



Dear customer,

I'm excited to share our latest Filter Products Newsletter with you today. Technical support and expertise are a priority at Eastman, and we can't wait to share highlights of how we're growing and providing excellent customer experiences through technical service capabilities.

Since Eastman introduced cellulose acetate tow as a material for tobacco filters, we have supported our filter products' customers with high-quality product and technical service. It begins with assisting you in selecting the proper tow specification for your application and extends through helping you optimize your filter making process.

During the last three years, COVID-19 has challenged our ability to deliver value through our technical service due to the constraints on visiting customer facilities. Eastman has adapted well by improving our ability to deliver technical service remotely via video conferencing. Now that restrictions have been relaxed, our technical service team is excited to return to providing the on-site assistance that customers value.

In this period of increasing costs, other suppliers may choose to decrease the level of service provided to you. Continuing to provide technical service to our customers is a key component of Eastman's filter products strategy. We are proud that we have been here for our customers no matter the challenge, and we'll continue to provide that unyielding support. That's our promise to you.

Respectfully,

A handwritten signature in black ink that reads "Jim Nanney".

Jim Nanney
Technology Manager, Eastman Fibers



Today's technical support is central

A history of expertise

For more than 80 years, we've invested in tow and filter development and built a wealth of expertise that spans generations.

Eastman's journey to produce a cigarette filter began in 1938. In the 1950s, we patented tow, created the first tow processing machine and built the first filter tow rod test equipment. We've made continuous investments to technology and design through the decades, including tow selectors, processors and simulators to increase efficiency.

Now, we've taken that knowledge and entered a new phase of filter production, focused on innovative, sustainable solutions.

Developing to a new era of Innovation

Emerging, sophisticated advancements in manufacturing technology have brought high-speed machines, optical sensor control, modular technologies, dual track machine designs and more into the industry.

We've seen new, highly engineered products, like heated tobacco products, and new complexities in filter design, such as hollow acetate tubes.

Revolutionary production concepts like lean manufacturing and integrated operating systems have also changed the way we operate.

These technologies have brought us new ways to engineer and conceptualize production, but they've also brought new challenges like lean manufacturing, employee turnover rates and a need for cost/waste reduction programs. **That is why the deep technical support and expertise Eastman can deliver is more relevant than ever.**



Our expertise in practice

Quality

Eastman continues to provide a robust quality system. Not only does this system exceed ISO 9001:2015 standards, but it also maintains dedicated personnel with customer and manufacturing experience to provide timely responses to a wide variety of customer needs.

Technical service

We provide the deep technical support and expertise you need. In every region we serve, we have technical service teams ready to help customers solve their problems and meet their goals. We support customer product development needs via cloud-based software that uses predictive, mathematical filter modeling developed over many years of R&D to assist in the selection of the correct tow grades. This allows our customer to increase their speed of development for new products they are taking to market.

Our staff is available online to assist customers in real time with processing or tow issues. Through these online interactions, customers can talk to manufacturing experts when their operations are having issues or if they believe there is an issue with the tow we have supplied. If we cannot solve the issues online, in most cases, we will send someone on site to assist you.

We also offer in-person education in tow processing for those customers who need it. Our hands-on training teaches your staff how to optimize tow consumption and reduce waste, ultimately decreasing your operation's total tow purchases and costs.

We are also demonstrating our continued commitment to the industry's scientific community and to the future of next-generation products through our long-standing membership and support of industry scientific associations like Cooperation Centre for Scientific Research Relative to Tobacco (CORESTA) and the Tobacco Science Research Conference.

[Modeling](#) | [Cloud-based portal](#) | [Training](#) | [Audits](#) | [Real-time solutions](#)



Our expertise in practice

Plug-maker and filter rod laboratories

Our fully staffed filter-maker lab supports quality control, customer product performance requests, new product development and R&D work through a blend of trusted and innovative methods we have created over the years.

Research and development

We maintain a pilot-scale fibers development facility to support product and process development of cellulose acetate fibers as well as a filter-maker lab and filter characterization testing facility to support application development for the tobacco industry. From this facility, we develop tailor-made products to meet our customers' needs and new application specifications.

Sustainability

We invest in technology to make Eastman filters more sustainable, including ongoing research to enhance biodegradability of cellulosic fibers. Recently, Eastman Estron™ acetate tow received the “OK biodegradable” and “OK compost” conformity marks from TÜVAUSTRIA, certifying the Estron portfolio is biodegradable and compostable.

We're also working toward advanced circular recycling. With Eastman EcoTow™ CRT, recycled content* is diverted from landfill, broken down to its basic building blocks via Eastman's patented carbon renewal technology – also called molecular recycling – and used to produce a circular, fully traceable and biodegradable cellulosic fiber with a reduced carbon footprint.

*Via ISCC-certified mass balance approach



With a strong history of filter tow expertise, investment and technical support, we aim to sustain Eastman as a long-term, viable tow supplier. No matter the challenge, we'll continue to provide outstanding products and support for many years to come.

In our next newsletter, we will explore the global transition and Eastman's commitment to the circular economy

Reach out to an Eastman representative with any questions.

[Contact us](#)

