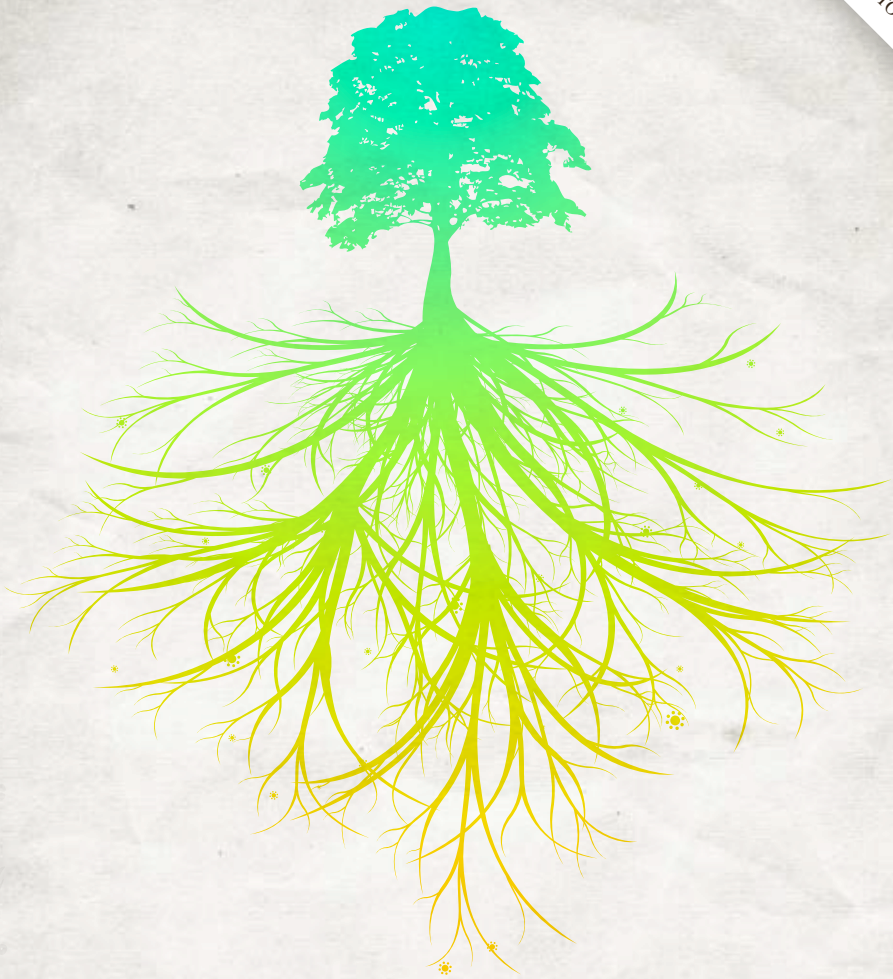


USE ARROW KEYS TO NAVIGATE
AND ESC KEY TO EXIT



SUSTAINABILITY REPORT

QUEENSLAND COMPLETE PRINTING SERVICES

OUR LONG TERM SUSTAINABILITY IS FIRMLY GROUNDED IN HEALTHY RELATIONSHIPS WITH OUR CLIENTS, STAFF, SUPPLY CHAIN, INDUSTRY, COMMUNITY AND THE NATURAL ENVIRONMENT.



sustainability is a DIRECTION ... *not* a destination

We are constantly striving to reach perfection and whilst this may be unattainable we are always working on our processes to head in the right direction.

Sustainability

Living and working in ways that do not put at greater risk our current & future social, environmental & economic resources.

Defining and Predicting Sustainability

To define sustainability may be easier than to answer:

- what it is we are trying to sustain;
- for how long are we trying to sustain it; and
- when can we assess whether we have been successful?

Perhaps we can only assess our sustainability achievements well after the fact.

Sustainability From Wikipedia, the free encyclopedia

Sustainability is a characteristic of a process or state that can be maintained at a certain level indefinitely.

The term, in its environmental usage, refers to the potential longevity of vital human ecological support systems, such as the planet's climatic system, systems of agriculture, industry, forestry, and fisheries and human communities in general and the various systems on which they depend in balance with the impacts of our unsustainable or sustainable design.

In recent years an academic and public discourse has led to this use of the word sustainability in reference to how long human ecological systems can be expected to be usefully productive. In the past, complex human societies have died out, sometimes as a result of their own growth-associated impacts on ecological support systems. The implication is that modern industrial society, which continues to grow in scale and complexity, will also collapse.

The implied preference would be for systems to be productive indefinitely, or be "sustainable." For example, "sustainable agriculture" would develop agricultural systems to last indefinitely; "sustainable development" can be a development of economic systems that last indefinitely, etc. A side discourse relates the term sustainability to longevity of natural ecosystems and reserves (set aside for other-than-human species), but the challenging emphasis has been on human systems such as anthropogenic climate change, or the depletion of fossil fuel reserves.

MORE with less

This is always our goal.

We have a responsibility to find ways of creating greater value for our clients with less natural and economic resources.

This report, in the spirit of triple bottom line accounting and the Global Reporting Initiative is intended to provide an insight to our stakeholders into how Queensland Complete Printing Services inc. Igniteqp is responding to the challenges of sustainability.

Whether these be directors, staff, clients, our supply chain, our suppliers, our industry or the broader community, we believe our stakeholders have an expectation that we are in every way a good corporate citizen.

This report reflects our attempt to find a sustainable balance between financial, social and environmental considerations and our vision, initiatives & plans contained within are our commitment to Corporate Social Responsibility.

We believe that we can not achieve sustainability in isolation. It is how we participate in all relationships and our desire to create WIN, WIN, WIN outcomes that will ultimately decide our long term sustainability.

Vision

To foster enduring WIN WIN relationships with clients, staff, subcontractors, supply chain, printing industry and community that make Queensland Complete Printing Services a valued partner to all.

We seek to be innovative in every thing we do and believe that sustainability is a direction and not a destination.

Purpose

Deliver quality on time printing.

Produce graphic designs that meet client needs and exceed expectations.

Provide related, valuable services that match needs in the marketplace.

We Value

- Honesty, fairness & ethics
- Safety in the workplace
- The natural environment
- Skill development through training
- The lifestyle of staff & clients



training is a GREAT INVESTMENT

We believe that training our staff so they can progress and develop within our operation is perhaps the best investment we can make into the future sustainability of the business. At present over 60% of all staff are involved in some formal training program.

Clients

Others have customers, we have clients. This statement reflects our views as to the importance we place in building long term sustainable relationships with clients. We see customers as people you sell something to and clients as people we help develop solutions to their challenges. We don't want to print books that do not sell or marketing material that doesn't work. We want to understand our clients' businesses and passions and seek to develop long term WIN/WIN relationships.

We seek to find smart solutions including web2print, variable data & personalisation as well as eco friendly printing.

Staff

The people that make up Queensland Complete Printing Services are key drivers of our long term sustainability. Our shared vision & passion for viability, sustainability & social responsibility is at the heart of our long term future. Their dedication to quality & sustainability is how we 'practice what we preach'.

Internally we are sustained by a safe, happy & efficient workplace and whilst this is in large part due to leadership and planning it is also a result of the commitment brought to the business by every staff member.

A key pillar of business sustainability is the fundamental goal of long term financial viability. Queensland Complete Printing Services grows as a financially robust business with the profitability to both fairly remunerate shareholders & staff as well as support many internal, environmental and community initiatives. This would not be possible without the effort of all staff.

Staff recruitment, retention, training and maintenance of work/lifestyle balance are all highly valued considerations in our planning. Over 50% of all staff are currently engaged in formal training at Certificate IV & apprenticeship level. Brad took out the 2nd Year Apprentice of the Year and Best Printing job by any apprentice at the 2007 Printing Industry's Awards.

We highly value the contribution many of our staff make within the community in their own time. Many of the staff play significant roles within junior sporting, church and community service organisations. By accommodating flexibility in work hours and time off we support our staff in their community participation and recognise their achievements in staff meetings & newsletters.

Our planning requires regular review of every staff member's work/life balance. More than this we work with all staff in relation to their needs as parents and to their many & varied life events.



lean & green

Lean manufacturing is about driving out waste from the production process to improve economic efficiency. Green is about driving out waste from the production process to improve environmental efficiency. The great thing about driving out waste from the production process is we create a more efficient business from both an economic & environmental perspective.

This efficiency allows the business to create a sustainability that supports our staff, clients, supply chain, community and natural environment.

Community

We place a priority on assisting and actively participating in our local community. We do this by supporting many junior sporting, community, environmental, church and business organisations. We directly sponsor a number of community events like Voices (a children's literacy festival) and World Environment Day. Under the brand Community Colour we currently have 169 separate school, community, environmental or church based organisations that we assist by providing quality, on time and value for money community newsletters and other printing.

We are also involved in the Maroochy Manufacturer's Group, the Queensland Government's M4G (Mentoring for Growth) program as a mentor and the 12 month long project, Noosa Creative Alliance, as a selected community leader that will help the Noosa area develop a new sustainable economic model.

www.noosacivic.biz/index.php?option=com_content&task=view&id=47&Itemid=107

Supply Chain

Too often supply chains are characterised by waste, poor communications and self interest. This may be reflected by one member of a supply chain seeking to improve their individual financial position at the expense of another. These win/lose and lose/lose relationships are clearly unsustainable on a number of levels.

For many years we have been working with our supply chain to improve communication and reduce waste due to over runs & errors. We are also currently designing an electronic workflow management system that will keep suppliers, sub contractors & clients better informed.

To enhance the collective viability & sustainability of our supply chain we are currently negotiating a joint project facilitated by an external provider where our whole supply chain participates in developing an understanding of each others needs so we improve communication, minimize waste and increase profitability for all. We hope that the lessons learned during this process will be taken and used more widely within our industry.

Printing Industry

Our Managing Director, Anne Blacklaw is a Queensland Regional Councillor on the Printing Industries Association of Australia. Anne also chairs an industry task group on training.

Communications & Planning Manager, Don Parry is a member of the Queensland Printing Industry's Pilot Group implementing the Printing Industries Environmental Program (PIEP).

After taking out the Queensland Printing Industry's Business Excellence award for the last four years in succession we have been invited & agreed to become a mentor to other printing businesses wishing to enter this award in 2008.

we constantly strive to REDUCE our environmental footprint

We are constantly looking for ways to reduce the amount of energy required to produce our printed products; the waste through the process; the environmental effects of chemicals and inks. With our recycling programs, water harvesting and planned green energy generation we intend to reduce our footprint until it no repercussions on our natural

Environment

It is our goal to reduce our nett environmental footprint until our footprint disappears. Eventually we want to give our clients products and services that have no nett negative impact on the environment. Once we have reached that milestone we will look to a positive footprint. www.qprint.com.au/environment

Our Current Position

Independent assessment found that we recycle 95.6% of all our waste which keeps our unrecycled waste to less than one domestic wheelie bin a week.

Our offset presses use soy based inks. This biodegradable alternative allows us to maintain a great print quality whilst using a much cleaner alternative than the oil based inks.

We harvest 100% of the water used for the printing process off our own roof. This saves the water in our dams for domestic & other community use.

Our short term goal is to become 100% green energy users. We currently use 20% green energy and envisage moving to 100% in the next three months. In Australia 31% of energy used by the paper & pulp sector comes from renewable sources (biomass & hydro).

A strong internal waste reduction program allows us to drive out waste through our entire production process. Reducing any waste is good for the environment.

We have a Responsible Paper Purchasing Policy, where we purchase only from paper suppliers that offer a range of stocks that are manufactured under strong Environmental Management Systems like ISO 14001 and Chain of Custody.

As a participant of the Queensland Government's EcoBiz program, which is an initiative of the Environment Protection Authority, we are assisted in developing better ways to minimize our impact on the environment.

http://www.epa.qld.gov.au/environmental_management/sustainability/ecobiz_queensland/

It is the business given to us by our valued clients that allows us to support our ongoing 1000 TREES project where we are giving away 1000 trees to schools and groups to plant within our local community.

Member of the Queensland Printing Industry's Environment Pilot Group developing the Printing Industry Environment Program (PIEP).

Winner of the Queensland Printing Industry's inaugural Environmental Management Award in 2007.
Judge of the Sunshine Coast Environment Council's 2007 Environmental Publication Award.

We believe that we can not achieve sustainability in isolation. It is how we participate in all relationships and our desire to create positive outcomes for all that will ultimately decide our long term sustainability.

“Alone we can do so little; together we can do so much.”

Helen Keller



*Document prepared by Don Parry
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