

Stable Supply of Products, Enhanced Safety

1 Basic Policy

 **→P84** Philosophy and Basic Policy on Product Safety

2 Promotion Structure



* Nippon Paper Industries, Nippon Paper Crecia, Nippon Paper Papyrus, Kokuei Paper, Nippon Paper Lumber, Daishowa Uni-board, Nippon Seitai, Kyoei Seitai, NP Trading, Flowric, Opal, Jujo Thermal, Siam Nippon Industrial Paper, Dyna Wave Holding Asia, Akita Jujo Chemicals (As of June 30, 2023)

- Nippon Paper Group's product safety activities are overseen by the Nippon Paper Group Product Risk Committee, which the General Manager of the CSR Division chairs.
- The Group complies with laws and regulations in Japan and overseas, and strives to ensure product safety through management methods suited to the characteristics of its business and products.
- In FY2022, the Committee reported to the Board of Directors through the Risk Management Committee on strengthening product risk management for affiliated companies.

3 Enhanced Product Safety

1. Efforts to Improve Product Safety

- The Group ensures product safety by conducting management based on laws and regulations such as the Food Sanitation Act and the Act on Securing the Quality, Efficacy and Safety of Pharmaceuticals and Medical Devices (Pharmaceuticals and Medical Devices Act), according to the characteristics of its business and products. Management methods are reviewed as appropriate.
- In FY2022, major Group companies formulated and began implementing product risk management rules based on minimum standards for product safety and quality assurance.
- With regard to food-related products, the Group engages in management in accordance with legal regulations on food safety, management systems and standards, and acquires certifications such as FSSC 22000 as necessary.

2. Response to the Positive List System for Food Product Utensils, Containers, and Packaging

- Food product utensils, containers, and packaging (made of synthetic resin) produced by the Group are in conformance with the Positive List System (which allows only substances that have been evaluated as safe. Hereinafter, "PL System") for synthetic resins stipulated by the Food Sanitation Act.
- Paper and paperboard will also be subject to the PL system in the future. The Group has begun initiatives to comply with the industry's new voluntary standards that correspond to the PL system.

4 Quality Management

1. Common Initiatives among Group Companies and Businesses

- Nippon Paper Industries has acquired ISO9001 certification, an international standard for quality management, as necessary.
- The Company has built quality management systems that match the characteristics of its products.
- The Company has established management systems to prevent product defects from occurring, and provide a response in the unlikely event that a defect does occur.
- Each management system is reviewed as necessary.

2. Quality Initiatives in the Paper and Paperboard Business (Nippon Paper Industries)

- Each sales department has technical staff in place who listen directly to customer requests.
- Utilizing an in-house database that connects production, sales, and technology departments together, the Company shares the necessary information with all personnel involved in quality control.
- The Risk Management Division, which is not a Quality Management Division, audits the above operation status and confirms that it is being operated appropriately.
- In preparation for possible product defects, the following measures are being implemented.
 - Establish reporting lines in case of a defect and launch an emergency organization as necessary
 - Ensure traceability
 - Take out product liability insurance (PL insurance) for main products
 - Implement countermeasures horizontally to prevent similar defects

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● The Company has established respective management systems in order to respond to customer requests, such as waste paper pulp blending ratios, forest certification, use of wood from forest thinning, etc.

- At the head office, procedures have been established and followed for identification of brands subject to management, issuance of certificates, etc.
- The Company manages production procedures at each of the Group's mills, based on the ISO 14001 environmental management system.
- Operational management of the foregoing is confirmed through internal and external audits, and each department makes revisions as necessary.

3. Initiatives in the Package Business (Nippon Paper Industries)

Paper-Pak Sales Division provides quality and technical support (as needed), local quality meetings, and product safety and health audits (once a year) at each business location of Nippon Paper Industries Liquid Package Products, which are production sites.

4. Occurrence of Product Incidents

The Group had no "Product Incidents" or "Serious Product Incidents"* in FY2022.

* "Product Incidents" and "Serious Product Incidents" as stipulated in Article 2, Paragraphs 5 and 6 of the Consumer Product Safety Act

5 Acquisition Status of Major Certifications Related to Product Safety

Acquisition* Status of Major Certifications Related to Product Safety at Japanese Production Sites (As of March 31, 2023)

Company name	Quality management system (ISO9001)	Quality management systems for food product safety and other certifications
Nippon Paper Industries	Shiraoi Mill, Akita Mill, Nakoso Mill, Ashikaga Mill, Soka Mill, Fuji Mill Yoshinaga, Gotsu Mill, Otake Mill, Iwakuni Mill, Higashimatsuyama Mill	FSSC22000: Gotsu Mill Halal Certification: Gotsu Mill
Nippon Paper Industries CNF-related	Fuji Innovative Materials Research Laboratory, Ishinomaki Mill's Cellulose Nanofiber Development Section, Biomass Materials Sales Promotion Department	—
Nippon Paper Crecia	Tokyo Mill	—
Nippon Paper Papylia	Harada Mill, Suita Mill, Kochi Mill	ISO22000: Kochi Mill
Nippon Seitai	Hokkaido Office, Maebashi Mill, Saitama Mill, Kansai Office	—
Kyouei Seitai	Headquarters, Koganei Mill, Hokkaido Mill	—
NIPPON PAPER UNITEC	Five head office sites at headquarters	—
Nippon Paper Ishinomaki Technology	Headquarters	—
GAC	Headquarters/Mill, Marketing Division	—
Flowric	Headquarters, Concrete Research Center, Nagoya Mill	—
N&E	Head Office Plant	—
Nippon Paper Liquid Package Product	—	FSSC22000: Egawa Mill, Ishioka Mill, Miki Mill
Akita Jujo Chemicals	—	Akita Prefecture HACCP: Head Office Plant

* Sites that have obtained certification for some manufacturing are also listed.

Acquisition* Status of Major Certifications Related to Product Safety at Overseas Production Sites (As of March 31, 2023)

Company name	Quality management system (ISO9001)	Quality management systems for food product safety
Opal	Acquired at 30 sites	FSSC 22000: Acquired at 8 sites
Jujo Thermal	Kauttona	ISO22000: Kauttona
Siam Nippon Industrial Paper	Siam Nippon Industrial Paper	Good Manufacturing Practice: Siam Nippon Industrial Paper
Nippon Dynawave Packaging	Longview Washington Mill	FSSC22000: Longview Washington Mill
TS Plastics	TS Plastics	FSSC22000: TS Plastics

* Sites that have obtained certification for some manufacturing are also listed.

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CASE STUDY

Establishment of a System to Respond to Earthquakes and Other Disasters (Nippon Paper Industries)

In the event of damage to production equipment and facilities as a result of a major disaster, the Newsprint Sales Division of the Company has a system in place to follow the emergency response guidelines established by the Japan Paper Association's Newsprint Committee to maintain the smooth supply of newsprint.

Development and Introduction of "e-musen junkai" (e-wireless patrol) System

(Nippon Paper Industries, NIPPON PAPER UNITEC, and Sakurai)

"e-musen junkai" (e-wireless patrol) is a facility monitoring system developed independently by the Group. In the past, signs of equipment abnormality were mainly detected by people patrolling the production site. By using "e-musen junkai," temperature and vibration acceleration data of machinery in operation can be accumulated by IoT, and trends can be monitored with numerical data.

This helps to prevent equipment problems, noise, and vibration before they occur, contributes to stable machinery operation, and also contributes to resolving the issue of skill transfer due to labor shortages. In addition to promoting installation to all of the mills in Japan, the Group is also selling the system outside the Group in Thailand and other countries.

6 Stable Supply of Products

- The Company is securing stable supplies of raw materials and systematically developing and updating production facilities to supply its customers with the quantity they need when needed.
- Sales departments and production departments coordinate in developing flexible and lean production plans and inventory management.
- Anticipating that carrying out normal business operations will become difficult in the event of large-scale disasters, outbreaks of infectious diseases, and other serious consequences, each department formulates a BCP (business continuity plan) based on the BCM (business continuity management) scheme and reviews it as necessary.

7 Employee Training and Education

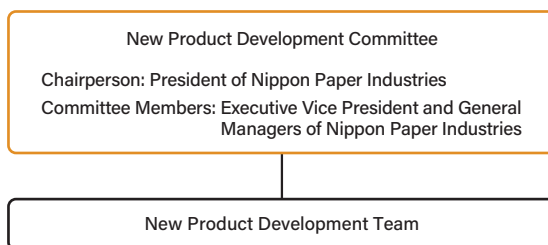
- The Nippon Paper Group Product Risk Committee conducts training on product safety.
- The Group provides technical personnel and others with information on laws and regulations centered on chemical substance management.

Responses to Changes in the Social Environment

1 Basic Policy

As a comprehensive biomass company, Nippon Paper Group responds appropriately to changes in the social environment and customer needs, while providing products and services that contribute to the building of a sustainable society, through which the Group aims to improve its corporate and economic value, thereby realizing the Group's corporate philosophy.

2 System for Advancing New-product Development



- The Group has established its New Product Development Committee to accelerate business structure transformation.
- The committee discusses topics related to the development of new products and new businesses (such as the development of products derived from wood resources in line with growing environmental awareness), and (1) selects persons responsible for development, (2) allocates resources, and (3) determines whether to continue/discontinue the topics.
- The New Product Development Team under the committee searches for topics related to new products and new businesses, and manages the progress of development themes.

3 Products that Contribute to the Building of a Sustainable Society

- The Group will continue to contribute to building a sustainable society and achieving SDGs (Sustainable Development Goals) by providing products and services that leverage its diverse technologies and know-how in the field of renewable wood resources.
- Each of the companies in the Group promotes the development of environmentally friendly products at each stage of the product life cycle, including raw material procurement, product manufacturing, use, post-use, and disposal.

CASE STUDY

Straw-free School Lunch Paper Pack "School POP[®]" (Nippon Paper Industries)

The product is designed to be easy to open and hygienic so that you can drink directly from the carton, and a straw hole in the carton is left in consideration of those who need straws. Nippon Paper Industries contributes to addressing climate change issues by cutting CO₂ emissions by reducing the use of disposable straws.

"Long-lasting Roll" Series (Nippon Paper Crecia)

The "SCOTTIE[®] Toilet Rolls FLOWERPACK 3 times long use 4 Rolls (Double)" lasts 3 times longer than the conventional product*, so you can reduce the hassle of replacing and save storage space. In addition, it contributes to a reduction of environmental impact, such as reducing the core of rolls and reducing CO₂ emissions by improving the loading rate during delivery.

* SCOTTIE[®] FLOWERPACK 12 Rolls (Double)



Products that Contribute to the Building of a Sustainable Society

<https://www.nipponpapergroup.com/english/csr/sdgs-product.html>

4 Addressing Customer Issues

The Group works on proactive communication with customers, from daily sales activities by sales departments to quality patrols by technical staff, in order to understand and respond to a wide range of customer issues and needs.

Main Initiatives

Company name	Method	Details
Nippon Paper Group	Inquiries on the website	Acceptance of inquiries on businesses, products, activities, etc. are accepted in both Japanese and English.
Nippon Paper Group	Factory tours and inspections	Acceptance of factory tours* for local students and residents, and factory audits by certification bodies, etc.
Nippon Paper Industries	Technical lectures for customers	Conducting technical lectures(Paper-Pak School) for customers in charge of filling machine at dairy and beverage companies.
Nippon Paper Crecia	Establishment of customer consultation desk	Offering a system whereby the opinions and questions of customers can be utilized for the further development and improvement of products.

* Restrictions in some areas to prevent the spread of COVID-19.

5 Participation in ESG Information Sharing Platform

As a supplier, the Group participates in international platforms that share information on and improve companies' environmental and social practices in the supply chain.

Platform Participation and Assessment

Company name (site)	Name of platform	Year of participation	Assessment / audit
Nippon Paper Industries	EcoVadis	2016	Awarded gold medal in 2021 and 2022
Nippon Paper Liquid Package Product (Egawa Mill)	Sedex	2019	Undergone "SMETA Audit" for CSR assessment