

Our Principles





Our Goals

People all over the world depend on the quality of our products. Because of this, we understand that Kelheim Fibres bears a lot of responsibility – for our customers, for end users, for our employees, for our company's owners, for society and for the environment. For this reason, our focus is not on short-term returns, but we plan for the long term and strive daily to find innovative solutions that will meet our customers' needs and have a positive impact on peoples' lives. We are therefore constantly refining the technologies we use for producing our fibres and invest sustainably in environmental protection, energy efficiency and raw material recovery. All of our investments are made in keeping with our economic and ethical principles and values.

The Company

Cellulosic fibres have been produced in our factory in Kelheim, Germany for more than 80 years. As one of the world's leading suppliers, Kelheim Fibres contributes to the success of many brands and products. The fibres we produce are used in the manufacture of feminine hygiene and care products, as well as filtration, insulation and textile products. Our highly sophisticated technologies and expertise ensure that all of our products are of high quality. Our innovations have become industry benchmarks and effectively meet our customers' quality needs. In order to continue building a successful future, our corporate policy is based on innovation, specialisation and reinvestment. As a successful market leader, we are furthermore an important employer in the region and offer high-quality and secure jobs.





Our Values

Kelheim Fibres' success is based on three principles that we actively practice and support. They are **trust**, **innovation** and **engagement**, and shape our day-to-day operations as well as our relationships within the company, with our customers, suppliers and our company's owners.

Trust

The reputations of many international brands depend on our products and services. Both customers and consumers rely on our products meeting the highest quality standards, which we in turn assure through comprehensive quality assurance systems. Based on these systems, we are able to trace back every product that leaves our company from the finished item right back to the natural wood from which it was produced. Beyond this, trust also marks the relationships within our company, with our suppliers and other stakeholders. We actively work in their interests and consider safety, occupational health and environmental protection as keys to our success. In our day-to-day operations, we promote and encourage honesty, respect and equality, while at the same time meeting our obligation to our company's owners in ensuring that they can trust Kelheim Fibres to sustainably manage their assets and increase their returns.



Innovation

Innovations form the cornerstone of our success, and we promote an open and creative corporate culture where ideas can flourish. This enables us to develop products and processes that are highly effective in meeting our customers' needs and set industry standards. Continuous improvement of our products and production processes also enables us to sustainably increase our company value and competitiveness. In development partnerships with our customers, we focus on developing progressive solutions for, among others, high-tech clothing, hygiene products and speciality papers. Kelheim Fibres' high innovative potential is grounded in the expertise it has consolidated under one roof and allows it to not only develop, but also rapidly commercialise the production of new products.

Engagement

Engagement with our customers, through our products and service, in addition to our employees and suppliers is of the highest priority. Being engaged means always giving our best and remaining fully focussed at all times. At the same time, being engaged also means that we take a deep interest in our counterparts' requirements and fully address their needs. We approach both big and small projects with equal passion and expertise, allowing us to achieve extraordinary results and mutual success.





Our Stakeholders

Customers

Our customers' success is our success and is based on trust, engagement and innovation. When it comes to our customers, we make a point of listening carefully, of taking into account their needs and of creating added value through innovative solutions. In doing so, we consider ourselves a loyal partner who is respectful of rules, delivers on its promises and treats matters confidentially.

Employees

Our employees' engagement and expertise is our capital. We promote corporate co-determination and develop common objectives jointly with our employee representatives. Our employees receive competitive wages and benefits and we actively work to foster the best possible conditions for their personal and professional development. In addition to focussing on our own personnel, we also contribute to creating future and educational opportunities for young people in the region.

Suppliers

Our suppliers contribute to the value of our products and the success of our company. We select our suppliers with care and make sure that they share our business objectives. Our relationship with our suppliers is marked by mutual trust and understanding. We communicate openly and fairly and always act in compliance with applicable laws. We assure the quality of our suppliers' services and products by clearly communicating our requirements and through regular audits.

Society

In line with our values and principles, we take our responsibility for society, the environment and the region where we are based, very seriously. The observation of all relevant regulations and documentation our processes translates into safety for everybody involved. We comply with the limits set down in official regulations, meet all relevant environmental protection standards and constantly use our know-how to improve our operations.





How We Operate

Quality, Safety and Certifications

We accept no compromise in the areas of quality and safety. Our internal quality management systems and external certifications mean that we work to the highest standards – from the moment of receipt of raw materials to the production and shipment of our products. Our customers can fully depend on our compliance with all relevant regulations and on our products meeting all of their requirements.

Kelheim Fibres complies with the requirements of the EU REACH regulation and is certified in accordance with:

- ISO 9001 Quality Management Systems
- ISO 50001 Energy Management Systems
- Standard 100 by OEKO-TEX®, including its requirements under Appendix 6
- FSC® (Forest Stewardship Council®)
- PEFC™ (Programme for the Endorsement of Forest Certification)
- DIN EN 13432 Compostable Products and Packaging
- Vinçotte's OK Biodegradable MARINE certificate

Raw Materials

Our fibres are primarily produced from dissolving wood pulp. We comply with the EU Timber Regulation 995/2010 and recognise the objectives of the FSC® and PEFC™. We obtain all of our pulp from FSC® and PEFC™-certified suppliers whose timber is sourced 100 % from responsibly managed forests.

This means that we do not use any raw materials sourced from:

- Illegally logged timber
- Timber from areas in which traditional and fundamental civil rights are being violated
- Timber from forests whose conservation values are put at risk through forest management
- Production plants that have a significant impact on the conversion of natural forests into plantations or non-forest areas
- Plantations and companies that employ genetically modified organisms (GMO)

Hygiene Standards

The fibres we produce are used in many sensitive areas. For this reason, our industry-leading hygiene standards guarantee that fibres used in demanding industries such as in food and medical device production are manufactured with the highest levels of care. We have clearly defined specifications for the designation of hygiene zones, the content of and systems used in training, specific building features, pest management, machine design and many other aspects. The observance of our hygiene standards is assured by our operational and departmental managers.

Traceability

Our customers can depend on us: we record the production parameters and raw material batch information of all of the fibre products we supply. This high level of transparency is an expression of our quality standards and assures the highest possible level of safety for consumers, for our customers and for ourselves.

Product Innovation

The value and leading position of Kelheim Fibres is the direct result of its high potential for innovation. We systematically promote innovation and manage its development. Our Open Innovation Process offers a framework for discussing and examining ideas from a number of angles, in addition to which customer and consumer workshops deliver new concepts and novel solutions, the results of which lead to new products and processes that set industry standards.

Energy

The reduction of energy consumption, increase of energy efficiency and the recovery of energy lie at the centre of our energy policy. Continuous improvement of our energy technologies and processes allows us to conserve resources and protect the environment. Multiple-use solutions and energy recovery systems allow us to optimise our energy yields and consumption. We employ a highly efficient co-generation power plant to deliver both electric power and steam. Our energy policy is implemented within the framework of our energy management system.



Environment

Environmental protection is firmly anchored in our corporate goals. We aim to keep the earth, air and water clean for current and future generations and to use available resources responsibly. This is why we strictly comply with environmental protection laws and systematically work towards continuous improvement of our environmental performance. The use of intelligent technologies help us to strike a balance between economy and ecology.

Air

All of our production plants comprise the best cutting edge technologies currently available and make us a benchmark in the viscose fibre industry. Our emissions and immissions are significantly below official limit values and have been reducing consistently over the years. Online measurements and complex dispersion modelling help us to still further improve our performance. In addition to this, all of our operations and compliance with legal requirements are also monitored by external auditors.

Water

We strive to minimise our water consumption and to put as little stress as possible on water ecosystems, and do so by using closed-loop, multiple-use water systems. The high performance waste water treatment systems of our bio reactors, which were specifically developed for our production plant, are examples of globally leading water treatment technology.

Sustainability

All of the fibre products manufactured by Kelheim Fibres are produced from cellulose, a natural, fast growing biodegradable resource. The timber used to produce cellulose pulp is sourced from sustainably managed forests that are certified in accordance with the strict standards of FSC® or PEFC™. This creates a sound basis for the production of sustainable products – such as biodegradable moist toilet tissue. In these types of products, we make an important contribution to protecting the environment and marine ecosystems.





Working for Kelheim Fibres

Ethics and Compliance

All interactions between our company's management, employees, suppliers and other partners are marked by respect and we consider fairness and sound interpersonal interaction as essential to our success. The rules for this are defined in our internal compliance monitoring system, which acts as a guide to all involved and is used to monitor compliance with internal and external codes of conduct. This forms the foundation for respectful and ethical behaviour at Kelheim Fibres and on an international level.

Health and Safety in the Workplace

The health and safety of our employees is of paramount importance to us. Kelheim Fibres complies with the requirements of all relevant EU working condition directives and ensures that all of its employees work in a proper and safe environment. Every one of our employees receives training in their specialist area and is required to know and observe the relevant occupational health and safety regulations. Health and safety courses are held regularly to train employees about specific risks and hazards and to secure permanent improvements in safety at work.

Personal Targets and Feedback

We aim to recruit, train and retain the best employees for our company. This is why we place great value on a good working atmosphere and open and fair interpersonal conduct. We formulate personal targets in discussion with our employees which are based on our corporate objectives and regularly provide feedback on their performance. This allows us to achieve our objectives for the benefit of our customers, employees and our company's owners.



Kelheim Fibres GmbH
Regensburger Strasse 109
93309 Kelheim, Germany
Phone: +49 9441 99-0
Fax: +49 9441 99-568
info@kelheim-fibres.com
www.kelheim-fibres.com