

Paper for office and commercial purposes

Group breakdown by Business Unit (%) and % variation compared to the previous 2 years

		Group	Domestic	Brazil
Non-recycled and non-certified paper purchased for office use	kg	27,981	100%	0%
Recycled paper purchased for office use	kg	23	100%	0%
FSC certified paper purchase for office use	kg	159,923	87%	13%
Total paper purchased for office use	kg	187,927	89%	11%
2018 v. 2017*		(4)%	(4)%	0%
2018 v. 2016		5%	7%	(10)%
Total paper purchased for commercial use	kg	2,470,035	68%	32%
2018 v. 2017		10%	16%	(1)%
2018 v. 2016		(13)%	(18)%	(1)%

* The comparison was made with 2017 data, which was updated from that reported in the last Sustainability Report, as the result of a review subsequent to the publication of the 2017 Report. The updated 2017 figure is equal to 180,070 kg of paper.

Purchases of paper for office and commercial use (telephone bills) continue to be directed at product types that meet the highest environmental standards based on the responsible management of forests according to the Forest Stewardship Council (FSC) requirements¹. In 2018, bill frequency to customers with fixed line services was changed from the 2017 56-day cycle to a monthly cycle. Every month bills are sent to all customers with a consequent increase in paper consumption for commercial use.

¹ See fsc.org