

Our Vision

PT Toba Pulp Lestari, Tbk. aims to become a well-managed eucalyptus pulp factory, and to become a supplier preferred by our customers and a Company preferred by our Employees.

The Management of PT Toba Pulp Lestari Tbk believes that responsible management of products quality, customer service and potential environmental risks & opportunities inherent in the pulp industry contributes positively to our business and benefits our Employees, Customers and Stakeholder alike. We also believe that a sound of quality, environment and PEFC-CoC (Programme for The Endorsement of Forest Certification - Chain of Custody) Policy to guide responsible management will minimize complaints and claims from our customers and stakeholder, negative environmental impacts risks, whilst maximizing socioeconomic gains. We believe in the principles of product quality management, continuing ability to meet and satisfy our customer's requirements and fulfilling the needs and expectations, pollution prevention, and that, through our continual improvement programs; meaningful results in our Quality, Environmental & PEFC-CoC performance can be achieved. Therefore, we regard continual improvement as a permanent Company objective.

Our Commitment

We are:

- ✳ Committed to compliance with prevailing statutory Quality, Environmental & PEFC-CoC obligations and other requirements to which the Company subscribes and context of the organization;
- ✳ Committed to implement and maintain the Chain of Custody requirements in accordance with relevant international and national standards: PEFC-CoC and timber legality;
- ✳ Committed to satisfy applicable Quality & PEFC-CoC requirements, both generated by different interested parties or by the Company;
- ✳ Committed to the protection of environment including to use sustainable raw materials, environmental and health friendly chemicals, renewable energy, climate change mitigation and adaptation, and protection of water sources. Efficient use of energy, water and raw materials and will aim to benchmark our operations against 'best practices' for the pulp industry;
- ✳ Committed to the utilization of 'best available technology', where appropriate and where economically viable, and the maintenance of a well-trained, skilled and motivated workforce to achieve improved Quality, Environmental & PEFC-CoC performance;
- ✳ Committed to managing environmental issues as a fundamental part of our day-to-day business activities, ensure that the risks and opportunities are addressed to achieve the Company objectives.
- ✳ Committed to practice 3R programmes (Reduce, Reuse and Recycle) both hazardous and non-hazardous waste generated in the form of industrial waste and domestic waste as pollution control efforts and to utilise resources optimally for maximum lifecycle. Do good waste management-practice towards hazardous materials in accordance with existing applied regulations and procedures;
- ✳ Committed to promote the air, land and water pollution control by reducing pollutant sources and control operations continuously;
- ✳ Committed to environmental and social responsibility and will encourage this amongst our Business Partners, Suppliers, and Contractors;
- ✳ Committed to principle of Community empowerment, and will actively support and participate in economically viable and sustainable development programs that foster community self-reliance;
- ✳ Committed to continually improve Quality and Environment Management Systems as well as PEFC-Chain of Custody thus enhance the Quality, Environment and PEFC-CoC performance; and
- ✳ Committed to the periodic review of our Quality and Environment Management Systems as well as PEFC-Chain of Custody to determine their effectiveness, and to ensure that this Policy and the related objectives and targets remain appropriate for the business.

We will:

- ✳ Provide stakeholders with information that is understandable, adequately explains the issues, and presents an accurate and verifiable representation of the Company's Quality and Environment Management Systems as well as PEFC-Chain of Custody and its performance in this respect;
- ✳ Ensure that this Policy is communicated and understood by all Employees, our Business Partners, Suppliers and Contractors; be maintained as documented information and available to interested parties.

01 December 2023

(Revision #15)

Sandeep Bhalla
Managing Director