

# Responsible – Sustainable – Reliable

## The KANZAN Corporate Policy

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### We

- We have been the specialist for thermal papers in Europe for around 30 years.
- As part of the Japanese Oji Group we combine the best of two worlds: The strength of a large, globally active network with the speed and flexibility of a medium-sized company in Europe.
- We set standards with convincing and efficient products.
- Our corporate culture is based on reliable values and principles. Our actions are characterized by ambition and passion, dialogue and respect, sustainability, and professionalism.

### We assume responsibility

- for the people who work for us. They are the most important source of success for our company.
- for our customers. We want to satisfy their needs in the best possible way in long-term cooperation based on partnership.
- for sustainability: We want to continually reduce the ecological impact of our industrial activities.
- as an integral part of our society and want to promote and strengthen this through our entrepreneurial activities.

### Our management system

Our corporate goals and activities are supported by an integrated management system. It comprises various sub-areas.

Common to all of them is:

- -Standing still is a step backwards: we want and need to keep improving. This continuous and innovative improvement process must be lived every day. Management and executives are responsible for promoting and supporting this process again and again.

- Knowledge, practice, awareness, and willingness are central pillars the constant improvement that comes from people. We continuously strengthen this through further education, training, and education. We promote motivation and identification through good leadership, information and respectful, trusting cooperation.
- We try to avoid mistakes. Experience shows that they happen anyway. Instead of assigning blame, we learn from mistakes by concentrate on identifying the cause of the error.
- The sustainable, efficient, and economical use of resources strengthens us in all processes and at all levels: It relieves the environment, improves our efficiency, saves costs, and contributes to securing the future.
- Our entrepreneurial activities are determined by numerous legal standards and regulations. It is a matter of course for us and is ensured by appropriate measures that we monitor and comply with these and reflect changes in our processes in a timely manner.
- We set ourselves goals. Wherever possible and meaningful, these are quantifiable goals which we measure, pursue, and evaluate. However, we are also aware of those success factors that cannot be expressed in figures but are nevertheless of great importance.
- We have installed teams in the individual sub-areas. These teams are responsible for bringing the systems to life, for interlinking the systems, for managing and promoting the continuous improvement process and thus ensuring the achievement of objectives.

### **The following applies specifically to each subsystem**

#### **Quality** (certified to ISO 9001)

- The satisfaction of our customers is the focus of our quality policy. Precisely fitting, functional product features, reliable quality consistency and an attractive cost-benefit ratio are the focus of our attention.
- We promote the success of our customers through intensive and competent support, advice and information in the further processing and use of our products.
- We ensure that our products meet all quality and safety-relevant aspects and can be used by customers and end users without any problems.

**Environment** (certified to ISO 14001)

- The efficient, economical, and loss-free handling of raw materials, energy and other operating materials is economical, relieves the environment and contributes to securing the future.
- Pulp plays an outstanding role in our paper production. We only use pulp that comes from responsibly managed sources and is certified (PEFC and/or FSC).
- Water is essential for paper production. It is our aim to use the water used by further reduce the amount of water we use, to have the best possible treatment of wastewater in the Community sewage treatment plant and to avoid any adverse effects on the aquatic environment
- Our environmental policy includes both the avoidance and reduction of waste and an increase in the recycling rate, the reduction of emissions, the promotion of environmentally friendly means of transport. When selecting suppliers, the criteria of environmental protection and sustainability play an important role.

**Energy** (certified to ISO 50001)

- We want to continuously reduce specific energy consumption and CO<sub>2</sub> emissions. To this end, we set ourselves specific targets and carry out energy assessments.
- We are constantly developing new energy-saving measures to use our processes, facilities, and equipment as energy-efficiently as possible and to improve our energy-related performance.
- Energy, ecological and social aspects are important decision criteria in procurement.

**Occupational health and safety**

- Accident-free working and the protection of our staff against work-related health risks is a non-negotiable principle for us.
- We are all responsible for working safely – each for himself and each for others. Our managers bear a special degree of responsibility in this respect.
- We want to systematically identify sources of danger, eliminate them, or learn to deal with them where we cannot avoid them.
- We all want to set a good example for each other.

**Social responsibility** (certified by EcoVadis)

- As part of the Oji Group, we have committed ourselves to the principles to base all our business activities on the common "Corporate Code of Conduct".
- This is done in awareness of our responsibility as part of our community and is based on high ethical values appropriate to a company that enjoys the trust of society.

**Information Security and Data Protection**

- The data available in our company is of great value to us. We want to make our information processes consistent, transparent, and efficient.
- Effective protection against misuse and the loss of confidentiality, integrity and availability is therefore of great importance.
- We acknowledge our responsibility in handling personal data. We want to meet all data protection requirements and thus also secure our long-term business success.