

Quality and Environmental Management



Our Quality and Environmental Management Policies

“An ongoing process...”

It is our objective to produce first-class paper that keeps our customers satisfied in every respect. Commitment to quality is our prime doctrine, but that does not mean that we ever lose sight of the fundamental principle of accepting responsibility for our environment in our day-to-day work and all our decisions. Commitment to quality and environmental protection are the keystones of our corporate philosophy and modus operandi.

We have defined our company's quality policy and environmental policy, which can be downloaded from the Internet at www.mitsubishi-paper.com by any member of staff and, of course, by any customer or business associate. The management and all the employees of the company commit themselves to putting the guidelines laid down in these policies into practice. Mitsubishi HiTec Paper has a quality officer and an environmental officer with the task of checking and coordinating compliance with the guidelines. And we also have the fact that our company is committed to both quality and the environment officially verified, of course.

We had our quality management system certified in accordance with ISO 9002:1994 as long ago as 1994. ISO 9001:1994 was used from 1997 to 2002, while in 2002 we were certified for the first time in accordance with the DIN EN ISO 9001:2000 revised quality management standard.

We have been committed to environmentally aware manufacture and processing in our thermal paper production for years. Our environmental management system was first validated in accordance with the EU eco-audit scheme in 1997. We successfully achieved revalidation in accordance with the EU eco-audit scheme in 2003 and at the same time were certified in accordance with ISO 14001, the international environmental management system standard. We have been certified in accordance with ISO 14001:2005 since 2005.

2007 we were certified in accordance with the strict standards of the world-wide, independent FSC (Forest Stewardship Council). This certification stands for a responsible forest management and for the committed environmental awareness of our company.

Achieving the best possible quality and protecting our environment are tasks that are constantly presenting us with new challenges. Scientific findings, new statutory provisions and technical developments mean that the demands made on us change day by day. We therefore see our commitment as an ongoing process. The goal that we achieved yesterday is the springboard to achieving the goals of tomorrow.

Flensburg, January 2008



Johan van der Kruk
Managing Director

Nobuo Saito
Managing Director

CERTIFICATE



Management system as per
DIN EN ISO 9001 : 2000

In accordance with TÜV CERT procedures, it is hereby certified that



Mitsubishi HiTec Paper Flensburg GmbH
Husumer Strasse 12
24941 Flensburg
Germany

applies a management system in line with the above standard for the following scope

**Production and sale of special papers,
specifically thermal papers and ink-jet papers**

Certificate Registration No. 04 100 014334
Audit Report No. 3501 3803

Valid until 2010-03-11
Initial certification 1994

G. Brüntigam

TÜV CERT Certification Body
at TÜV NORD CERT GmbH

Essen, 2007-07-05

This certification was conducted in accordance with the TÜV CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH

Langemarckstrasse 20

45141 Essen

www.tuev-nord-cert.com



TGA-ZM-30-96-00



CERTIFICATE



Management system as per
DIN EN ISO 14001 : 2005

In accordance with TÜV CERT procedures, it is hereby certified that



Mitsubishi HiTec Paper Flensburg GmbH
Husumer Straße 12
24941 Flensburg
Germany

applies a management system in line with the above standard for the following scope

**Manufacture and sale of special papers,
in particular thermal papers and inkjet papers**

Certificate Registration No. 04 104 000270
Audit Report No. 3500 8936

Valid until 2009-11-90
Initial certification 2000

TÜV CERT Certification Body
at TÜV NORD CERT GmbH

Essen, 2006-10-25

This certification was conducted in accordance with the TÜV CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH

Langemarckstraße 20

45141 Essen

www.tuev-nord-cert.de



TGA-ZM-30-96-60



Quality and Environmental Management

We pull out all the stops.

We have established our brand *thermoscript* for all thermal paper products which are produced in Flensburg, and since 2001, also in our sister company, Mitsubishi HiTec Paper Bielefeld GmbH. We deliver jointly thermal paper for special applications.

In accordance with the Quality Management System we develop and produce thermal paper for many different applications. For years we have been focusing on environmentally friendly production and processing in compliance with the requirements of DIN EN ISO 9001:2000 and DIN EN ISO 14001:2005. We have had our environmental management independently certified. Our Fax and Point-of-Sale-Production in Bielefeld has been certified since the year 2000 with the Nordic Swan, the highest quality of environmental certification in the international paper industry. In 2007 we were certified by the worldwide operating independent FSC (Forest Stewardship Council), who are working for responsible and sustainable forest management.

In order to increase the energy efficiency, we invested in new aggregates for processing cellulose on the paper machine in 2001. In this connection we also installed a heat regeneration plant in our refining process in 2003. Thus, depending on the outside temperature, we can save up to 1,400 kW in heat output.

In 2004 we expanded our purification plant with a biological purification stage and cleaned up a total of 400 meters of stream water on our factory grounds in Flensburg.

In 2004 and 2005 we fitted our buildings and installations with automatic sprinkler systems. The risk of fire in buildings and resulting production break-downs was considerably reduced by these measures.

Similarly, in 2005 we reduced the discharge of waste water by about 12 per cent by means of an extensive closure of the water cycle on the paper machine.

In 2006 we carried out an extensive modernization of the pre-purification of the cellulose on the paper machine and thus increased both the capacity and the efficiency of this facility.

Furthermore, in 2006 and 2007 we put new mills with a more efficient energy consumption into operation for grinding resin and dyes, thus reducing the specific energy consumption of this process.

In 2008 a new power plant was put into operation. In future we will cover the company's requirements for electricity and heating via a combined heat and power transmission.

For years we have been supplying our customers with technical data sheets for all *thermoscript* products. Naturally, we provide precise durability guarantees under stipulated storage conditions.

We invest in the education and further training of our employees. Themes for regular further training are, for example, use of modern work techniques, safety in the work place and new measurement methods.



Imprint

Mitsubishi HiTec Paper Flensburg GmbH

Husumer Straße 12
24941 Flensburg | Germany
Tel. +49 461 8695-0
Fax +49 461 8695-500
info.mpf@mitsubishi-paper.com
www.mitsubishi-paper.com

If you would like further information, you are welcome to contact our Environmental Officer, Dirk Susat, with any questions and suggestions. He can be reached on:

Tel. +49 461 8695-252
Fax +49 461 8695-400
dirk.susat@mitsubishi-paper.com

You can reach our quality manager Matthias Neukirch as follows:

Tel. +49 461 8695-294
Fax +49 461 8695-400
matthias.neukirch@mitsubishi-paper.com

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