# Growth and Success of Employees—Creating a Working Environment Where Each and Every Employee Can Demonstrate His/Her Best Performance

# Respect for Human Rights

The Suminoe Textile Group will ensure a sound working environment where no employees are harassed or discriminated against because of their race, beliefs, religion, nationality, physical features, etc.

# Respect for Diversity

The Suminoe Textile Group considers that human resources are the source of sustainable corporate growth and that it is important to enable each and every employee to demonstrate his/her best performance and grow further. We place emphasis on initiatives to create a working environment that ensures that diverse human resources can work happily and actively, regardless of gender, age, and nationality.

#### Personnel data (Group companies in Japan)

As of the end of May each fiscal yea

As of the end of May each risear year				
ltem/sex/fiscal year		2018	2019	
Number of employees	Male	1,063	1,070	
	Female	463	483	
Average age	Male	45.9	45.9	
	Female	41.2	41.4	
Average years of service	Male	15.4	15.5	
	Female	12.2	12.2	
Number of sources due to a bise d	Male	21	21	
Number of new graduates hired	Female	20	10	

# Supporting a Balance between Career and Family Life

Suminoe Textile Co., Ltd. revised its internal regulations so that three days of childcare leave are counted as paid leave to make it easier for male employees to take childcare leave. The Company also strives to support employees in striking a balance between career and family life by such means as establishing a Job Return system for re-employ former employees who left the Company due to care for children, the elderly or other family members and enabling employees to take nursing care leave by the hour.

# Number of employees who used childcare/family care supporting systems

	Item/sex/fiscal year		2017	2018
Childcare leave, etc.  Number of employees who took childcare leave  Number of employees who returned to work after childcare leave  Number of employees who returned to work after childcare leave  Number of employees who reduced working hours	Childcare leave, etc.	Male	0	0
		Female	9	8
	Number of employees	Male	0	0
	who took childcare leave	Female	8	9
	Number of employees	Male	0	0
	Female	10	13	
	Male	0	0	
	Female	1	4	
Number of employees who took family care leave who advanced/postponed who advanced w		Male	0	0
	who took family care leave	Female	0	1
	Number of employees who	Male	0	0
	care leave	Female	0	0
loyee stpor time	Number of employees who advanced/postponed work start/finish times	Male	0	0
wor wild	work start/finish times	Female	0	0

# Human Resource Development

We have formulated an education curriculum for the entire Group. The curriculum comprises various programs, which are categorized into training by level, role training, and selective training. In fiscal 2018, we launched a new online course for English conversation as part of language training for employees.

At Suminoe Textile Co., Ltd. those who are in their third year or less of employment are regarded as young employees. They are required to receive collective training for one month after joining the Company and then take on-the-job (OJT) training between May to September. Their department director and the person in charge of their OJT draw up a three-year training plan for new employees and coach them according to the plan. During the first three years after employment, young employees of Group companies in Japan are required to take annual training sessions. After receiving training for new recruits, they undergo collective training designed for second- and third-year employees. The Suminoe Textile Group companies in Japan jointly implement training programs, which also serve as opportunities for deepening mutual exchange among employees participating from their respective Group companies.

### ■ Number of employees taking training

(FY2018)

Training system / Number of trainees Training by level, role training.		Total	Male	Female
Training by level, role training, and selective training (for skill improvement)	Collective training	186	139	47
Selective training	Correspondence course	99	51	48
(for self-development)	Language training	18	13	5

FY2018)

	(FY201				
Training system / Number of trainees		Total	Male	Female	
Vominative/syselective  Norminative/syselective Subcontract Act  Middle manager	Career design for female employees	14	0	14	
	Training on coaching female subordinates	18	16	2	
ve/se	Harassment prevention	31	13	18	
ectiv	Subcontract Act seminar	123	76	47	
e trair	Middle management training*	13	13	0	
ing	Web management course*	22	19	3	

**<sup>★</sup>**Started in July 2019

### **Topics**

### Middle Management Training

### **Developing Next-Generation Management Personnel**

From among employees in their 30s and 40s who will become the next-generation leaders of the Company, several members attended business school. To show what they have learned there, these members presented future business strategies to management at a training camp. In addition, we invited all those who were interested to take a web management seminar. Through such activities, we are actively developing management personnel.



# Volce

Global Design Group, Design Department Suminoe Teijin Techno Co., Ltd.

Ayaka Kamiya

#### Impression of the training for second-year employees

At the training, I was grouped with other second-year employees to hold discussions on our everyday work. We also received practical training as to how to proceed with work. Through such training, I realized anew the importance of performing jobs with a concrete goal or objective. I also studied how to set my job priorities and distribute my efforts accordingly to improve work efficiency. It was particularly informative for me.

# Occupational Health and Safety

### **Safety Activities**

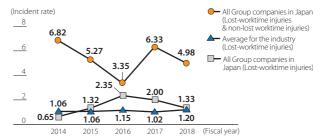
### **Promoting Occupational Accident Prevention Activities**

At each office/factory of the Suminoe Textile Group, the Health and Safety Committee (in the case of a small establishment, the person in charge of health and safety) takes the lead in efforts to eradicate occupational accidents.

To promote occupational accident prevention activities, the Central Health and Safety Subcommittee consolidated and shared Group-wide "proposal instances regarding occupational health and safety," "on-site safety awareness-raising examples," and other information on the initiatives carried out at respective offices/factories. Through these efforts, we reduced both the number of occupational accidents and the number of lost-worktime injuries, thereby improving the incident rate. However, we failed to achieve a rate of lost-worktime injuries of "1.0 or lower," which we had set as the target for fiscal 2018.

We will henceforth continue to implement risk assessments and consult with each factory/office about measures to reduce occupational accidents by thoroughly decreasing risks and preventing the recurrence of similar accidents.

### ■ Change in the incident rate\* of Group companies in Japan



Source: 2018 Workplace Accident Trend Survey, Ministry of Health, Labor and Welfare

\* Incident rate: Accident frequency, measured as the number of deaths and injuries caused by industrial accidents per million working hours

### **Management of Working Hours**

# Promoting Measures to Correct the Issue of Long Working Hours

The First Personnel Subcommittee, established under the CSR Promotion Committee, regularly reviews current employees' working hours, and based on the results, it discusses improvement measures to reduce these hours. The Subcommittee held interviews with employees who stayed long hours at their workplaces and with their supervisors about the reasons and improvement measures, and it also repeatedly called employees' attention to no-overtime days in the morning assembly. Consequently, we have begun to see these measures gradually produce effects. The results of the Questionnaire Survey on Workplace Comfort also showed a higher rating for the question regarding employee's working hours than in the previous surveys.

As for the use of paid leave, we will discuss measures to increase the rate of employees using paid vacation days.

#### ■ Use of paid leave (in Group companies in Japan)

ltem / Fiscal year	2017	2018
Use rate of annual paid leave (%)	42.1	42.7

### Prevention of Harassment

# Create a Harassment-Free Working Environment with an Open Atmosphere

As part of its effort to create a comfortable working environment, the Suminoe Textile Group has conducted harassment prevention training. In fiscal 2018, as in the previous year, the training was provided mainly at offices/factories with a small number of employees, where we could not hold the training in the previous three years.

Employees of the Kansai Center and the Takino Center of Suminoe Logistics Co., Ltd. and Sewing Hyogo Co., Ltd. took lectures on harassment cases that may tend to occur at workplaces and on harassment on social network sites. At TANGO TEXTILE Co., Ltd., training was held to teach employees how to improve communication and how to coach subordinates without engaging in power harassment. Having received the training, participants made such comments as "I reconsidered the way that workplace communication should be in the future" and "I will take care to avoid behavior and action that may cause discomfort to others.

"We will continue to implement awareness-raising activities.



Suminoe Textile Group CSR Report 2019 26

### Growth and Success of Employees—Creating a Working Environment Where Each and Every Employee Can Demonstrate His/Her Best Performance

# Promoting Women's Empowerment

This section reports on the progress made in the Women's Empowerment Promotion Plan.

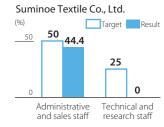
1. Planned period: June 1, 2018 - May 31, 2020:

2. Targets and progress

#### Target 1 Ratio of new female graduates hired

Suminoe Textile Co., Ltd ... 50% or more for administrative and sales staff 25% or more for technical and research staff .. 40% or more for administrative and sales staff

#### ■ New graduates hired (2019)





Enhancing the system to enable female employees to continue working even after going through various life events by supporting them in balancing work and family

We promote initiatives to support female employees in striking a balance between career and family life. For details, please refer to 'Supporting a Balance between Career and Family Life" on page 25 of this CSR Report.

Raising the rating of the questions regarding women's empowerment by 0.1 point in the in-house employees' opinion survey (Questionnaire Survey on Workplace

As for the target of raising the rating of the questions regarding women's empowerment, we improved the rating by 0.02 point on average, according to the responses to the four questions from general employees. Going forward, we will continue to promote measures to ensure that not only female employees but also all individual employees can play active roles in their workplace

# Topics

### Earning a High External Evaluation

Suminoe Textile Co., Ltd. obtained a two-star verification as an Osaka City Leading Company in Women's Participation.



# Interviews with Female Employees Who Are Actively Working



Voice

Global Design Group, Design Department Suminoe Teijin Techno Co., Ltd.

Yuka Mimura

#### Entering into the world of manufacturing, accomplishing my childhood dream

Since I was a child, I have loved drawing pictures and manufacturing something. At university, I learned dyeing and weaving. Since I wanted to do work related to what I had learned at university, I joined Suminoe Textile. Now I am in charge of designing automotive seat covering materials. Immediately after entering the company, I sometimes felt that seat covering materials that are a part of an automobile were less attractive, as compared with gorgeous interior or fashion materials. However, as I came to learn the texture of yarns, the beauty of textile tissues, and new processing techniques, I found myself absorbed in my present work.

#### Doing my utmost, with no later regrets

Manufacturing is challenging but rewarding. Every time we manufacture a product, we always take on new challenges. Members from sales, technical, and design divisions work as a team, exchange ideas and give a concrete form to the ideas through trial and error. First, we designers listen to requests and views of customers and then convey their requests and views to technicians, who will share them with staff working on the processing floor. Our jobs are not limited to creating design drawings and determining colors. We are also constantly involved in the development of a product for a competition, playing a role in indicating the direction of the development, so we bear a grave responsibility. When I work on the development of a product for a competition, I always do my utmost so that I will not have any regrets later. At the competition

site, I also try to convey our team's passion in making a presentation on the product, which is a culmination of great efforts of many members of the development team, so as not to let their hard work go to waste. Since I don't want to feel sorry later, thinking "If only I had done that," I make it a rule to exert all of my strength to accomplish each task at hand.

Of course, I am happy when the product is successfully completed. In addition, I feel the greatest pleasure and happiness when we can win an order for the product. This is probably because all the members involved in the development can share a sense of unity as a result of concerted efforts to overcome difficulties toward the same goal under great pressure. Until the completion of a product, we face so many difficulties, making me think "I won't ever do this again." When the development is finished, however, I can remember such difficulties most happily.

#### Passing what I have learned to younger employees

Since I work together with a number of people until a product is commercialized, I can learn a lot from their attractive features and resourcefulness. Thanks to the members with whom I have shared pleasure and exchanged candid views, I was able to overcome difficulties. I also appreciate my supervisors and seniors who have provided me with generous support, facilitating my personal growth.

In my second year after joining the company, I was assigned to work in the United States, which was a valuable experience for me. Although I faced many difficulties, I was able to become self-independent because of them. The human relations I established there are my treasures even today.

In design, everyone can be successful irrespective of gender. My working environment is truly comfortable since our hard work is fairly recognized. In the future, I wish to continue to develop myself together with younger employees, while teaching them the pleasure of manufacturing that I have experienced and the importance of teamwork, as much as I can.

# Senior Employees Playing Active Roles



Voice

New Product Team, New Business Section Owari Seisen Co. Ltd.

Mitsuhiro Mizukami

#### What approach do you take to your daily work?

I am in charge of handling new products in the New Business Section. Specifically, I am engaged in the manufacture of microfiber cleaning tools, CLOTHCABIN, and other products. On the New Product Team, a small number of staff members have to deal with a wide range of work, from order intake to quality control. As such, each member must be an all-rounder. I therefore think that I should always be ready to change myself, without being stereotyped or afraid of changes. My favorite maxim is "keep improving every day," and I am conscious of changing myself for the better day by day. This is the attitude I have taken since I was young, but it has become stronger after I became a Senior Employee.

#### What aspect of your work do you find the most worthwhile, and what has been your most beneficial experience working for the company?

We cannot survive if we just offer standard products without expanding our product lineup. With this recognition, I find it worthwhile to do my work based on my own ideas while creating something novel and making proposals from a new perspective. I treat people of our cooperative factories like my family members and attach importance to daily communication with them. I also feel a great sense of fulfillment when I act as a director who leads other members in a way that satisfies everyone. I have undergone many personnel changes and faced difficulties. However, while engaged in various kinds of work, I was happy to meet and

socialize with many people. It was a beneficial experience that brought me positive results.

#### What has been your happiest experience working for the company?

Ten years ago, our section had very poor sales figures. However, as we began to receive orders for products other than conventional ones, the section gradually began to produce stable sales. Since I didn't want to see my section closed while I was working here, I was happy to be able to make a profit.

#### Message to those working as Senior Employees

I hope that you will actively fulfill your duties without fearing changes. As we get older, we tend to become less willing to take on challenges. I believe, however, that it is important for us to do our everyday work with a new mindset, without going on the defensive.



New Product Team, New Business Section Owari Seisen Co., Ltd.

Yumiko Motoe

#### Message to Mr. Mizukami from a Coworker

I respect Mr. Mizukami because he has all-around ability to perform a wide variety of tasks, including office work, development, quality control, and sales. When I have something I cannot understand. he gives me proper instructions and follow-up support. Although sometimes he may be too serious and square, Mr. Mizukami has a very gentle nature, and he always cheers us up. I hope that he will continue to teach us a lot of things in the future.

# Introduction of a Local Employee Working at an Overseas Subsidiary



# Voice

Suminoe Textile of America Corporation (STA)

**Christopher Glawson** 

### What aspect of your work do you find the most worthwhile?

I find it worthwhile to consider how I can get along well with employees and how STA can achieve positive results.

#### What is the key to communicating well with Japanese staff members?

It is to share the same understanding of the department targets with Japanese staff, trust them and establish strong ties with

### What do you think are important in working with STA?

There are a lot of things that I feel are important for SUMINOE. Among them are the following:

- 1. Protect employees' safety by keeping the workplace clean and tidy (based on the Japanese "6S" approach: Seiri (sorting), Seiton (setting-in-order), Seiso (clearing), Seiketsu (standardizing), Shitsuke (discipline), and Saho (etiquette).
- 2. Deliver high-quality products with confidence to customers, meeting promised delivery dates.
- 3. Maintain an environment that promotes open communication transcending departmental boundaries.
- 4. Maintain an environment that promotes open communication with employees and make them aware of what is important for SUMINOE and customers.

#### What is the special strength of STA?

A flexible way of thinking that can appropriately respond to the diversity of the market.

27 Suminoe Textile Group CSR Report 2019

# Creating Value for Customers—Contribution to the Environment and Society through Manufacturing

# Concept on Manufacturing

# Contribution to Society through the Creation of Highly Functional Products

Our Group's Company Purpose is to "contribute to the improvement of society through the production and sales of good products and a prosperous business." We consider that it is our corporate responsibility to contribute to society by producing innovative technologies and highly functional products through our manufacturing activities. We are determined to satisfy the needs of our customers both at home and abroad, utilizing our comprehensive ability supported by the trinity of development, manufacturing and sales departments. To achieve this, establishing a good balance between our scheme and uniqueness is necessary. Toward the future, we will continue our efforts to foster our human resources and develop and suggest eco-friendly and health-conscious products.

#### Suminoe Textile Group's Value Chain for Manufacturing



# Technical Development

# Business Growth through Innovative Technical Development

The research department is required to have an inquiring mind at all times and take on challenges in new fields. It is not an easy task to utilize our unique solutions for customer needs and produce an innovative product. We will support our company's growth not only by utilizing our Group's traditional technology and production but also by promoting technical development in accordance with the changes over time. We are working to foster personnel who, based on their interest in people and things outside the company, will try to have broader knowledge and commit themselves to technical development, responding to the changing times. We are also making efforts to advance into new fields through cooperation with companies from other business fields as well as with universities and research institutions.

# Sharing Technical Information

# Sharing Useful Technical Information across Departments

The Group organizes department meetings with participation from management in order to share technical information related to production technology, R&D status and intellectual property. In addition, to share new technologies and initiatives created at each office/factory, regular technical meetings are held in Nara and Osaka.



# Design and Creation

# Regular Meetings Held to Share Information across the Entire Group

The Design Department boasts a history of about 90 years since the establishment of its predecessor in 1929. Having undergone changes according to the change of the times, the department cherishes the attitudes of sensitively catching market trends and fashions and of studying and accepting new techniques and materials. Based thereon, the department is working to promote sustainable product development and eco-friendly designs that will last long, in cooperation with the technical department. Designers from each department attend regular meetings to share information, utilizing the opportunity to inspire eco-friendly designs and manufacturing across the Group.



# Quality Assurance and Product Safety

### **Basic Policy**

#### **Quality Management**

To provide our customers with safe and secure products with satisfactory quality, our Group is making efforts to ensure the safety and improve the quality of our products based on the traditions and technology we have developed since our foundation. To maintain and improve product quality on a continuous basis, we apply the quality management system across the Group, give priority to our responsibility for customer satisfaction, and focus on "Better Products" and "Better Sales Service."

### Suminoe Textile Group's Value Chain for Manufacturing



# Quality Management System Certified by External Bodies

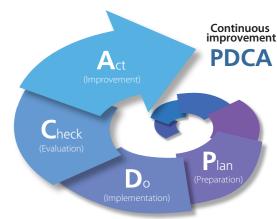
# JIS Q 9100 Certification, a Quality Management System Standard for Aerospace and Defense Industries, Obtained

Seven offices/factories in our Group, both in Japan and overseas, have obtained ISO 9001 certification, an international standard for quality management. Outside Japan, five offices/factories have obtained, and one is trying to obtain, IATF 16949 certification.

Last fiscal year, we obtained JIS Q 9100 certification, a quality management system standard for aerospace and defense industries.

We will continue our efforts to improve quality even further and to provide safe, secure and more reliable products, thereby satisfying the needs of customers both in Japan and around the globe.

### ■ Suminoe Textile Group's Quality Cycle



#### Status of Acquisition of External Certifications for Quality Management System

or requisition of External Certifications for Quality Management System					
	Organization	Certification body	Registration No.	Registered	Expired
ISO9001:2015	Suminoe Techno Co., Ltd. Nara Factory (including Suminoe Techno Co., Ltd. Shiga Factory and Suminoe Logistics Co. Ltd. Nara Center)	Japanese Standards Association	JSAQ 283	May 1998	May 2022
	Suminoe Teijin Techno Co., Ltd.	Japanese Standards Association	JSAQ 422	Jan. 1999	Jan. 2020
	Teijin Tecloth Ltd.	Japan Quality Assurance Organization	JQA-QMA12298	Jul. 2005	Jul. 2020
	Owari Seisen Co., Ltd.	Japan Quality Assurance Organization	JQA-QMA12266	Jul. 2005	Jul. 2020
	Suzhou Suminoe Textiles Co., Ltd.	China Quality Certification Centre	00117Q25120R0M/3200	Dec. 2010	Jun. 2020
	Suminoe Textile of America Corporation (STA)	NSF ISR	C0315276-IS3	Feb. 2017	Jan. 2020
	Suminoe Textile de Mexico, S.A. de C.V. (STM)	DQS Holding GmbH	10015814QM15	Jul. 2019	Jul. 2022
JIS Q 9100:2016	Suminoe Textile Co., Ltd. (Functional Materials Business Division, Osaka First Sales Department and Quality Assurance Department)	JIC Quality Assurance Ltd.	A5048	Apr. 2018	Apr. 2021
	Suzhou Suminoe Koide Automotive Accessories Co., Ltd. (SSK)	NSF ISR	CNTS024857	Jul. 2005	Mar. 2021
	T.C.H. Suminoe Co., Ltd. (TCHS)	TÜV Rheinland	01 111 064933	Aug. 2002	Feb. 2021
IATF16949:2016	SPM Automotive Textile Co., Ltd. (SPM)	Intertek	0223927	Dec. 2009	Jan. 2021
	Bondtex, Inc.	NSF ISR	83141-TS9	Sep. 2018	Sep. 2021
	Suminoe Textile de Mexico, S.A. de C.V. (STM)	DQS Holding GmbH	10015814IATF16	Jul. 2019	Jul. 2022
JIS Q 17025	Kansai Laboratory Co., Ltd. (Osaka Laboratory)	National Institute of Technology and Evaluation	090277JP	Apr. 2009	Apr. 2021
	Kansai Laboratory Co., Ltd. (Nara Laboratory)	National Institute of Technology and Evaluation	000137JP	Sep. 2006	Sep. 2022

29 Suminoe Textile Group CSR Report 2019 Suminoe Textile Group CSR Report 2019

### Creating Value for Customers—Further Improvement of Customer Satisfaction

### **Delivery Track Records of Traffic Facilities**



### Interior Material Adopted for the New Limited Express "Laview" by SEIBU Railway Co., LTD.

On March 16, 2019, SEIBU Railway Co., LTD. launched its first new limited express train, "Laview," in 25 years. The vehicle design was directed by an architect, Ms. Kazuyo Sejima, as a "never-seen-before train car" featuring a unique façade made of 3D curved glass and soft and bright interior colors that can be seen through large passenger windows. The train car produces an attractive and comfortable space like a living room, made possible by carefully selected color combinations as well as by the shape and texture of the seats.

All interior fabrics were designed anew. The moquette adopted as the seat covering material boasts a soft texture that is completely new, produced by specially processed pile yarn covering the entire surface. Our products feature polyester moquette for seats, curtains and carpet tiles.



# Osaka Traffic Sales Group Traffic Sales Department Suminoe Textile Co., Ltd.

Keisuke Ryu

The first new limited express train launched in 25 years, "Laview," was co-developed by SEIBU Railway Co., LTD., designer Kazuyo Sejima, and Hitachi, Ltd. and embodies their strong passion for making a "never-seen-before train car." We, as a manufacturer, made pilot interior fabrics many times, caring about the slightest details.

To create a bright cabin space with a soft impression, we made an all-out effort for material development. I am pleased that I could participate in making a train car that will be loved for a long time by passengers and look forward to feeling the passion of SEIBU Railway Co., LTD. when I get on the train car as a passenger.

## Voice

Chief, Rolling Stock Division, Rolling Stock Department, Railway Business Headquarters SEIBU Railway Co., LTD.

### Mr. Katsuya Ushitsuka

The 001-series Laview was launched after a quarter of a century, following the 10000-series limited express New Red Arrow. We developed it with Ms. Kazuyo Sejima, a world-renowned architect, based on the concept of creating a new, never-seen-before train car.

The bright, white-based cabin houses warm yellow seats, calm gray curtains on windows, and low-maintenance carpet tiles on the floor. It is notable that Suminoe Textile Co., Ltd. produced grayish yellow moquette for seats featuring a color that would not easily fade away. Using it, we were able to produce "never-seen-before," one-and-only, characteristic and cute seats with a round shape designed to gently envelop your body.

### Delivery Track Records of Functional Materials





### Deodorizing Filter Newly Adopted for Ceramic Fan Heaters by Hitachi Global Life Solutions, Inc.

Hitachi Global Life Solutions, Inc. produces highly functional products with sophisticated designs that match well with customers' lifestyles.

The company newly adopted Suminoe Textile's トリプルフレッシュ®(TRIPLE FRESH) bio filter for their ceramic fan heaters. Their ceramic fan heaters are compact and do not take up much space, so they can be used in various areas in the house, including the bathroom and entrance. The design of the トリプ ルフレッシュ® (TRIPLE FRESH) bio filter has been improved so

that it can exert its deodorizing function to the fullest and go better with compact heaters compared to conventional products. The トリプルフレッシュ® (TRIPLE FRESH) bio filter has been highly evaluated by Hitachi Global Life Solutions, and we will continue our efforts so that the filter will continue to be the first choice for them.



Tokyo Sales Department Functional Materials Business Division Suminoe Textile Co., Ltd.

#### Kodai Komori

Ceramic fan heaters of Hitachi Global Life Solutions, Inc. are characterized by their compact size, and we could not offer our conventional トリプルフレッシュ® (TRIPLE FRESH) bio filter due to its thickness and pressure loss. Therefore, we started the development of a thinner filter with lower pressure loss. The schedule was tight and we faced many challenges. However, we visited the base material factory in China to directly investigate the cause and develop countermeasures. As a result, we were able to successfully deliver the new product. I am grateful for all those who cooperated with us, leading the product to be adopted.

I will continue taking on challenges and working proactively for product development.



Functional Processing and Development Group Technical Center Suminoe Textile Co., Ltd.

#### Takahiro Hamasaki

This was the first filter featuring a base material other than paper, which had been used for the filters for conventional air purifiers, etc.

The challenge in the course of development was to prevent the filter from applying load to the fan motor and to enhance its deodorizing function. Conventional paper material caused higher pressure loss and overload, so we searched for a new material, selected the optimal deodorizer and studied processing methods. As a result, we were able to produce a filter with lower pressure loss. At the pre-production stage, we observed a problem with the product appearance. By investigating the cause and developing countermeasures in cooperation with the base material maker and the manufacturing department, we were able to successfully deliver the new product.

I will continue my utmost efforts to develop products that will meet the needs of our customers.

31 Suminoe Textile Group CSR Report 2019 Suminoe Textile Group CSR Report 2019

### Creating Value for Customers—Further Improvement of Customer Satisfaction

### **Delivery Track Records of Interior Fittings Products**







### The Main Banquet Floor on the 1F of Hotel New Otani Renovated with Specially Ordered Tufted Carpet

Hotel New Otani, one of Japan's leading hotels, was opened as an international hotel in 1964, when the Olympics were held in Tokyo. It has since been loved as a hotel suitable for the capital of Japan, Tokyo, and hosted numerous international conferences. The carpet covering the Main Banquet Floor on the 1F of Hotel New Otani was renovated for the first time in 18 years, following the renovation of the Lobby Floor on the 2F last year. The carpet from the banquet entrance, which has welcomed a number of VIPs from around the globe, leading to the banquet room, which

has hosted many guests as a top hotel of Japan, was transformed into a new one featuring a pattern expressing a Japanese rock garden with vivid red and green on a black background. Many people traverse over the banquet floor at all times in this international urban hotel. Therefore, the renovation work was conducted at night over a period of two weeks. Our efforts paid off—the hotel is satisfied with the result as they have received positive feedback from guests.



The Second Block, East Japan Branch SUMINOE Co., Ltd.

Masaru Okuma

We have worked with Hotel New Otani for over 40 years. On the occasion of this renovation, we were able to deliver a product that bears comparison with products delivered in the past by my seniors. I am proud of this as a sales representative of SUMINOE. The venue is connected to the 1F entrance of the hotel, where many guests pass by. As such, we implemented the project with great care to ensure the safety of the hotel guests as well as SUMINOE's staff when carrying in and installing the carpet. It was one of the most difficult carpet installation works I have ever experienced, but I felt all the happier when I saw the exotically colored carpet beautifully covering the floor.

### Voice

Representative of the Facilities Department,

#### **Hotel New Otani**

Our hotel is located next to the State Guest House, Akasaka Palace across Sotobori-dori Avenue, surrounded by lush greenery in the middle of Tokyo. We renewed the carpet on the 1F banquet floor for the first time in 18 years. Our hotel, opened as a new Japanese-style international urban hotel prior to the Tokyo Olympics in 1964, will be again welcoming guests from around the world in 2020. We needed to install a carpet that well serves this purpose, so we requested our long-term, reliable business partner, SUMINOE Co., Ltd., to produce and install a new carpet. The banquet floor of our hotel, one of the largest in Tokyo, was reborn as a sophisticated space and we have received very positive feedback from our guests. It was a successful project also from the viewpoint of facility management.

### Delivery Track Records of Automotive Textiles





### Automotive Textiles Adopted by Toyota Motor's RAV4 (Adventure/X/HYBRID X Grades)

The fifth-generation model of the Toyota RAV4, a pioneer of crossover SUVs selling well in Japan, was released.

The fourth-generation model was not sold in Japan, but due to the global trend for SUVs, they resumed sales of the RAV4 in Japan from this new model. The exterior design features a cross-octagon (combination of two octagons) and boasts a sharp shape. There are 12 exterior color patterns, including two-tone colors. Regarding automotive textiles, our embossed

fabric is used as the main material for the seats of the X/HYBRID X Grades, and our GRACE CORD as the trim accent material of the Adventure Grade.



Design and Development Department, R&D Center Suminoe Teijin Techno Co., Ltd.

Masaya Kido

Group worked as one to develop a better product.

This product was created based on four themes: use of textile fabrics, multicolor expression, resource-saving design, and cost performance. It was a difficult task to meet those conditions in making a main material for seats while also considering physical specs required by the maker. After making many trial products to achieve stable performance and weaving/processing conditions, we were able to start mass production some five years after the project launch. I am very pleased as a designer.



Design Department, R&D Center Suminoe Teijin Techno Co., Ltd. **Kazunori Nakabayashi** 

To contribute to further improvement of the car interior texture, we designed this seat fabric with great attention to the smallest details.

The development of the RAV4's seat material started with the theme of "expressing commonalities with the icon pattern in the cabin." We did not simply use the same pattern as other parts but made the best of our inventiveness to take advantage of the embossing. In making the fabric, we pursued a contrast that maximizes the value of the embossed pattern. Thanks to the cooperation of all those involved in the development, I enjoyed the rare experience of creating a fabric for the RAV4, equipped with the feel of both precision and ruggedness.

33 Suminoe Textile Group CSR Report 2019 Suminoe Textile Group CSR Report 2019

### Communication with Local Communities (Social Contribution Activities)

Each factory/office in the Suminoe Textile Group has conducted community-based social contribution activities and will continue to do so

### **Local Cleanup Activities**

Each factory/office actively participated in cleanup activities with the purpose of beautifying the surrounding area. Each employee has been continuously taking part in the activities, being well aware of environmental protection.



Teiiin Tecloth Ltd. 45 employees participated in the Inazawa
"Gomi Zero" Campaign (Inazawa Garbage
Reduction Campaign). May 2019



Suminoe Textile Co., Ltd. Nara Office

### Sponsorship of the Midosuji Illumination

The Midosuji Illumination is a large-scale event to fill Midosuji, a symbolic street of Osaka stretching about 4 km from Umeda to Namba, with light. As a local-oriented company, Suminoe Textile Co., Ltd. has supported this event since fiscal 2017. We will continue our support activities to energize Midosuji.



### Cooperation with the "Nakanoshima Children's Book Forest" Foundation

Suminoe Textile Co., Ltd. made a donation to the Nakanoshima Children's Book Forest, to open in March 2020 as a place to enhance the creativity and emotions of children in Osaka. We are supporting this facility with a wish to expand the capabilities and enrich the hearts of children who will play a leading role in Japan's future.

### **Cooperation with Educational Institutions** (Lecture on the Future Path)

Tango Textile Co., Ltd. organized a lecture on the future path for third grade students at a local high school, namely, Kyoto Prefectural Amino High School, Taiza Branch, as part of career education. Under the theme "To participate in society through work," the lecturer conveyed the things to keep in mind during high school life and at work. Participating students provided such comments as "Greetings will improve the image of a person," "I will learn to be a patient person," and "I will never give up." The company also accepts interns and provides work experience programs.experience programs.



Lecture on the future path . Kvoto Prefectural Amino High School, Taiza Branch

### **Social Contribution Activities at Suminoe Textile of America Corporation (STA)**

STA makes donations every year to Spartanburg Dominion Boys' Home, a local facility where 32 boys aged between 10 to 18 live. The facility provides support for boys having no relatives to rely on or having undergone abuse at home to live everyday life in safety, serving as "a house for boys to find their childhood." Their activities are supported by churches and other organizations. The company also donated school supplies and book bags to an elementary school in Gaffney. STA will continue support activities for children.







Letter of gratitude from the Boys' Home



School supplies