



Location	Changshu, China		
Site area	492,000m ²		
Established	April 2001		
Employees	1,140 (as of March 2021)		
Main products	Fluororesins, fluoroelastomers		
Certified	ISO 9001	April 2005	
	ISO 14001	July 2006	
	OHSAS 18001	March 2009	
	Green Heart Factory	November 2017 Rank: Gold	
	Super Green Heart Factory	March 2014	

Environment: Reducing Environmental Impacts

■ Reducing CO₂ from energy—Preventing leaks of pressurized air

Members of our manufacturing team checked for leaks using their five senses and/or soapy water spray. Inspections covered around 3,000 locations. Of these, repairs were made at 396 locations where leaks were found.

Effects: conserved 16,000 kwh/year of electricity
reduced CO₂-equivalent emissions by 11.7 tons



■ Reducing CO₂ from energy—Controlling temperature of compressor room

Two compressors used by our second manufacturing department are located in a sound-isolated room, resulting in poor heat dispersion. In case of insufficient cooling water pressure, the exhaust temperature increases.

We relocated the compressor intake outside of the room and added a pump to the cooling water pipes to lower the temperature inside the compressor room.

Effects: Conserved 150,000 kwh/year of electricity
Reduced CO₂-equivalent emissions by 107 tons



■ Reducing CO₂ from fluorocarbons

We reduced refrigerant emissions during statutory inspections by removing pipes that have not been used for a long period of time.

Effects: Reduced refrigerant emissions of 150kg
CO₂-equivalent emissions by 280 tons

Environment: Environmental Communication

■ Environment Day

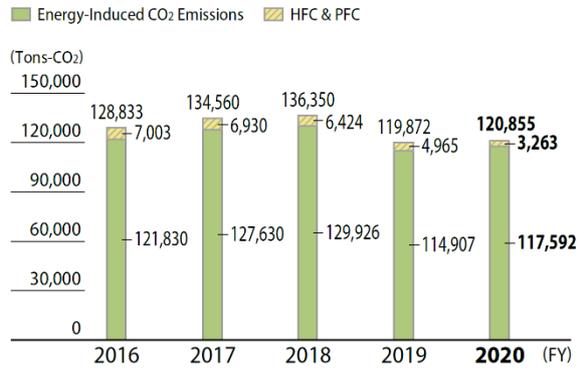
On June 5, which is World Environment Day, we put up posters in our workplaces and showed videos about environmental protection to increase employee awareness towards the environment.

In addition, we organized a quiz game using the WeChat app.

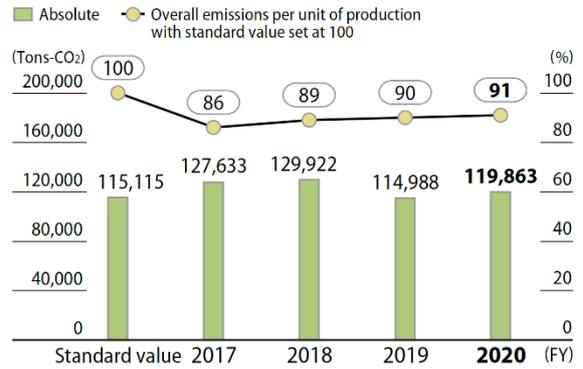


Environment: Environmental Performance Data

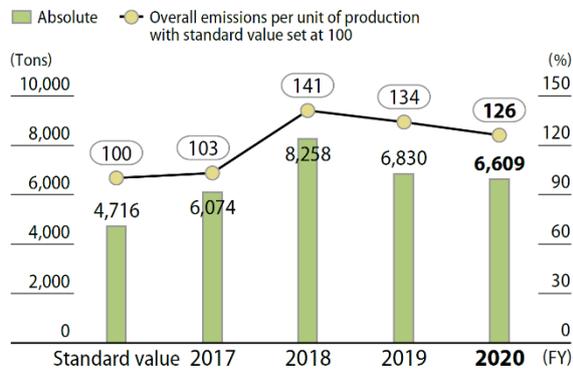
Greenhouse gas emissions



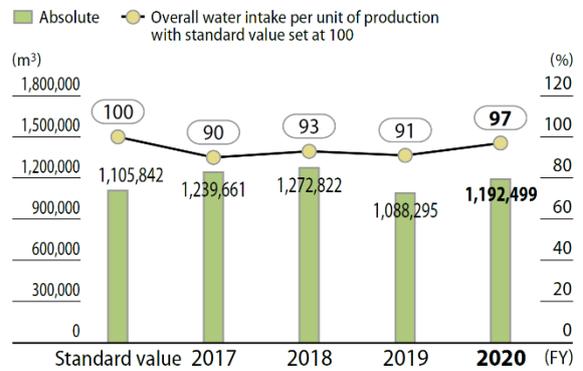
Energy-induced CO₂



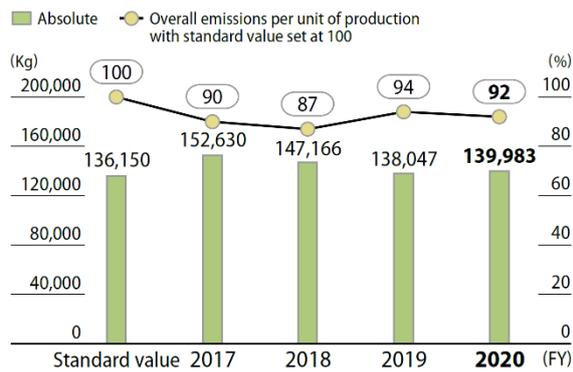
Waste (Including valuable materials)



Water intake



VOC emissions



Customer Satisfaction: Improving Product Quality

■ Quality close calls

All of our employees involved in manufacturing are on the lookout for quality close calls, which were detected on 284 occasions between April and December.

We have resolved all of these with the exception of 28, which we are still addressing.



■ Quality discussions and skills competition

We hold quality discussions to hear opinions and proposals from the frontline of manufacturing. Listening to needs in the manufacturing process and thinking from a customer-centric standpoint enables us to deliver consistent quality.

We organize a skills competition to provide employees the opportunity to showcase their capabilities and learn from one another. In addition, this competition helps to further improve overall skills in the workplace.



■ Consistent sharing of packaging materials

We have made efforts to stabilize quality of product drums and bags while cooperating with packaging material manufacturers.

Effects: drum return rate reduced from 13% to 3%
Contaminant rate in bags reduced to 0%

Customer Satisfaction: System to Reflect Customer Needs

■ Listening to the voice of customers keeping customers close in mind

During quality month in November, the manager of our manufacturing department visited customers in person to listen to feedback and their needs.

In total, 10 customers were visited and ideas were gathered on 45 themes for improvement. We have already completed work on 17 of these themes and are now working to address the remaining ones.



Human Resources: Training for Employees

■ First session of DCC intensive leadership training

With the business environment indicating further uncertainty ahead, senior management must cultivate its foresight and decision-making capabilities to ensure the continued growth of the company and transform challenges into opportunities.



A total of 14 general manager level employees were selected to attend as candidates for future senior management positions. Over the six-month training, participants underwent intensive training including desk work and practical hands-on classes, while taking measures to prevent the spread of COVID-19.

■ First session of DCC manager training

Manager-level employees represent middle management at DCC, playing an important role in bridging those employees above and below them. This six-month training to increase managerial awareness and improve management skills was offered via Webex, as a COVID-19 countermeasure, for employees promoted to manager-level positions within the past three years.



Curriculum covered a host of different areas, from basic knowledge of HR, finance and legal affairs essential to management to *Ho-Ren-So* and fostering the ideal characteristics of a manager. Managers from DFS, DAR DTC, and other companies also participated to foster regional solidarity.

■ **New hiring training camp, sales force training camp, finance training camp, leadership training camp, leadership training, growth camp and coaching training**

We held this fiscal year's new hire training camp in October. This marked the first time this camp was organized and held by DCC alone. In addition, eight new hires from DFS and two from LD participated to foster regional solidarity. The total number of participants reached a record high at 81. The camp was held with social distancing in mind.



We held a training camp for all members of the Shenzhen Lab in November 2020. The camp involved reflecting on one's own situation, setting goals, and networking. Participants also examined the lab's goals, how to make the workplace better, and what role they can play.

We held the growth camp from July to November 2020. This camp focuses on enhancing the company's management and fostering the next generation of manager candidates.

We held regular sessions of coaching training aiming to invigorate the workplace.

Human Resources: Promoting Diversity

■ **Women's empowerment project**

The women's empowerment project launched in October 2019 held events in 2020 at each business site while taking measures to stop the spread of COVID-19. The project aims to further establish and empower women in society by listening to their unique challenges and providing educational opportunities.

Communities: Other Local Activities

■ Supporting local residents in need

Ahead of Lunar New Year, we provided financial support to people in need living in the communities around the plant.



■ Supporting orphanages

In January, we provided financial support to an orphanage to purchase daily essentials for children.



■ Supporting local fire departments

We made a donation to the local fire department together with members of the industrial park's Responsible Care Committee.



External Evaluation: Awards

■ Good Corporate Citizen Award

We received the Good Corporate Citizen Award from the government of Changshu City.

