



# Each Sumitomo Bakelite Group company works to deepen its relationship with local communities.

## Overseas

### Singapore

As a means of contributing to local communities, Sumitomo Bakelite Singapore Pte. Ltd. arranges for its employees to make annual visits to Singapore Red Cross facilities for physically challenged people, where they work to clean up the facility as well as make minor repairs to wheelchairs and other equipment. In addition, to provide lifestyle support for impoverished seniors, the company organizes visits to individual senior citizens' homes, during which the senior citizens are presented with support products.



### Indonesia

#### Study Visits to Plant Arranged in Cooperation with Local Governments and High Schools

P.T. Indopherin Jaya (IPJ) recently hosted study visits to its plant by 40 Probolinggo City high school students who had won environmental awards from the government. After the plant managers explained to the visitors about the general features of the plant and its environmental protection efforts, the visitors were given a tour of the plant. Another group that made a study visit to the IPJ plant was an 80-member delegation of representatives of the International Center for Environmental Technology Transfer (ICETT) and of East Java Province (including Probolinggo City) that made the visit as part of their tour of companies in the region.



### China

#### Dialog with Regional Governments

The Dongguan Plant of BASEC Hong Kong Limited, in China's Guangdong Province, hosted a delegation of top officials of Dongguan City and other local officials who were investigating the state of foreign-affiliated companies amid the global financial crisis. The delegation toured the health care product manufacturing facility and other parts of the plant, and the visit was covered by local television stations and newspapers.



### Europe

#### Dialog with Regional Societies

As a part of the staff training programs of local governments' environment-related units, trainees were hosted by N.V. Sumitomo Bakelite Europe S.A., which provided a tour of its plant as well as a summary explanation of the plant.

In Belgium, because the Genk Plant occupies a site affected by soil pollution caused by a previous site user, the plant has begun regularly distributing a newsletter on the pollution situation to local residents.

#### Cooperating to Help Preserve Relics from the Roman Era

As a member of a regional industrial association, Sumitomo Bakelite Europe's Barcelona Plant is working to help preserve Roman-era archeological relics found nearby its location. In 2008, the representatives of the local municipal government made an official visit to the plant and were given a tour of the plant's facilities.



## North America

### Dialog with Regional Societies

Durez Corporation's plant in Fort Erie, Ontario, offers special Earth Day Tours of its plant for local high school students as well as organizes a campaign to tidy up nearby roads.



## Japan

### Dialog with Regional Societies

#### Plant Study Tours

The Amagasaki Plant is proactively arranging study tours as a means of promoting dialog with local communities.

In June 2008, IPC Environment Business Research Association\* members visited the plant to study its environmental protection measures. In October 2008, the plant invited representatives of local governments to participate in an annually implemented program involving an overview explanation and tour of the plant's facilities.

\* IPC was founded as the Institute for Printed Circuits and subsequently renamed the Institute for Interconnecting and Packaging Electronic Circuits and IPC. The new acronymic name is accompanied by an identity statement, "Association Connecting Electronics Industries."



### Special Service for Regional Society

#### Support for Children's Activities

S.B. Techno Plastics Co., Ltd., cooperated with a "living organism study" program organized by a local nonprofit organization



and a local town association aimed at promoting children's development. The company gave the program support through measures that included the provision of a parking lot and wastewater pumps.

#### Plant Study Tours for Elementary Schoolchildren

As part of its programs for contributing to society, Kyushu Bakelite Industry Co., Ltd., provided a study tour of its plant to 25 students and two teachers from a local elementary school. The objective of the program was to provide the students with an opportunity to study the school district's geography and land use characteristics as well as to observe the way that family members and others are employed and thereby gain a better understanding of labor issues. Going forward, the company plans to proactively cooperate with such programs and otherwise demonstrate that it is a company open to local communities.



#### Internship Program

The Utsunomiya Plant accepted three local middle school students as interns for one week and provided those interns with training. While enabling the interns to leave their school and socialize with other people in their community as well as broadening the scope of their experience in society, the plant emphasized such measures to help the interns prepare for their adult lives in society as lessons in formal etiquette as is commonly practiced among businesspeople and other corporate employees in Japan.





**Environmental Conservation for Regional Society**

Each year, the Shizuoka Plant acts as a member of regional society by participating with other regional society members in a campaign to wipe out illegal dumping activities. In addition, as part of its programs for encouraging employees to make special contributions to regional society, the plant organizes campaigns in which employees clean up areas around the plant facilities and dormitories as well as local roads. Each year, the plant also cooperates with

a local citizens' group with respect to that group's campaign to clean up nearby streams and rivers.



**Responses to Environmental Complaints**

Sumitomo Bakelite responds promptly to diverse complaints from residents of local communities.

Category	Date	Business site	Complaint	Cause and response
Odor	April 2008	Shizuoka Plant	A nearby factory complained of a strong smell of something scorched or burning.	After the complaint, a visit was made to the nearby factory but it was impossible to directly perceive the smell at that time. From the circumstances of the incident, it was determined that the smell was emitted from the deodorizing furnace of a drying machine. By reevaluating the operating procedure for that facility, the situation was improved.
Odor	June 2008	Tsu Plant	A nearby resident complained of an odor.	It was found that a large volume of rain had swept dead leaves and caterpillar carcasses into a sewage line on the plant's grounds, clogged it, and putrefied, causing the odor. A sewage line cleaning request was submitted to the municipal water and sewage authority. In addition, trees on the grounds were pruned to reduce the quantity of falling leaves.
Odor	September 2008	Shizuoka Plant	A nearby factory complained of a strong odor.	After the complaint, a visit was made to the nearby factory but it was impossible to directly perceive the smell at that time. Based on the results of a survey within the plant, it was discovered that there were some problems with a boiler before the incident occurred, and it was determined that that was the cause of the problem. In response, the boiler facility was repaired.
Odor	October 2008	Shizuoka Plant	A nearby resident reported a distinctive chemical odor.	It was determined that the odor stemmed from manufacturing process exhaust gas that was emitted from the plant after being subjected to combustion treatment. In response, the combustion unit was serviced to increase its combustion efficacy.
Odor	February 2009	Amagasaki Plant	A nearby resident reported an odor.	It was thought that the problem may have resulted from a deterioration of catalysts in a catalytic oxidation-type deodorizing unit used to treat exhaust fumes from welding processes. In response, the plant took such measures as those to cleanse the catalytic fluid employed by that unit.
Noise	April 2008	Shizuoka Plant	A nearby resident complained that a loud noise beginning early in the morning was problematic.	Although prior notice had been provided to residents regarding the implementation of a tree-spraying process at the plant, a portion of residents complained about the process being implemented early in the morning. Because the process of spraying trees on the plant's grounds entailed the use of large-scale equipment on public roads with considerable pedestrian traffic, it was deemed necessary to implement the process early in the morning when there were few pedestrians. In response, the trees were shortened through pruning, enabling the spraying process to be performed from the inside of the plant during the daytime.
Other	April 2008	Amagasaki Plant	It was reported that, on the north side of the plant, tree branches had extended toward a byway alongside a pedestrian road-crossing bridge so that they were brushing against large buses that passed through that byway. The bus company requested that the branches be cut.	In response, the tree branches in question as well as other tree branches extending toward the byway were cut, and this measure was reported to the bus company.
Other	June 2008	Fundamental Research Laboratory	The management association of a condominium building on the south side of the laboratory's grounds reported that tree branches had extended toward the building's parking lot so that nuts and sap were falling on parked cars in that lot. The management association requested that the branches be pruned.	Because of the beauty of the cherry trees in the Sakai area when they are in full blossom, the previous chairman of the management association had requested that they not be pruned and the Company had complied with that request. Currently, because the association (with a new chairman) was requesting that the trees be pruned, the Company complied with that request. After the trees were pruned, the association was appreciative of the pruning and contacted the Company to express its thanks.
Other	October 2008	Shizuoka Plant	A nearby factory reported that there was an oil film floating on the surface of a stream that passes through the grounds of the plant.	After an investigation, it was determined that the oil film was floating on the stream before it entered the plant's grounds, but that the source of the film was not clear. The city halls of Fujieda and Yaezu were contacted and asked to handle the situation.
Other	January 2009	Shizuoka Plant	A pedestrian walking on a sidewalk along the south side of the plant grounds reported that a fog-like cloud had emerged from the plant and come in contact with the pedestrian's head. This pedestrian was inquiring about the possibility that this cloud might cause health problems.	After an investigation, it was determined that a pinhole perforation in a water pipe extending from a water well was leaking water. In response, the pipe was immediately repaired and the situation was explained to the pedestrian who had made the inquiry, who was satisfied with that explanation.
Other	February 2009	Shizuoka Plant	The owner of a rice paddy on the northeast side of the plant grounds reported that branches of trees on the plant's grounds had grown, casting a shadow on his field. He requested that countermeasures be taken.	In response, the trees in the relevant zone were pruned during April.