed circuit, which increases reuse and minimizes losses. In 2017, the company used about 58 million cubic meters of water, a 2.5% drop compared to the previous year.

IP's businesses use water intensively, but not in consumption, since after the manufacturing process, approximately 91% of the volume is returned to the water bodies as effluents treated in UFS

facilities, and 90% in packaging units. The closest attention given to the use of such resource is in the impact of multiple use with communities close to our facilities and the quality of effluents discharged.

At IP, the effluents from all its facilities are submitted, prior to disposal, to biological treatment with active sludge; in some facilities, it is previously treated by the physico-chemical method. Thus, the company resorts to the most used process currently to purify sanitary and industrial effluents contaminated by organic load and nitrogenous waste, with a high efficiency rate. After treatment, effluents are discharged into the receiving water body of each facility.

TOTAL WATER CONSUMED

Manufacturing Unit	Unit of measurement	2015	2016	2017
Mogi Guaçu (pulp and white paper)	m³/year	23,421,175	22,851,521	22,497,521
Luiz Antônio (pulp and white paper)	m³/year	24,272,202	22,966,616	22,365,978
Três Lagoas (white paper)	m³/year	3,358,605	3,406,225	3,486,506
Paulínia (brown paper)	m³/year	717,832	933,313	839,299
Paulínia (box)	m³/year	25,540	23,457	22,174
Suzano (box)	m³/year	52,908	37,377	47,328
Franco da Rocha (box)	m³/year	340,175	293,022	351,881
Nova Campina (brown paper)	m³/year	8,768,136	8,807,563	8,191,912
Rio Verde (box)	m³/year	32,795	26,409	26,356
Manaus (box)	m³/year	19,186	12,301	23,383
Forestry	m³/year	157,933	155,076	170,722
	TOTAL	61,166,487	59,512,880	58,023,061



TOTAL EFFLUENTS

Manufacturing Unit	Unit of measurement	2015	2016	2017
Mogi Guaçu	m³/year	19,334,440	19,038,721	18,892,043
Luiz Antônio	m³/year	21,677,228	20,313,422	20,745,893
Três Lagoas	m³/year	4,334,687	4,400,986	4,614,624
Paulínia (paper)	m³/year	846,704	916,823	947,148
Suzano	m³/year	5,734	4,793	4,793
Franco da Rocha	m³/year	287,283	229,429	248,738
Nova Campina	m³/year	7,679,542	8,086,368	4,657,200
Rio Verde	m³/year	10,689	14,589	14,589
Manaus	m³/year	25,260	13,379	13,379
TOTAL		54,201,567	53,018,510	50,138,407

Kg/year	2015	2016	2017
DBO	1,103	1,195	904
DQO	10,079	10,137	8,491
N	119,140	128,671	138,964
Р	26,231	28,329	30,595



MATERIALS & WASTE

306-2

According to the National Solid Waste Policy (Law 12,305/10), industrial processes must prioritize the reduction of solid waste generation and are obliged to maximize the destination of that waste to recycling and/or reusing processes, where only refuses must be destined for industrial landfills and/or incineration. Regardless of the requirements of such law, IP facilities always seek good practices to reduce the emission of waste in its processes, reusing whatever is possible.

In 2017, 133.700 tons of waste were generated (considering hazardous and non-hazardous solid waste), of which 85% were internally composted and reused as fertilizers and soil corrective treatment in its eucalyptus forests, 13% were destined for recycling, and only 0.5% of that waste was destined for landfills and incineration.

Comparing data from 2017 and 2016, there is a 4.4% increase in the generation of hazardous solid waste, a fact justified by the general maintenance of the Mogi Guaçu pulp mill, and by the renovation in the facilities of Paulínia and Suzano.

However, of the total volume generated, only 63 kg were destined for incineration and the other 418 kg were destined to be reused as base matter for the lubricant industry, as fuel for cement industries, for example.

Waste destined for landfills was reduced by around 95%, while waste destined for recycling had a 34% increase. Positive data is due to IP's investment in awareness programs for its employees and in reusing paper in the production process of brown paper and packaging.

IP also believes that Environmental Education is a great ally for achieving the guidelines of the National Solid Waste Policy; as a result, in 2017, in partnership with private companies from other sectors, it implemented a pilot project on selective collection in a municipal school in the city of Mogi Guaçu. That project contemplated the creation of a recycling center, training for teachers, competition, and theater play for students. It lasted approximately 40 days, involving 900 students and 35 teachers. In 2018, it will be expanded to 4 other schools in the city of Mogi Guaçu.

See below solid waste management numbers of International Paper do Brasil:

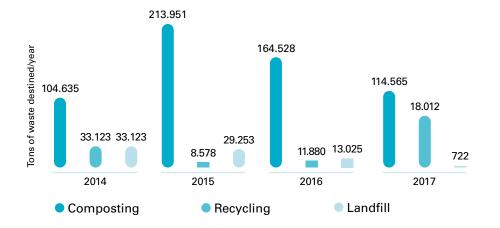
RECYCLING PROJECT

Through a partnership with some private companies from other sectors, in 2017, a pilot project focused on selective collection was implemented in a municipal school in the city of Mogi Guaçu (SP). The project lasted approximately 40 days and involved 900 students and 35 teachers. The initiative has brought positive results, such as:

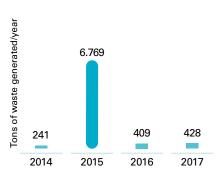
- Creation of a recycling center in the school;
- Training for teachers on environmental education;
- Competition for students on selective collection;
- Theater play reinforcing the importance of the subject.

In 2018, the Recycling Project will be expanded to four other schools in the Mogi Guaçu region.

GENERATION AND DESTINATION OF NON-HAZARDOUS WASTE



GENERATION OF HAZARDOUS SOLID WASTE



GENERATION OF HAZARDOUS SOLID WASTE/2017

Method of Disposal	Ton/year
Recycling	10
Reusing	418
Incineration	0.063



SUSTAINING

FORESTS

Our entire business depends upon the sustainability of forests. We will continue to lead the world in responsible forest stewardship to ensure healthy and productive forest ecosystems for generations to come.





BIODIVERSITY

304-1, 304-3

IP Brazil's forest stewardship aims at providing facilities with timber from 100% planted and renewable forests.



The process includes the production of seedlings, planting and maintenance of forests, harvesting and transportation of timber. Competitiveness and sustainability are guaranteed by the certification of forest stewardship (Cerflor, FSC), quality, EHS (ISO 9001, ISO 14001, OHSAS 18001), as well as programs for technological innovation and continuous improvement of forest processes.



IP has a forest base of approximately 100,000 hectares in Brazil, with around 25,000 hectares destined for environmental conservation, representing 25% of the total area. That number exceeds the requirement of Brazilian legislation on destined areas.

100,000 hectares of forest base

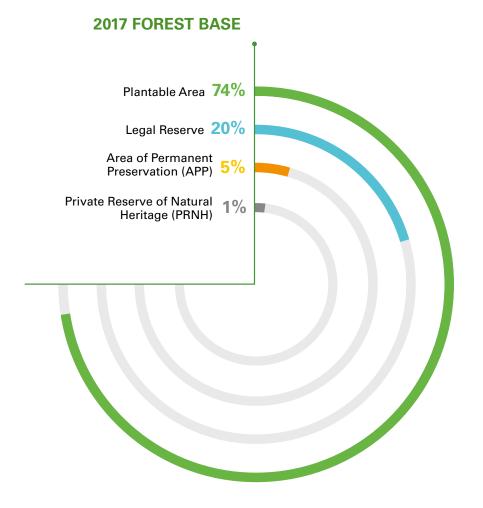


25,000 hectares destined for

environmental conservation

25%

of the total area



SUSTAINING FORESTS

PROTECTED AREAS AND AREAS OF HIGH INDEX OF BIODIVERSITY

Area	Size (hectares)	Biome	Location
Legal Reserve	19,547.06	Cerrado and Atlantic Forest	SP / MG /TO
Area of Permanent Preservation (APP)	4,645.20	Cerrado and Atlantic Forest	SP / MG /TO
Private Reserve of Natural Heritage (PRNH)	1,203.89	Cerrado and Atlantic Forest	SP

ADJACENT AREAS (HECTARES)

Area	Size (hectares)	Biome	Location
Commercial Area	1,040.01		MG
Commercial Area	73,677.21		SP
Commercial Area	204.96		то
GRAND TOTAL (hectares)	100,318.30		



The PRNH Floresta das Águas Perenes, in Brotas, presents 80% of its area under restoration, counting on the support of the Environmental Technical Team and a consulting company to study the natural regeneration of the *Cerrado*. It was considered an area that provides environmental services in critical situations (watershed protection). The protection of this natural reserve contributes to the maintenance of the fountainheads, stimulating the main economic activity of the municipality of Brotas, which is ecotourism, since tourists take advantage of the waters for leisure or sports.

The PRNH Parque Florestal São Marcelo, located in Mogi Guaçu, was 100% reforested, and has a partnership with Instituto de Botânica to study the area. Although IP Brazil has other areas with a significant concentration of biodiversity, that PRNH was selected for those studies because it is part of a partnership program between IP Brazil and the Secretary of the Environment of the State of São Paulo, by means of such institute.



The pioneering work of restoration resulting from such partnership was the first Ecological Restoration Program implemented with high diversity of species in the State of São Paulo, using 101 tree species. That initiative subsidized the development of public policies in the State.

The PRNH Paineira, recognized by Fundação Florestal in November 2016, has 49.81 hectares and is located in the municipality of Espírito Santo do Pinhal, in the Mogi Guaçu River basin, in the State of São Paulo. It is maintained intended to preserving regional biodiversity, soil and water. Through several Studies carried out in that PRNH, it was possible to identify 83 tree species and 98 animal species, including birds and mammals.

To access the GRI index, click on the link below: http://relatorioip2017.com.br/planilha-de-indicadores.html



2017 SUSTAINABILITY REPORT - BASED ON GRI STANDARD List of Indicators (GRI Index)

GRI - G4	GRI Standard	INDICATOR	SOURCE
		STRATEGY & ANALYSIS	
G4-1	102-14	CEO's Statement	http://www.internationalpaper.com/company/ethics/chairman-message
		ORGANIZATIONAL PROFILE	
G4-3	102-1	Name of the organization.	International Paper do Brasil Ltda. Check: http://www.internationalpaper.com/company/about-international-paper
G4-4	102-2	Key brands, products and/or services	Uncoated Free Sheet (UFS) All the papers produced by IP Brazil come from 100% renewable eucalyptus cultivation, certified by Cerflor or FSC®, which guarantees consumers and customers a responsible purchase. They are divided into cut-size and offset paper segments, and are represented by the following brands: Chamex, Chamequinho, HP, and Rino, for cut-size papers and Chambril for offset papers. Corrugated packaging IP Brazil's packaging business strategy is to deliver additional value to its customers. To do so, the company is focused on optimizing products, production efficiency and the supply chain. IP Brazil's integrated system has three containerboard production units (in Nova Campina, Paulínia and Franco da Rocha), as well as four plants of corrugated packaging sheets and boxes (in Paulínia (SP), Suzano (SP), Rio Verde (GO) and Manaus (AM)). The main products of the packaging business are: Containerboard, Corrugated Packaging, Corrugated Cardboard Sheet. To learn more, access: http://www.internationalpaper.com/products
G4-5/ G4-7	102-3	Location of the organization's headquarters./ Ownership nature and legal form of the organization	In Brazil, since 1960, the company has been working in the uncoated free sheet segments, and, in 2013, it has started its business activities in packaging – containerboard, corrugated cardboard sheets and packaging. In 2016, IP Brazil's net sales amounted approximately R\$3.1 billion. International Paper do Brasil Ltda., referred here as IP Brazil, is headquartered in the city of Mogi Guaçu, in addition to maintaining 9 manufacturing units, 1 forestry unit and 1 corporate office in São Paulo, employing 5,336 direct employees. Its average annual production reaches 1 million tons of uncoated free sheet, 300,000 tons of containerboard and 300,000 tons of corrugated cardboard sheets and packaging. The company has a forest base of approximately 127,000 hectares in Brazil, where 28,800 hectares are destined for environmental conservation. In addition to its own forests, in 2016, IP Brazil's production consumed approximately 29,000 hectares of third-party forests, directed at supplying the UFS business in the facilities of Mogi Guaçu and Luiz Antônio. For the packaging business, IP Brazil purchases timber in the market in order to supply its facility in Nova Campina. OCCs are used as raw material in the facilities of Nova Campina, Franco da Rocha and Paulínia. For more information on the company's facilities in Brazil, check: http://www.internationalpaper.com/company/regions

GRI - G4	GRI Standard	INDICATOR	SOURCE
		ORGANIZATIONAL PROFILE	
G4-6/ G4-8/ G4-9	102-4/ 102- 6/102-7	Number of countries in which the organization operates. / Markets served./ Size of the organization.	World leader in the pulp, paper and packaging industry, IP has been in Brazil for more than 50 years. With operations in North America, Europe, Latin America, Russia, Asia and North Africa, IP is located in more than 24 countries.
G4-10	102-8	Total number of employees.	IP's Internal Controls.
G4-11	102-41	Percentage of total of employees covered by collective bargaining agreements	100% of employees are covered by agreement or collective agreement.
G4-12	102-9	Describe the supply chain of the organization	At IP Brazil, the efforts to acquire materials, equipment and services are based on specific requirements to meet the company's business needs, always selecting suppliers who share the same commitment we have with safety, responsibility and sustainability. In 2016, the estimated value of the company's payments to suppliers was R\$3.1 billion. The company understands that its supply chain should consist of a diversified base, with more than 2,900 suppliers from several locations. Among them, there are from large companies producing chemical inputs (used in both paper and packaging business) to small suppliers of OCC (used in the packaging segment). Such heterogeneity, as well as the importance of those stakeholders for IP Brazil, makes the efficient management of the supply chain one of the main focuses of the company's top management.
G4-13		Main changes related to size, structure, shareholding, or supply chain	None
G4-14		Report whether and how the organization adopts the precautionary principle or approach	IP adopts the precautionary principle by sustainably managing all its operations, always seeking the promotion of the environment and mitigating impacts, even when there is no scientific evidence related to its activities. Environmental control and its diverse forms of monitoring in the production processes and forest stewardship help in the proper use of natural resources needed to manufacture our products.
G4-15/16		List the letters, principles or other externally developed initiatives of economic, environmental and social nature that the organization subscribes to or endorses/List the participation in associations (e.g. sectoral associations) and national or international organizations	Brazilian Tree Industry (IBÁ) Brazilian Corrugated Board Association (ABPO) Brazilian Pulp and Paper Technical Association (ABTCP) Association for Industrial Development of the State of Goiás (Adial) American Chamber of Commerce (Amcham) Center of Industries of the State of São Paulo (Ciesp) Technical Committee of the Brazilian Forest Certification Program (Cerflor), of the National Institute of Metrology, Quality and Technology (Inmetro) Mogi Guaçu River Basin Committee Rio Grande Basin Committee Federation of Private Ecological Reserves of the State of São Paulo (Frepesp) Forestry Science and Research Institute (Ipef) IP has also been recognized receiving awards in 2017. Check: http://www.internationalpaper.com/company/recognition



GRI - G4	GRI Standard	INDICATOR	SOURCE
		IDENTIFIED MATERIAL ASPECTS AND LI	мітѕ
G4-17		Entities included in the consolidated financial statements or equivalent documents of the organization	The information only covers activities in Brazil from January 1 st to December 31 st , 2016.
G4-18		Process for setting report content and report limit	In 2016, IP Brazil carried out the consultation process to stakeholders in order to create its Materiality Matrix and get to know the subjects better – and their respective GRI indicators – of greater relevance to its Sustainability Report. In 2017, there was an internal revalidation of the materiality, and the results were used for the contents of this Report.
G4-19		Material aspects identified in laying down the report contents	
G4-20		Aspect limit within the organization	see Materiality section
G4-21		Aspect limit out of the organization	
G4-22		Effects of previous reformulations of information provided in previous reports and the reasons for those reformulations	There were no reformulations in 2017
G4-23		Significant changes compared to periods covered by previous reports in scope and aspect limits	There was no significant change
		STAKEHOLDER ENGAGEMENT	
G4-24	102-40	List of stakeholder groups engaged by the organization	Employees of the company, community and neighborhood, non- governmental organizations (NGOs), public authorities, suppliers and customers.
G4-25	102-42	Base to identify and select stakeholders for engagement	The groups were set based on their level of relationship with the company and the impacts that IP Brazil's activities and services may have on them.
G4-26/27	102-43 e 44	Approach adopted by the organization to engage stakeholders, including the frequency of their engagement by type and group, with an indication that some engagement was specifically promoted as part of the report preparation process/ Key topics and concerns raised during stakeholder engagement and measures taken to address those topics and concerns, including in the process of reporting them. Report of stakeholder groups raising each of the issues and concerns mentioned	Intended to mapping the relevant subjects for the company and its main stakeholders, IP Brazil made an online survey with 13 questions, addressing the topics: business information, company's profile, employees' profile, ethics and compliance, customer relationship, supply chain management, health and safety indicators, certifications, forest stewardship, environmental indicators, social actions, and 2020 Goals. The questionnaire was sent to the representatives of internal and external audiences. An alignment was made between the research conducted at IP Brazil and IP Company, always respecting the local aspect and the particularities of the Brazilian reality. In principle, the research aimed to identify material themes to prepare the 2016 Sustainability Report, but IP is also in search of ways to structure a continuous contact with its stakeholders. The main topics of interest were considered in the materiality matrix.

GRI - G4	GRI Standard	INDICATOR	SOURCE		
		REPORT PROFILE			
G4-28		Covered period of the report	01/01/2017 to 12/31/2017		
G4-29		Date of the last report	Base year 2016 (from 01/01/2016 to 12/31/2016)		
G4-30		Cycle of report submission	Annual		
G4-31		Contact data	Next		
		GOVERNANCE			
G4-34	102-18	Governance structure of the organization, including committees of the highest governance body. Identify all committees responsible for advising the council on making decisions that have economic, environmental and social impacts	IP Brazil bases its business governance on ethics, relationships and adoption of corporate governance best practices. It remains aligned with IP Company, the American company that is publicly traded on the New York Stock Exchange (NYSE). Thus, it can count on a solid and capable leadership structure, based on global corporate policies that guide the business every day.		
		ETHICS & INTEGRITY			
G4-56	102-16	Values, principles, standards and norms of behavior of the organization, such as codes of conduct and ethics	The IP Code of Conduct presents all the ethical, personal integrity, and compliance principles that are critical for the company's global community. Its standards are applicable in all countries where IP operates, covering issues such as its relationship with governments and communities, fight against corruption, respect for the environment and natural resources, international business and human rights. Ensuring compliance with ethical and legal standards is essential for the company to carry out its operations to the fullest, since people are its main asset, and its decisions impact on organizational and social development. Learn more about the Code of Conduct at: http://www.internationalpaper.com/company/ethics		
G4-57	102-17	Report the internal and external mechanisms adopted by the organization to request guidance on ethical behavior and in compliance with legislation, such as relationship channels (e.g. ombudsman)	IP provides a confidential channel, called HelpLine, so that its employees, contractors, sales representatives, suppliers, and the general public can put forward concerns about potential corporate policy and compliance violations. Through that channel, users also receive guidance and advice on ethical and legal behavior. In order to have access to it, simply call 0800 891 4443, access through the company's Intranet or Website. In addition to HelpLine, IP Brazil has other employee communication channels, with the Legal area, the Internal Audit area, Direct Managers, the Compliance area and the Ethics Committee. There are also other external channels, such as the Accusation Channel and the company's own website, which welcomes cases of concerns about unethical or illegal behavior. In 2017, IP Brazil has conducted a research with its own employees to review what they know about the Compliance area. To have access to the communication channels on ethics, visit: http://www.internationalpaper.com/company/ethics/helpline		



GRI - G4	GRI Standard	INDICATOR	SOURCE	
		ENVIRONMENTAL CATEGORY		
		Energy		
G4-EN3	302-1	Energy consumption within the organization	Spreadsheet of Indicators	
		Water		
G4-EN8	303-1	Total water collection per source.	Internal Controls of the facilities	
		Biodiversity		
G4-EN11	304-1	Own, leased or managed operating units inside or adjacent to protected areas and high biodiversity index areas located outside protected areas	Surveys and Internal Reports	
G4-EN13	304-3	Protected or restored habitats	Link for the 2017 stewardship plan	
		Emissions		
G4-EN15	305-1	Direct greenhouse gas (GHG) emissions		
G4-EN16	305-2	Indirect greenhouse gas (GHG) emissions	Internal Controls of the facilities	
G4-EN21	305-7	Emissions of NOx, SOx and other significant atmospheric emissions		
		Effluents & waste		
G4-EN22	306-1	Total water discharge, listed by quality and destination.	Internal Controls of the facilities	
G4-EN23	306-2	Total weight of waste, listed by type and method of disposal		

GRI - G4	GRI Standard	INDICATOR	SOURCE		
SOCIAL CATEGORY - LABOR PRACTICES AND DECENT WORK					
		Health and safety at work			
G4-LA6	403-2	Types and rates of injuries, occupational diseases, lost days, absenteeism and number of work-related deaths, listed by region and gender.	CheckTIR and LWIR		
G4-LA8	403-4	Health and safety topics covered by formal agreements with unions	Committees and Safety Programs (CIPA, Coergo, LIFE, etc.)		
SOCIAL CATEGORY - SOCIETY					
		Local communities			
G4-S01	413-1	Percentage of operations with implemented programs of local community engagement, impact assessment and local development.	IIP Report		
G4-S03	205-1	Total number and percentage of operations subject to risk assessments related to corruption			
SOCIAL CATEGORY - RESPONSIBILITY FOR THE PRODUCT					
		Labeling of products and services			
G4-PR5	102-43 102-44	Customer Satisfaction Survey and Results	Refer to the Commercial area		



PROJECT COORDINATION

Gláucia Faria, Bianca Bricio, Gabriel Lima, Joice Santos

GRITECHNICAL CONTENT AND WRITING

Translation Luciane Camargo

Graphic Project Azul Publicidade

Photos Acervo International Paper

This publication is responsibility of IP Brazil
Address: Avenida Engenheiro Luís Carlos Berrini, 105 - 16º andar
São Paulo, SP, Brasil. ZIP Code 04571-010









