



# **SUSTAINABILITY REPORT 2020**

# SUSTAINABILITY

Nordic Paper's sustainability work is an integrated part of the Group's operations and a long-term sustainability strategy that creates value and profitability over time. Environmental, financial and social sustainability is the foundation of our work.

**N**ordic Paper wants to play a key role in the transition to a sustainable world, by contributing to creating a biobased economy, one of the key building blocks that are now emerging. This Sustainability Report is part of Nordic Paper's Annual Report. Our chosen focus areas summarize how our business creates value.

## SUSTAINABILITY IN NORDIC PAPER

Nordic Paper actively works with sustainability on the basis of long-term goals spanning five-year periods. The long-term goals are broken down into annual targets. Each paper mill also has its own sub-targets and strategies. For a description of our business model see pages 8-11. Overall, the goals and plans are intended to contribute to the goals of Agenda 2030. Sustainability is a pre-requisite for our vision and long-term profitability.

Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs. At Nordic Paper, we have chosen three strategic focus areas: Sustainable work environment, responsible production and sustainable business conduct.

Fossil-free Sweden started as a government initiative ahead of the Paris climate summit in 2015, with the aim that Sweden would become one of the world's first fossil-free welfare states. The goal is that by 2045, the forestry industry's overall climate benefit and contribution to creating a fossil-free society will have increased by using more biobased products and phasing out the use of fossil energy in operations.

Apart from showing our customers how our products can wholly or partly replace fossil-based alternatives, Nordic Paper is also working to phase out fossil oil. Since 2003, direct fossil oil consumption has decreased by 90 percent at the Bäckhammar mill, our largest production site. In 2018, the Group's total consumption of fossil oil was 6,560 tonnes, in 2019 the corresponding figure was 4,765 tonnes. The proportion of biogenic oil will also be reported in future.

The major sustainability risks that arise from our operations are environmental risks such as emissions to air and water from production and transport, health and safety risks such as workplace accidents and business ethics risks. For a more detailed description of the Group's risks and risk management, see section *Risks and risk management* on pages 61-64.

FOOTNOTE: The page references refer to Nordic Paper's Annual Report 2020, [www.nordic-paper.com](http://www.nordic-paper.com)

## PRIORITISED FOCUS AREAS

On the basis of the stakeholder and materiality analysis, we have chosen to concentrate on three focus areas that cover all aspects of operations.

## SUSTAINABLE WORK ENVIRONMENT

## RESPONSIBLE PRODUCTION

## SUSTAINABLE BUSINESS CONDUCT





# A SHARED ROADMAP



**A**genda 2030, including the 17 Sustainable Development Goals set by the UN, comprises a shared roadmap for long-term sustainable development for all the world's nations and businesses.

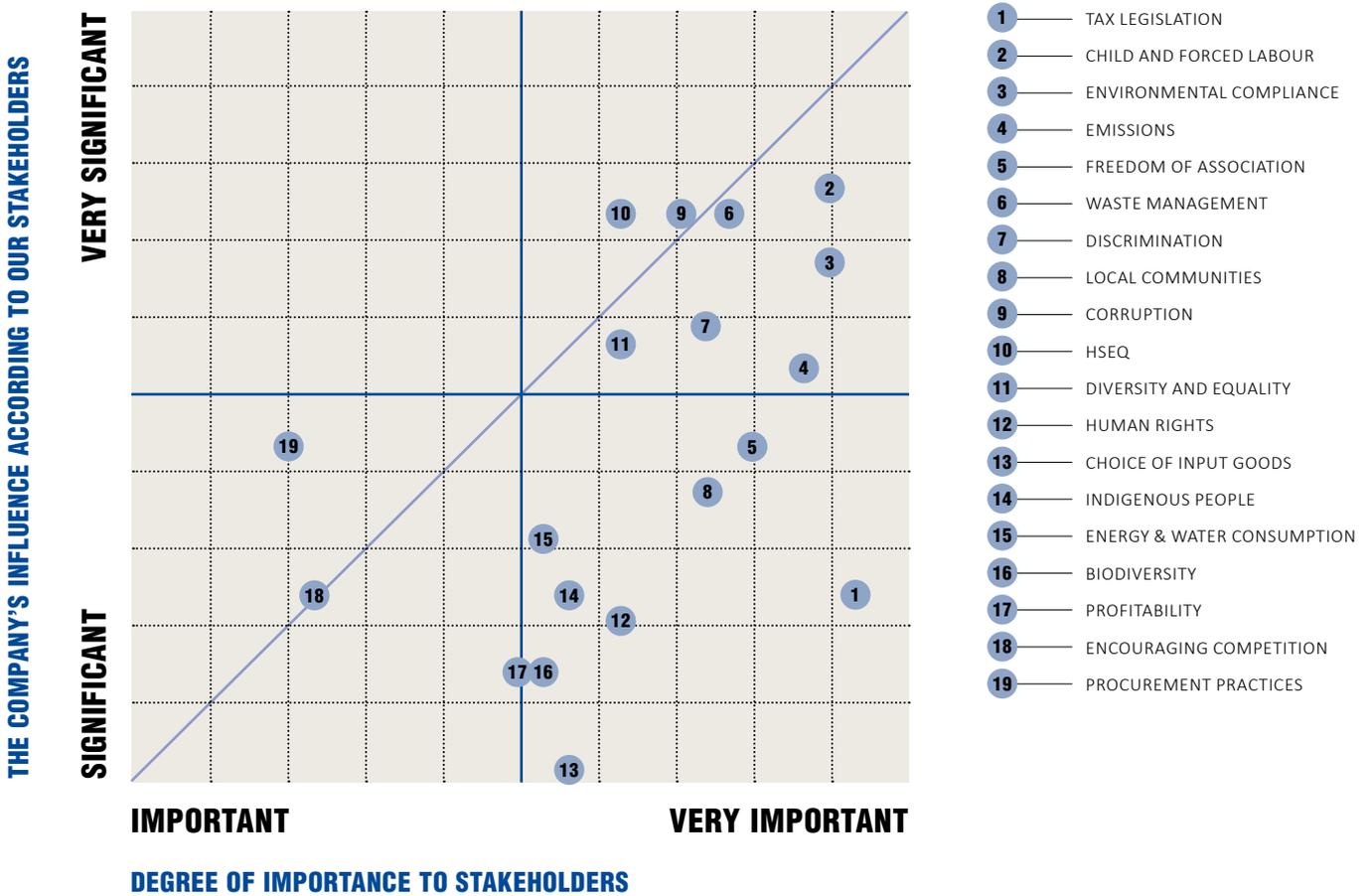
During 2018, Nordic Paper analysed its operations within the framework of the global Sustainable Development Goals Agenda 2030. During autumn 2020, we analysed our focus areas to ensure that we are on the right track. We did this by carrying out a materiality analysis in accordance with GRI. A number of stake-

holders were invited to present what they consider the key areas for Nordic Paper to prioritise in the field of sustainability. The results of the materiality analysis, in line with our strategy, indicated that we continue to have the most significant potential for influencing goals 8, 12 and 15.

Read more about how we contribute to the sustainability goals locally and globally in the sections on our focus areas.

**NORDIC PAPER’S MATERIALITY ANALYSIS**

The sustainability areas of major significance to Nordic Paper’s stakeholders are founded on the materiality analysis carried out in 2020.



**GOVERNANCE FOR A SUSTAINABLE COMPANY**

The paper and pulp industry is subject to regulatory frameworks that govern production. The EU issues directives, national authorities issue legislation and the Swedish Land and Environment Court issues environmental permits. In addition, local and global lobbying organisations exert an influence.

We report to the County Administrative Board, which acts as supervisory authority and which ensures that we comply with allocated environmental permits and EU directives.

In addition to the regulatory framework, Nordic Paper’s policies support regulatory compliance. Nordic Paper’s values and methods for achieving sustainable operations are communicated internally and externally. Our policy portfolio and Code of Conduct support sustainable business conduct.

Our ambition is to ensure a consistent quality standard across all units, and we have obtained ISO 9001 quality certification for multiple areas. ISO22000 certification guarantees safe products throughout the process, from paper manufacture, through the transport stage and out to the end user.

The environmental standard Nordic Swan contributes to ensuring

that Nordic Paper’s environmental work meets the UN global sustainability goals, and we actively pursue sustainable development within this framework. It is important to Nordic Paper that the forestry resources we use in our products are managed sustainably. We offer both FSC®(FSC-C102767) and PEFC™ certified wood raw material.

**STAKEHOLDER DIALOGUE**

Nordic Paper’s materiality analysis is based on stakeholder dialogue, targeted surveys, external trends and strategic management priorities. In autumn 2020, we carried out a targeted survey based on the GRI standard (Global Reporting Initiative). The aim was to gain a deeper insight into our stakeholders’ priorities in the area of sustainability.

The survey encompassed investors, owners, customers, end consumers, suppliers, politicians, employees (current and previous, and trade union representatives) and the neighbours of our paper mills.

The results show that our stakeholders’ top priorities are compliance with tax legislation, preventing forced and child labour, compliance with environmental standards, emissions, and freedom of association. This demonstrates that Nordic Paper’s sustainability focus is in line with our stakeholders’ prioritised areas.

## OUR SOCIAL IMPACT

Nordic Paper contributes to employment and livelihoods, both directly as an employer and indirectly through, for example, supplier assignments. Our renewable products contribute to a green urbanization of society by replacing non-sustainable products.

We also have a close relationship with the society we live and work in. The company is dependent on employees and our citizens are dependent on employment. Our mills are located in smaller towns and rural areas where this fact becomes even more important. As a large employer and player in the various localities, we support various local organizations and associations because we believe, among other things, that it is important for children and young people to be able to pursue their leisure interests in their home area. Our involvement in

schools and universities as well as in-house training enables competence development in the local community.

## CLOSE RELATIONSHIP WITH SOCIETY

In order to have a good relationship with society, we try to have a close and transparent dialogue with local residents and municipal actors. During the past year, just as in previous years, issues and views from the public have concerned the water quality in the current recipient as well as the application for a change of recipient at Bäckhammar's mill. Information and communication has been conducted via our website and through individual information via telephone and email. Physical meetings have been difficult to hold due to the prevailing pandemic.







# FOCUS AREAS

## FOCUS AREA 1:

### SUSTAINABLE WORK ENVIRONMENT

A sound working environment with thriving employees is what makes Nordic Paper an attractive workplace. We prioritise and systematically pursue a safe working environment that is free from injuries, with high attendance rates and minimal safety risks.

Our key values and our Code of Conduct are critical to our HSEQ (Health, Safety, Environment and Quality) work. The HSEQ work is integrated into our daily operations. Clearly defined HSEQ targets are achieved through systematic training, follow-up and communication. One example of work carried out on the basis of what our stakeholders consider important in the materiality analysis is “freedom of association”, and the trusting collaboration we have with trade unions also contributes to the company’s progress.

We complete annual employee surveys to give all employees the opportunity to make their voice heard and suggest improvements that are then followed up. Our work is value-driven and we promote diversity, where the individuality of all our employees is nurtured. We actively follow up, measure and improve our HSEQ work and well-being initiatives. We offer corporate healthcare and wellness allowances to promote an active and healthy lifestyle outside work, as well as other health-related activities at our sites and in the surrounding communities.



Attendance rates	Goal	Actual	Goal completion
2018	96%	95%	<input type="checkbox"/>
2019	96%	96%	<input checked="" type="checkbox"/>
2020	96%	96%	<input checked="" type="checkbox"/>

It is notable that the three Swedish mills had an attendance rate of over 96 percent in 2020, while the Norwegian mill had an attendance rate of 94 percent.



### GOAL 2020

- NMI > 69
- Employee interviews > 95%
- Accidents resulting in absences, max. 11/full year



### GOAL 2021

- NMI > 71
- Employee interviews 100%
- LTIFR lost time incident frequency rate, accidents resulting in absences per million hours worked – 1 vs. actual 2020
- 100 % signed Code of Conduct employees



**EMPLOYEE SURVEY**

At Nordic Paper, all employees are given the opportunity to make their voices heard and suggest improvements. To achieve this, we schedule regular employee interviews and employee surveys, including follow-up activities. We proactively seek to ensure increased equal opportunities, the elimination of harassment and a positive working environment.

Since 2018, we have carried out annual employee surveys that measure the employee satisfaction index, NMI. We achieved an NMI of 66 in the first half-year, which did not quite meet our target minimum NMI of 67. We followed this up during the year and carried out a less extensive employee survey in 2019, with the aim of achieving a result above 67. This was successful, and the survey returned an NMI of 70. Our goal was to achieve an NMI for this year of 69, the result was 66. This means that we did not reach our goal, which was not surprising. 2020 was a challenging and different year as we have been in the midst of the ongoing Covid-19 pandemic.

Other factors that have affected us and the outcome are probably the relocation of the head office, the introduction of a new intranet and management system, and preparations ahead of the IPO. How-

ever, the index remained at the 2018 level. We have introduced long-term strategies and improvements in order to increase the NMI, and will continue this work in future.

In September 2020, we introduced a whistleblower function provided by an external party. The whistleblower function can be used to submit information about concerns that something is not in line with our values or ethical principles, and that could seriously affect our operations or a person’s life or health. The whistleblower function gives all employees at Nordic Paper the opportunity to provide information about suspected cases of serious misconduct.

The eighth global sustainability target in Agenda 2030 is important to us, and we want to support employees that contribute to a sustainable workplace. During the year, we introduced a “green card”. This is an award to staff who contribute to and improve our HSEQ work. In 2020, we distributed 20 of these green cards. Employees who are awarded the card can select a charity of their choice, and Nordic Paper then makes a donation to the charity in the name of the employee. In 2021, we will award a further 20 green cards.

**NUMBER OF WORK INJURIES RESULTING IN ABSENCE**

Year	No.	Target	Actual
2017	16	11	✘
2018	14	11	✘
2019	16	11	✘
2020	11	11	✔

**SECURITY**

In 2019, we introduced compulsory SSG safety training, which creates a common foundation for safety and HSEQ for all staff. We exceeded our target of 95 percent in 2019, with 98.5 percent completed trainings in the year. To follow this up, we have introduced routines where all new employees complete the training as part of the onboarding process. We introduced the SSG app at all the Group’s mills during the year, which facilitates information flows.

2020 was a challenging year due to the covid-19 pandemic, which meant that we had to adapt operations. We have consistently followed

the advice and recommendations of the Public Health Agency of Sweden, as well as local regulations. During the maintenance stops we introduced several new instructions to avoid cluster outbreaks, which was successful. All the mills’ maintenance stops proceeded as planned.

Nordic Paper prioritises a safe working environment. We carry out systematic and daily work to ensure that we have safe workplaces that are free of accidents, and where safety risks are minimized. This proactive work includes reporting and follow-up of departures.

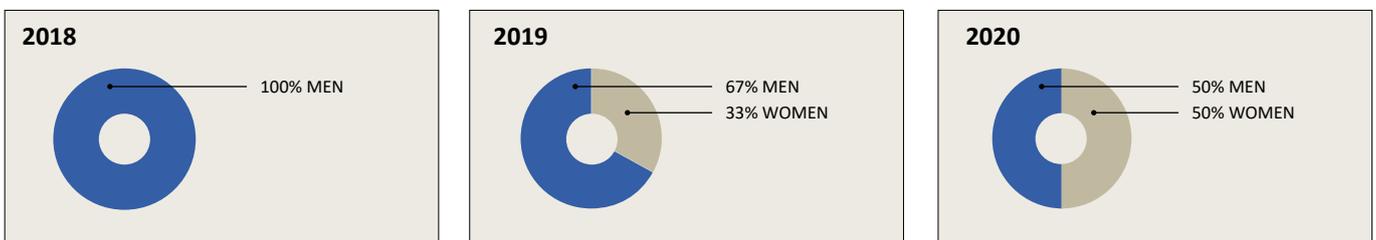
EMPLOYEE SUMMARY	2017	2018	2019	2020
Average no. of employees <sup>1)</sup>	623	615	624	632
Of which women	24%	22%	24%	23%
Of which men	76%	78%	76%	77%
Temporary employment <sup>2)</sup>	–	32	14	25
Average age <sup>3)</sup>	45 years old	46 years old	46 years old	45 years old
<30 years old	16%	16%	18%	18%
31– 50 years old	40%	39%	37%	32%
>51 years old	45%	45%	46%	50%

1) Refers to Sweden and Norway

2) No. of employees with temporary employment contracts at year end (Sweden does not refer to holiday staff, only temporary employment)

3) Average age in 2020 relates to Sweden, 2019 relates to Sweden, 2018 relates to employees in Sweden, 2017 relates to employees in Norway and Sweden

**NORDIC PAPER’S BOARD – BOARD MEMBERS ELECTED BY THE AGM**





**FOCUS AREA 2:**

**RESPONSIBLE PRODUCTION**

Nordic Paper strives to produce products with minimal environmental impact. For us, it is natural to go beyond meeting emissions targets assigned by external agencies, and to seek to do better.

Knowledge and awareness of our positive and negative impact from an environmental, social and financial perspective are important to developing and improving our operations.

**RECYCLING AND WATER PURIFICATION IN PRODUCTION**

Water is a vital resource in our production and we continuously work to ensure efficient water consumption. A majority of our process water is reused, and the remainder is purified before being returned to the water recipient. We regularly measure the quality of all purified water that is returned to the water recipient. These measurements are reported to supervisory authorities. We prevent and manage risks through routine controls, environmental risk analysis and staff training.

Over the past year, we continued to improve our production processes, including the important work of optimising our input goods. Between 2018 and 2019, water use decreased from 23.0 million cubic meters to 21.9 million cubic meters.

In 2020, Nordic Paper submitted an application for an extended production permit for the Bäckhammar mill. Apart from increased production, the application relates to environmental improvements in the form of a new pipeline for clean and purified process water.

If the application is approved, the company intends to run the pipeline directly from the mill in Bäckhammar into Lake Vänern, instead of using the river Visman as the water recipient. Changing the recipient will reduce Bäckhammar's environmental impact significantly. A production increase would imply the modernisation of a high proportion of production, in order to manage the new increased from a sustainability perspective.

POPFREE

Environmental benefits through joint project

Nordic Paper participated in the innovation project POPFREE aimed at ensuring competitive PFAS-free products, increased awareness throughout the value chain, reduced environmental impact and competitive Swedish industry. The project was launched in November 2017 and concluded in March 2020. The main purpose of the project was to develop alternatives to products containing fluorochemicals, as these compounds have been found to be hazardous to health, enduring and bioaccumulative. The amounts found in nature are steadily increasing and fluorochemicals travel long distances – traces have even been found in the Arctic.

The project studied Nordic Paper's Natural Greaseproof paper. The results show that non-fluorinated paper achieves better results than tests carried out on fluorinated paper. For Nordic Paper, this demonstrates that our Natural Greaseproof paper is a first class product for sustainable and healthy use.

Many operators and companies are seeking alternative solutions to PFAS. The POPFREE project enables the exchange of knowledge and experience, which raises consciousness and improves information dissemination regarding PFAS. For example, Nordic Paper contributed its expertise in a series of lectures and events where speakers from the pulp and paper industry were invited.



**GOAL 2020**

- Produce plans for reducing CO2 emissions
- Apply for extended environmental permit at Bäckhammar



**GOAL 2030**

- Reduce Scope 1 and 2 by 15%

## Dry transformers

The Group's strategic focus includes a reduction in its climate footprint, where CO2 scope 1 and 2 are to be reduced by 15 percent by 2030. To achieve this goal, we are introducing a range of adaptations and changes. A project launched at the Bäckhammars mill in 2020 relates to replacing oil transformers with dry transformers.

Apart from the environmental benefits,

this will ensure a safer working environment.

The dry transformers are insulated and air cooled (instead of using oil), which means that the new transformers do not require oil, and oil does not need to be transported to the mill. The casting resin transformer (ABB RESIBLOC One) installed during the factory stop in the week starting July 6, is a standardised dry distribution

transformer with low environmental impact, high personal safety and minimal maintenance requirement.

Our transformers are currently located at the centre of the factory, which could have incalculable consequences in the event of an oil fire in one of the transformers. This means that the above changes will result in a high level of site safety.

### PART OF A BIOBASED CIRCULAR ECONOMY

We recycle both chemicals and energy in our production units. For example, Bäckhammar, Nordic Paper's largest unit, is 60 percent self-sufficient in terms of electricity.

We also make use of most of the residual products that arise in production. The production of sulphate pulp generates tall oil and turpentine. We extract the tall oil and sell some to buyers who refine it into new products; the remainder becomes pitch oil, which we then use to produce fossil-free energy. The turpentine is sold to the cosmetics industry.

Lignin is a byproduct of pulp production, and is used as the primary energy source in the production plant. Since 2016, RISE operates the R&D and production plant LignoCity at Nordic Paper's premises in Bäckhammar.

The plant is a testing ground for scaling up lignin separation and lignin processing. In addition, minor surpluses from the pulp mill are used to

develop lignin-based products such as asphalt. In 2020, we completed a new laboratory that supports small and medium-sized businesses to develop new green products.



### ANNUAL FOLLOW-UP THROUGH CO2 MAPPING

Since 2018, Nordic Paper maps its CO2 footprint each year, which provides us with information about our CO2 emissions and supports our long-term planning for responsible production. The calculations are based on the figures reported to the supervisory authorities. The mapping encompasses our wood fibre, purchased pulp, production, purchased thermal energy, consumption of purchased electricity, produced electricity, consumption of oil and gas, consumption of chemicals over 10 tonnes as a commodity, as well as land and sea transport.

The annual CO2 mapping gives us a very clear picture of our climate footprint. Fossil CO2e Scope 1 and 2 in 2018 were 224 kilograms CO2e per tonne of product produced. 2019 the corresponding figure was 243 kg CO2e per tonne product produced. We noted an increase in 2019 due to lower production in our mills. We have a basic heating requirement regardless of production volumes. However, in the event of unplanned stops and starts, more oil-based heating is needed.

### SUSTAINABILITY PLANS FOR RESPONSIBLE PRODUCTION

In the following sections, we outline some of the measures implemented at our production units during the year which have contributed to more responsible production.

#### Greåker

At Greåker, we have been granted an extended production permit which will improve energy consumption per tonne produced paper. We also carried out a pilot study on sand filters for water purification of the factory's water supply. The filtered water reduces suspended solids by almost 0.2 kg per tonne.

An investment in sand filters has been approved and construction is due to start in 2021. We expect this to result in lower levels of suspended solids in the water. Planning also includes a new, more efficient electric boiler for the mill in 2021.

#### Bäckhammar

At Bäckhammar, we introduced a process improvement in the recovery boiler using technology to improve the quality of green liquor and thus also reduce oil consumption. Minor residual products follow the system, mainly to the lime kiln, which in turn reduces the risk of unwanted air emissions. The outcome of the project has been above expectation.

Our oil transformers will continuously be replaced with dry transformers where the fuel is not oil.

Should the extended production permit submitted in the year be approved, this will reduce energy consumption, improve competitiveness and reduce the environmental impact.

#### Säfte

At the Säfte mill, we introduced a new digitalised oil purification process, which means that the oil can be reused more times in production compared to previously. We also installed a new water pump that reduces the volume of water sent to bio-purification.

#### Åmotfors

Replacement to wet strength pulper at the Åmotfors mill means that the broke in production can be recycled. Previously, the broke was transported to an external operator by truck. In addition to reduc-

ing transports, recycling the broke means that the mill requires less pulp from the Bäckhammar unit, which further reduces the transport requirement.

At Åmotfors mill, we also installed frequency control motors. Frequency control saves electricity and reduces wear on equipment, which in turn decreases the electricity provider's CO2 emissions.

### The Group

Transports to and from our mills are included in the CO2 mapping. Most of our transports take place by sea. Since 2018, most of our kraftpaper is transported to Italy by rail through Europe. In 2019, we reviewed how we could increase rail transports. We added a new destination in Germany in 2020, which meant that we extended our intermodal transports by five loads per month for iamKraft® paper.

In total, we now transport 1,680 tonnes by rail to Germany instead of by truck. We are continuously working to develop Nordic Paper's intermodal transports. For example, we are also investigating the possibility of transporting more of our Natural Greaseproof paper intermodally.

Since 2018, we apply full truck load, FTL, with at least 50 percent of trucks required to meet this target. In 2019, we started developing a measurement tool using KPIs to follow up FTL. The measurement tool was completed in 2020 and the KPIs will be presented at year-end 2021.

Our supplier contracts from 2017 state that all suppliers must have European emission standards class 5 engines at a minimum. In 2019, Nordic Paper entered a major collaboration focusing on sea transport on Lake Vänern. This is ultimately expected to replace land transport with increased sea transport on Lake Vänern and via the Göta älv river. The project was initiated by the Swedish Transport Administration, the Swedish Maritime Administration and the Swedish Transport Agency.

The aim is to present our undertakings and proposals to the collaboration partners at the end of 2021. According to the Swedish Transport Administration, the volume of goods transported on Lake Vänern will total 2.8 million tonnes by 2040. This represents an increase of 50 percent compared to 2014.

In 2019, we relocated our external warehouse for Natural Greaseproof paper in Norway from Moss to Fredrikstad. After the move, collection and deliveries only occur between Fredrikstad and Greåker. The relocation of warehouse facilities reduces transports between Greåker and external warehouses by 81 percent (in km) for the paper shipped onwards in containers to locations around the world.



## Plastic consumption reduced by 12 tonnes

**A**t Bäckhammar, Nordic Paper successfully reduced plastic consumption by some 12 tonnes annually in 2020. This was achieved by removing the plastic plug in the sleeve which is located at the centre of the paper reel.

These have been inserted to support the sleeve. But over time we have discovered that the plastic plug is not required as the paper itself stabilises the paper reel.

*“By removing the plastic plug we reduced total plastic volumes in the packaging of our products by some 20 percent.*

*Alongside the reduced handling in the paper mill this feels great,”* commented Will Pedersen, Senior Specialist Products and Projects, on the kraft paper side.

We are now reviewing the corresponding processes at Åmotfors, although there we are looking at speciality sizes, which means that it will not be possible to remove all plastic plugs.

*“We still expect to make significant reductions at Åmotfors too,”* Will concludes.

## From summer job to product manager

In summer 2002, Pia Lundin had just finished her engineering studies with a focus on energy and the environment. Her training had sparked an interest in pulp and paper manufacturing, with the emphasis on the latter.

Because she is also a resident of Kristinehamn, the obvious choice fell on the Bäckhammar mill.

*“To get a foot in the door I applied for a summer job and ended up in the instruments department for about six weeks. I enjoyed working at the mill and wanted to stay, so I asked if there were any other jobs that might suit me,”* Pia explains.

There were indeed other jobs, and in the years after that summer job, Pia first worked as a management system coordinator before taking the next step to become a process engineer in the paper mill.

*“I have worked as a line manager for both paper machines for a total of six years or so,”* she continues.

But after a number of years as line manager she was again drawn to try something else. She felt that she wanted to move more towards marketing, and applied for and won a position in customer-oriented technical support.

*“I have now worked as product manager for the kraft paper segment for one year,”* she explains.

Pia considers Nordic Paper’s relatively small size to be an advantage.

*“That might be the reason I’ve stayed so long. You can develop and change roles, build up broad-based competences and it is always possible to make your voice heard and influence progress. Nordic Paper focuses closely on competence development and you have the opportunity to grow professionally within the company,”* Pia explains.

As product manager, Pia works on product development, examines paper properties, creates adaptations and helps customers to solve problems, or satisfy requests about paper qualities, as well as assuming responsibility for all technical customer contacts.

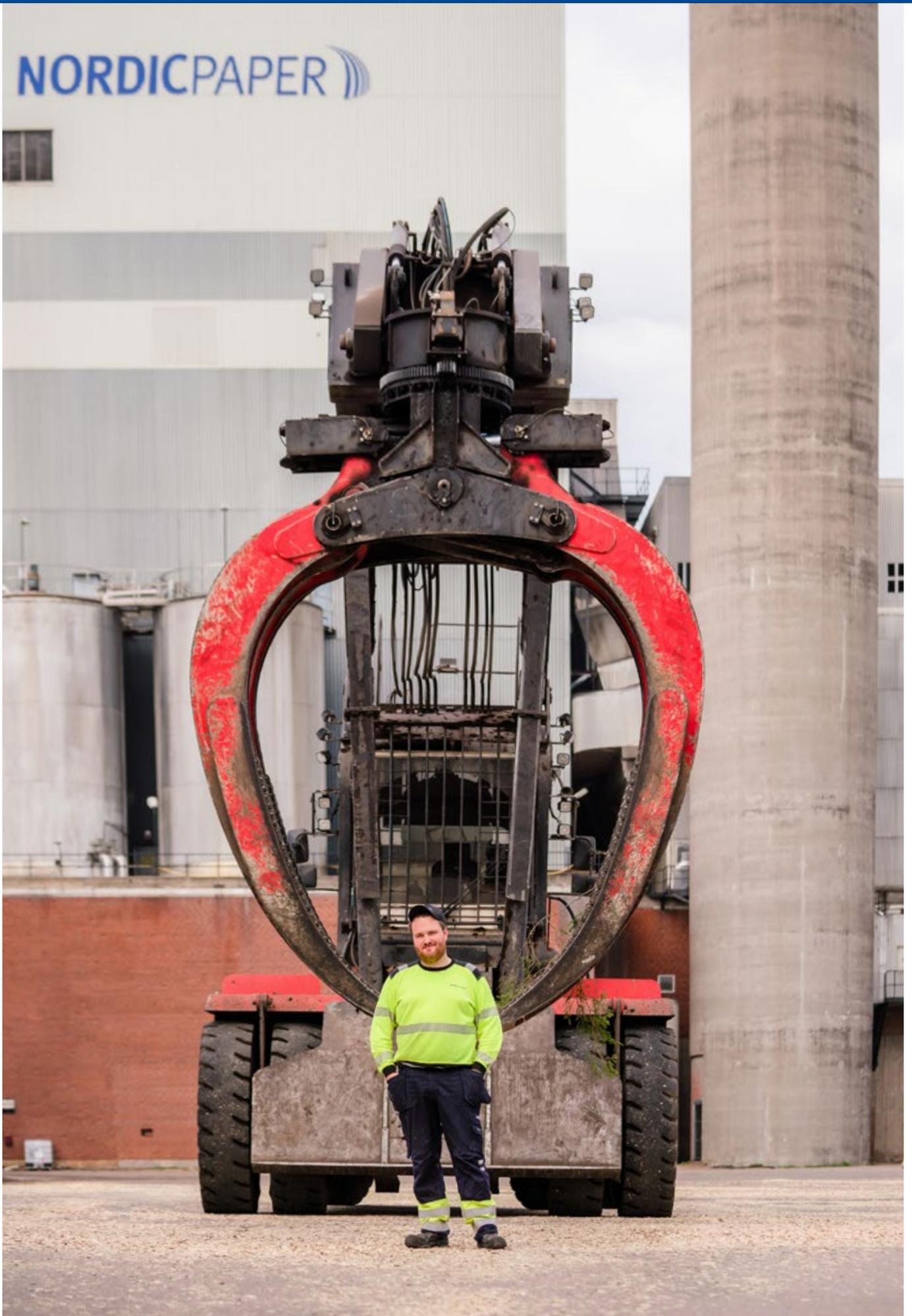
This implies frequent customer dialogues, and being responsive to customer wants and needs, as well as adapting products to their requirements. One of the advantages of

working at a smaller mill with relatively small machines is that it is probably easier to do test runs.

Other factors that are important to Pia include sustainability, which is becoming increasingly important across all segments, and in society as a whole.

*“We manufacture sustainable products, and that feels great. And we continuously seek to minimise our environmental impact. You could say that the company as a whole shadows the products we manufacture, from a sustainability perspective.”*







**FOCUS AREA 3:**

**SUSTAINABLE BUSINESS CONDUCT**

A new trend has been emerging in recent years, as people seek to combine an urban lifestyle with sustainable lives and sustainable products. Nordic Paper contributes to this trend through our operations and the recyclable paper products we offer. Three factors are particularly important in Nordic Paper’s strategic work aimed at simplifying and streamlining the operations.

Firstly, our products are manufactured using renewable raw materials derived from sustainably managed local forests. These forests are not just renewable, they also have a positive sustainability impact during the growth phase, as the trees bind CO2. The forests also provide job opportunities in rural areas, and the potential for recreation.

Secondly, paper-based recyclable products have been recognised as an important sustainable alternative to products that would otherwise be manufactured using plastics. Demand for paper-based alternatives to plastics is increasing and has gained support from new regulations and restrictions globally.

It is Nordic Paper’s ambition to help and support our customers to choose paper-based products that reduce the use of plastics, and contribute to a more sustainable daily life.

Thirdly, our production processes focus on resource efficiency and the production plants mainly use renewable energy sources. We introduce continuous improvements at all our production sites, including environmental and sustainability-related improvements.

**THE NATURAL LEADER IN SPECIALITY PAPER**

Nordic Paper seeks close collaborations with its suppliers and customers, and introduces continuous improvements.

Each year, we review our suppliers based on six different criteria. We examine factors such as quality, technical support and lead times. We only assess suppliers expected to affect quality from an end-customer perspective. In 2020, we assessed 83 suppliers. We noted some deviations and have introduced measures to address this.

For the second year running, we carried out a customer survey to measure Nordic Paper’s customer satisfaction index (CSI). The index scale for customer satisfaction is 0-100. We achieved a result of 83 in 2019, and 86 in 2020. Although we started from a high level, we increased it slightly in the year. In December 2020, we launched a digital paper selector for the Kraft business area as an extra service to our customers. The digital paper selector was previously available in the Natural Greaseproof paper business area.

**OUR ECONOMIC IMPACT**

Nordic Paper works with long-term customer relationships, product development and efficient working methods that generate sustainable business. In addition to creating business advantages, this also benefits our customers, suppliers and other stakeholders.

We have an important role in society as an exporter, employer and tax payer. For us, it is natural to pay tax according to statutory regulations in the countries where we operate.



**GOAL 2020**

- Reduce the number of claims
- Customer satisfaction, retain CSI (Customer Satisfaction Index) of 85 or above



**GOAL 2021**

- Customer satisfaction, retain CSI (Customer Satisfaction Index) or 85 or above
- 100% signed Code of Conduct employees
- 95% signed Code of Conduct Suppliers



### ANTI-CORRUPTION

Nordic Paper rejects all forms of bribery and corruption. We comply with Swedish and EU legislation, including anti-corruption and competition laws. Our anti-corruption guide supports the Board of Directors, our employees and partners in terms of behaviour that promotes good business ethics and to avoid and prevent bribery and corruption.

Nordic Paper has a zero tolerance policy to bribery. The company has a Code of Conduct for suppliers that they are obliged to follow. One of our objectives for 2021 is that at least 95 percent of our contracted suppliers shall operate under a Code of Conduct that has been approved by Nordic Paper.

### HUMAN RIGHTS

Nordic Paper follows the UN human rights framework, as well as Swedish and EU legislation. It is also important to us that all the parties in the value chain support and respect internationally acknowledged human rights. For this reason, we place high demands on our suppliers and choose our customers carefully.

### SUSTAINABILITY – A PREREQUISITE FOR GREAT BUSINESS

Sustainability is reflected in our business management systems, planning, production and sales strategy. In 2020, we continued the work of establishing streamlined routines and digital tools for collecting and reporting data with the aim of minimizing financial and operational risk.

We launched a new management system, Kronan, in spring 2020. Kronan collects all control documents based on our management routines, primary processes and support processes. The tool also handles our document management and ensures that our documentation is up-to-date. The introduction of Kronan also meant that we produced a revised policy portfolio that is available in several languages.

In connection with launching Kronan, we also introduced a new intranet. The new design, with improved and increased functionality, creates an attractive and user-friendly interface that constitutes a natural communication platform for our employees.

Just as in all other operations, we focus sharply on digitalisation and IT. The internal IT processes developed in 2020 are aimed at creating secure information and business data processing. A shared data structure and increased data quality improves follow-up and decision making. Improved systems support in the form of CRM systems and an internet portal for our agents enable our customers and agents to access the right information at the right time.

## Our Code of Conduct

**N**ordic Paper's Code of Conduct was introduced throughout the organisation in May 2020. The Code of Conduct is a control document that describes our values and how we behave as employees of the Company. It states that we safeguard health and safety by preventing workplace-related accidents, injuries and illness.

Nordic Paper works actively to ensure equal pay, safe working conditions and a workplace free of discrimination and harassment.

**WE** do not accept forced labour, child labour or human trafficking.

**WE** value the environment and produce safe products from natural raw materials, without the addition of fluorochemicals or other foreign substances.

**WE** have zero tolerance of corruption and all forms of bribery.

Our Code of Conduct is already an integrated part of all business relations between our suppliers and Nordic Paper.