

# 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 Mission.

## 2 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

#### Strawless Paper Pack for School Milk "School POP"<sup>®</sup> (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 CO<sub>2</sub> emissions by reducing the use of disposable straws. The product has been adopted in 24 prefectures as of April 2025.

### CASE STUDY

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

The "SCOTTIE<sup>®</sup> Toilet Rolls FLOWERPACK 3 times long use 4 Rolls (Series)" 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 CO<sub>2</sub> emissions by improving the loading rate during delivery.

\* SCOTTIE<sup>®</sup> FLOWERPACK 12 Rolls (Series)

#### Cellenpia<sup>®</sup> (Nippon Paper Industries)

The CNF Cellenpia<sup>®</sup> series is a biomass material created using technology that breaks down the fiber of cellulose to the nano-level. Its plant-based fiber origin reduces the environmental impact of production and disposal, and the material has various properties, including lightweight, high strength, high oxygen barrier properties, and thermal stability. In addition to its growing applications in food and cosmetics, Cellenpia<sup>®</sup> was adopted for mass-produced parts of transportation equipment in 2023, the first case in the world\*.

\* According to research by the Company

#### Genki MoriMori<sup>™</sup> (Nippon Paper Industries)

Genki MoriMori<sup>™</sup> is a new cattle feed made by utilizing pulping technology to remove lignin from wood material and extract highly digestible fiber (cellulose). The feed is high in energy and easy to digest, and its stable quality and supply are both ensured by using wood sourced in Japan and manufacturing in a domestic mill. The Company contributes to the sustainable development of livestock farming with products that make effective use of wood resources.

## 3 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 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	Customer consultation desk	Offering a system whereby the opinions and questions of customers can be utilized for the further development and improvement of products.

## 4 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 the bronze medal in 2024
Nippon Paper Liquid Package Product (Egawa Mill)	Sedex	2019	Undergone "SMETA Audit" for CSR assessment



Products that Contribute to the Building of a Sustainable Society

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