

The EBARA Group builds relationships of trust with stakeholders.

5. The EBARA Group demonstrates shared passion and integrity in all its dealings.

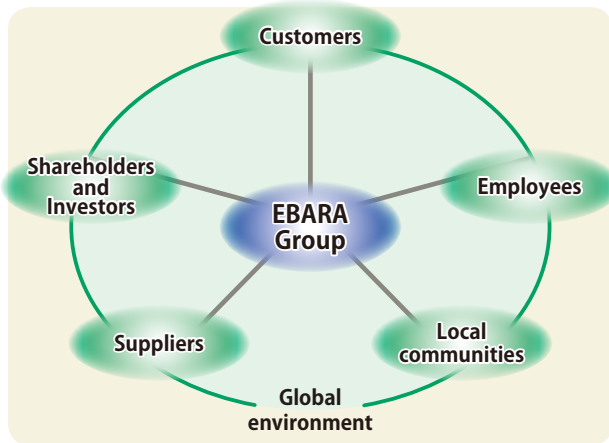
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Stakeholders

We, the EBARA Group, perceive our stakeholders as valued partners.

- **Customers**
We will offer superior products and services conscious of quality and safety through fair business practices.
- **Suppliers**
We will maintain proper purchasing practices by abiding with the principle of fairness.
- **Shareholders and Investors**
We will pursue long-term enhancement of our corporate value, to live up to the expectations placed on us. Furthermore, we will promptly and impartially disclose accurate management information.
- **People in local communities**
We will act as a good corporate citizen to make a positive contribution to society.
- **Employees**
We will endeavor to maintain and improve our workplace environment, which is safe and easy for any employee to work in, while respecting the employee's basic human rights, personality and life.

It is a fundamental of EBARA Group's CSR to build a relationship of trust with these stakeholders through communication with enthusiasm and sincerity.



We will practice and prove "enthusiasm and sincerity."

◇Enthusiasm and sincerity to "customers"

EBARA puts great emphasis on communication with customers through our daily business practice. Precision machinery companies were given Preferred Quality Supplier (PQS) awards in 2012 and 2013 consecutively by Intel Corporation in recognition of their building and maintaining their strict management system in the entire process from design, manufacturing and maintenance to meet extremely high-level demands of customers.

 News
<http://www.ebara.co.jp/en/news/2013/20130410.html>

◇Enthusiasm and sincerity to "Suppliers"

Our suppliers that deliver components to plants and suppliers engaged in building, installing and repair work at our pumping plants and drainage pumping stations have made efforts to improve product quality, safety and sanitation at workplaces and manufacturing techniques in cooperation with EBARA. At EBARA's Futtsu plant, the plant manager and heads of the procurement department and the internal control department attended a 2013 New Year's gathering held by EBARA's 70-plus partner companies to explain a business continuation plan to prepare for major earthquakes. Learning a lesson from the Great East Japan Earthquake, we exchanged opinions with people of our partner companies on how to fulfill our mission of restoring


VOICE


Suppliers' Voice

We will improve our techniques and skills and contribute to society

Mr. Takashi Matsumoto

President Ishinomaki Seiki Co.
(recognized as an excellent contractor at the FY2012 Safety Convention)





Two years have passed since the Great East Japan Earthquake. All machinery and vehicles of our company were affected by a tsunami higher than 2 meters. However, due to the help of EBARA and many people, we were able to restart our business. It's our pride that we have been engaged in works for reconstruction and recovery with no accident with EBARA employees who had worked with irresistible force to protect the social infrastructure right after the disaster. It was a precious experience for us, too. We will continue improving our techniques and skills as "a doctor for machinery" under the slogan "Safety First" and contributing to society.

VOICE

Suppliers' Voice

We will provide safe, high-quality facilities

Mr. Hisashi Torigoe

Director of First Division, Engineering Department
Hachinohe Ironworks Co., Ltd.
(recognized as an excellent contractor at the FY2012 Safety Convention)





Our company was established in 1918. We manufacture pump facilities and steel structures and provide firefighting equipment. When the Shijimikai pump facility in Aomori City was constructed, we examined various water stop techniques to install pumps under the sea water and could install a temporary water stop device by using our floodgate techniques and due to support of EBARA's technology. The facility's problem was caused mainly because its designers were very little aware of the facility's safety. We believe its successful completion stemmed from our longstanding cooperation with EBARA. We will provide safe, high-quality facilities.

Respect for stakeholder interests

pumping functions for water management as soon as possible after disasters. Our building and construction department attended a convention of the Health and Safety Partner Association to award partner companies particularly excellent in safe operations.

EBARA's standard pumps and standard blowers are sold by sales agencies under commission contract with EBARA. Also, to cope with problems as soon as possible, we signed maintenance contract with partner shops. Workers at our sales agencies and partner shops voluntarily visit EBARA plants for study tours and hold study sessions to better understand EBARA products. On these occasions, EBARA employees give lectures on our products and guide study tours.

VOICE

We will accumulate knowhow and obtain customers' trust

Suppliers' Voice



Mr. Kaoru Shimada
President
Ebarashoji Co., Ltd.

Since our company was established in 1948, we have expanded sales of EBARA Group products and worked for various fields both in the governmental and private sectors. I believe our accumulated knowhow creates trust of customers and contributes to obtaining new customers.

Our management policy is "to be a company to increase satisfaction of stakeholders and lead them to a positive growth cycle." Under the policy, we, as an engineering company, will further improve ourselves and go forward to be a century-old company.

◆ Enthusiasm and sincerity to "Shareholders and Investors"

The EBARA Group has made efforts to disclose information to shareholders and investors in a quick, easy-to-understand and timely manner. In FY2012, it was added to two world-leading Social Responsibility Indexes (SRI): FTSE4 Good Index Series and Dow Jones Sustainability Asia Pacific Indexes.



◆ Enthusiasm and sincerity to "People in local communities"

We have invited residents near our business facilities to plant tours and summer evening gatherings to promote friendship and communication with them. We have also made efforts to have them understand that EBARA Group products are used for the tap water system and waste disposal facilities they use on a daily basis, comfortable air-conditioning at commercial facilities, and machines to manufacture semiconductors used in cell phones and tablet computer, and also have them understand that these products do not come to their notice very often but play an indispensable role in their life.

After a dioxin leak incident at Fujisawa District in March 2000, we recognized anew the importance of building a relationship of trust with residents in local community. We have steadily held clean-up events in cooperation with local people and continued various activities, such as promoting a factory green space project, building a biotope at our Fujisawa and Futtu District and organizing their observation tours. We also have provided educational assistance to elementary and junior high schools in their neighborhood. Each District also makes efforts to save energy to help prevent global warming, promote recycling to save resources and reduce waste. Regarding emissions into the air and water, we make efforts to thoroughly prevent contamination by observing our self-set regulation standard for environmental conservation. To acknowledge these activities, the Fujisawa District was given "Award for Factory Coexisting with Local Community" and "Environmental Conservation Award" in 2012.



Kanagawa Environmental Conservation Association Environmental Conservation Award
Right: Shirakashi, Executive General Manager, Fujisawa District

◆ Enthusiasm and sincerity to "Employees"

We have a program to award individuals, divisions and organizations who commit to their work with enthusiasm and sincerity to contribute to their company's achievements in sales, technology, business improvement, invention and CSR fields. In the CSR field, awards are given to excellent works in environmental conservation, customer satisfaction, human rights enlightenment, supply chain management and contribution to community and society.

In FY2011, awards were given to a department that was positively engaged in restoring waste water disposal facilities and pump facilities in the wake of the Great East Japan Earthquake, activities that helped customers continue their business, and a department involved in disposal of a huge quantity of debris generated in the disaster. In FY2012, as activities to increase customer satisfaction, we awarded a department that was awarded by customers and a department that led activities awarded by a local government supervising the area where its office is located.