



COMMUNITY ADVISORY PANELS

EASTMAN

- Wanda Valentine
 - Eastman Chemical Company's Tennessee Operations Site
Kingsport, TN
- Nancy Swoger
 - Eastman Chemical Company's Pennsylvania Operations Site
Jefferson, PA (~15 miles south of Pittsburgh, Pennsylvania)

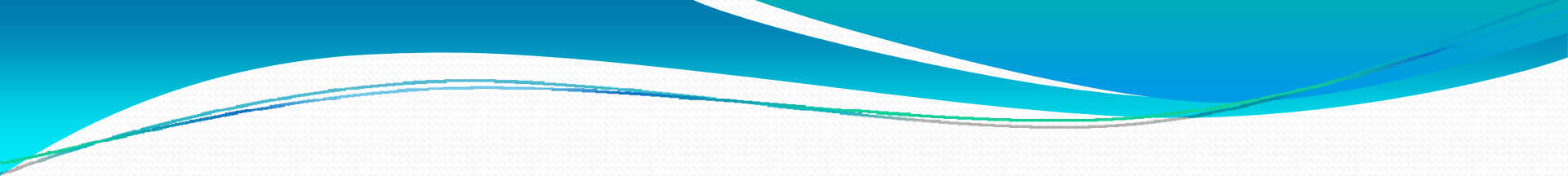
Community Advisory Panels CAPs



- A product of the chemical industry's Responsible Care[®] initiative.
- Today, there are 300 in the United States and many worldwide.

Community Advisory Panels

- Are partnerships between communities and companies.
- Enhance communications between the company and the communities in which our plants are located.



Openness, we
believe, involves
listening.

EASTMAN

Eastman's CAPs

- Kingsport, TN
- Columbia, SC
- Longview, TX
- Jefferson, PA
- Middelburg, the Netherlands
- Workington, England

CAP at Workington, England site

Meets four times a year
with representatives
from local village
(Seaton, Siddick,
Northside and Flimby)
residents, local
government councilors
and the church.



Profile of a CAP

- Diverse representation of the community:
 - Plant neighbors
 - Civic leaders
 - Business
 - Medical Professionals
 - Education - Teachers / Students
 - Emergency Responders
 - Governmental Officials
 - Service Organizations
 - Environmentalists / Conservationists



Objectives of a CAP

- Provide opportunity for dialogue.
- Help citizens understand industry issues.
- Help industry understand citizens' concerns.
- Provide mechanism for plant to discuss community response to plant ideas & plans.
- Look after the community's interests.
- Build trust.



Role of CAP Member

- Regular attendance.
- Help us assess our communications with community.
- Take part in development and critique of communications plans.
- Offer suggestions for improved communications, such as plant environmental tours for employees as well as the public.
- When willing, speak to civic groups.

Role of Facilitator

- Meeting logistics
- Agenda
- Program / presentation (may need to assist presenter in its development)
- Minutes
- Maintain member listing and length of service
- Contact proposed new members
- Seek input from members & strive for interesting meetings

Other Guidelines

- Terms of office: 1, 2, or 3 years
- Frequency of meetings: monthly; bimonthly; quarterly
- Time of meeting: lunch or dinner
- Length of meeting: 1 1/2 – 2 1/2 hours
- Cost: incurred by company
- Facilitation: company representative or third-party facilitator

Typical Agenda - CAP Meeting

- Lunch or dinner for 45 minutes
- Welcome and announcements (special recognitions, anniversaries, etc.)
- Review of agenda
- Introduction of guest speaker. If a tour is part of the presentation, CAP boards bus for tour location.
- Plant manager's "state of the business" and response to questions/rumors
- Sometimes homework is given — critique a company-produced publication.

Previous Meeting Topics

- Emergency preparedness procedures
- Eastman's impact on the Holston River
- Community relations and Eastman's impact in the community
- Eastman's integrated health strategy
- Operations employees' selection and training
- Educational initiatives
- Clean coal technology

Tours

- Wastewater treatment facility
- Incineration complex
- Landfill
- Coal handling facility
- Technical services extrusion lab
- Research and use of robotics
- Fibers materials handling and use of robotics
- Fire hall and emergency response operations
- Eastman - Jefferson Manufacturing Site
- Pittsburgh, Pennsylvania's 911 Emergency Center

**Kingsport
CAP
members
tour the Big
Shop**



Tour of plastics lab





Group Projects

- CAP Newsletter
- Local School Project (Environment – Outdoor Classroom – Science Project)
- Community Survey
- Community Fair Booth (CAP members attending and discussing accomplishments and plans)

**Eastman –
Reliant
Energy CAP
visiting the
Reliant
Energy
Power
Station**

