Health, Safety and Environment Statement

Our industry is essential to the products and services that help make our lives safer, healthier and better. Through the Responsible Care® initiative and the Responsible Care® Global Charter, our industry has made a worldwide commitment to improve our environmental, health, safety and security performance. As a member of the Chemical Industries Association, Solutia UK Ltd manages all aspects of its activities so that we provide a high level of protection for the health and safety of employees and associates, customers, and the public; and for the environment. Accordingly, we believe and subscribe to the following principles:

- To lead our Company in ethical ways that increasingly benefit society, the economy and the environment.
- To design and develop products that can be manufactured, transported, used and disposed of or recycled safely.
- To work with customers, carriers, suppliers, distributors and contractors to foster the safe and secure use, transport and disposal of chemicals and provide hazard and risk information that can be accessed and applied in their operations and products.
- To design and operate our facilities in a safe, secure and environmentally sound manner.
- To instill a culture throughout all levels of our organisations to continually identify, reduce and manage process safety risks.
- To promote pollution prevention, minimisation of waste and conservation of energy and other critical resources at every stage of the life cycle of our products.
- To cooperate with governments at all levels and organisations in the development of effective and efficient safety, health, environmental and security laws, regulations and standards.
- To support education and research on the health, safety, environmental effects and security of our products and processes.
- To communicate product, service and process risks to our stakeholders and listen to and consider their perspectives.
- To make continual progress toward our goal of no accidents, injuries or harm to human health and the environment from our products and operations and openly report our health, safety, environmental and security performance.
- To seek continual improvement in our integrated HSE Management System to address environmental, health, safety and security performance.
- To promote Responsible Care® by encouraging and assisting others to adhere to these Guiding Principles.

The culture at Eastman is one of commitment to safety, accountability for actions, and feedback on performance. Working safely is a condition of employment and is a basic responsibility of every employee and contractor.

Management Leadership & Accountability: Each manager establishes clear safety expectations and goals, provides resources, establishes processes, and monitors overall progress.

Employee Involvement: Each employee is committed to working safely and to protecting the safety of others. Employees participate fully in all elements of the safety program.

Regulatory Compliance: Complying with applicable laws and regulations is an integral part of Eastman’s safety program.

Inclusive Scope: Prevention of workplace incidents, injuries, and illnesses for employees, contractors, visitors, suppliers, and customers is our safety objective. Providing the skills and attitude to work safely off the job is our expanded goal.

Incident Prevention: Work-related incidents are prevented through several layers of protection, including safe design, safe work practices, safe behaviour, and the use of appropriate engineering, operating, and administrative controls.

Safety Education: Each employee is provided with the knowledge and skills necessary to work safely. Hazard Control: Exposures to potential hazards in the workplace are identified, assessed, controlled, and monitored.

Assessment: Assessment and benchmarking against the world’s safety leaders drives continual improvement through the adoption of best practices.

Emergency Preparedness: Emergency response plans and capabilities are maintained to manage emergencies related to Eastman facilities and operations.

Eastman, as a chemical manufacturer in the UK, is a member of the Chemical Industries Association (CIA). A condition of membership of the CIA is commitment to Responsible Care®. We have incorporated Responsible Care® guiding principles into our HS&E policy (see above).

Front cover: Therminol 3 construction progress as photographed at 3 monthly intervals through 2014.

Abbreviations, acronyms and technical terms appearing in this report are explained in the glossary on page 15.
INTRODUCTION

By Stephen Hampson, Site Manager

Welcome to the 2014 Health, Safety and Environment (HS&E) annual review for Eastman’s Solutia UK Ltd plant at Newport. It describes our performance, achievements and plans in each of the health, safety and environmental fields.

During 2014, Eastman Chemical Company continued and mostly completed construction on a £60 million Therminol 3 plant at the Newport site. This is the largest investment at the Newport site since manufacturing started in 1949.

Founded in 1920, Eastman has a long history of operating facilities safely, protecting the environment, creating innovative products and supporting communities (www.eastman.com).

For us, HSE commitments are based on our conviction that continuous improvement in these areas is critical to creating value for all stakeholders – this is part of our Policy on the opposite page.

I was pleased to see the enthusiasm from employees and contractors during our Safety engagement days in July. These included some enjoyable ‘teambuilding’ exercises as well as classroom and practical events. Photographs from the event appear on page 8.

We strive to comply fully with Health, Safety & Environmental legislation, regulated closely by the Health and Safety Executive (HSE) and Natural Resources Wales (NRW). To ensure that we do, our philosophy is to have good procedures, and to make sure we follow them. We use BSI to audit our management systems to ISO9001 (quality management), ISO14001 (environmental management) and BS18001 (health and safety management).

In May I was pleased to welcome Welsh Naturalist and TV presenter Iolo Williams back to the site when he spoke at Gwent Wildlife Trust’s 51st anniversary and Corporate Day.

In the picture with me holding the hedgehog, from left to right; Roger James, President of Gwent Wildlife Trust (GWT); Ian Rappel (Hidden), Chief Executive GWT; Iolo Williams, Broadcaster and Naturalist; and Martyn Wright of GWT
PRODUCTS

The products made at the Newport site are not sold directly to the public. They are, however, used in the manufacture of many items destined for everyday use. Many of these items are found in washing powders, floor coverings, safety windows and windscreens.

**Biphenyl** is produced by the pyrolysis of benzene. It is sold as an intermediate for the production of optical brighteners and is also a constituent of heat transfer fluids.

The polyphenyls produced at Newport are mainly sold as Therminol® heat transfer fluids. Therminol VP1 is increasingly being used in concentrated solar power plants (see photo below right).

**Solusolv®2075** is used as a plasticiser or coalescing aid in coatings and sealant formulations. It allows formulators to create low-odour, environmentally-friendly products without compromising on performance.

**Saflex®2075** is used as the plasticiser for the safety interlayer in car windscreens and side windows to prevent shattering and allows absorption of head impact in the event of an accident. Saflex is also used in bomb-proof and security windows. Recently it has been used in Photo-Voltaic (PV) cells for making electricity from solar power.

Italmatch’s **Dequest** business offers unique specialty additives to meet the needs of industries that deal with water / oil management, or which deal with processes or applications where water plays a crucial role. These additives include Dequest® phosphonates that are manufactured by Italmatch at the Eastman Newport site. Major customer applications include industrial water treatment, household, industrial & institutional cleaners, enhanced oil recovery operations and various industrial processes such as desalination and pulp & paper.

**Santicizer®** phosphate esters are flame retardant plasticisers. These are manufactured by Eastman for Valerus. They are particularly used in PVC and other polymers as highly efficient plasticizers giving fire retardancy and low smoke.

**Skydrol®** is a fire resistant hydraulic fluid used by most airlines around the world. It has been distributed from the Newport site since 2006 and in September 2010 the in-service analysis became available at Newport when we relocated our testing facility from Belgium.

Hydrochloric acid is used within Eastman and is also sold through a major distributor. It is a common inorganic chemical used in many chemical processes.

**Associated companies** - There were 4 other manufacturing companies with a presence on site in 2014:

**Advanced Elastomer Systems Ltd (AES)** is owned by ExxonMobil Chemical Company and manufactures a range of thermoplastic elastomers. These combine the elastomeric performance of vulcanised rubber with the processing performance of thermoplastic polymers and are used in a wide range of industrial parts including gaskets, bellows, electric cables, medical goods, vehicle parts and in household appliances.

**Ferro** is a multinational producer of performance materials including coatings, colours, ceramics and chemicals. It owned the Santicizer® plant which Eastman operated on its behalf until December.

**Valerus Specialty Chemicals** is a leading manufacturer of specialty chemicals primarily used as additives in the production and processing of plastics. These chemicals impart critical attributes to plastics including resiliency, flame retardancy and ease of processing.

**Italmatch** owns the Dequest plants on site, which Eastman operates on its behalf. Customer applications were in a variety of markets such as pharmaceuticals, hygiene, industrial and household cleaning, food and feed additives, beverages, and crop protection.
Eastman’s 124 hectare site (306 acres) in Newport, Wales is a chemical manufacturing operation that currently occupies 40 hectares (400,000 m²) of the site total. This equates to 32% of our land ownership in Newport. The registered office of Solutia UK Ltd is also at our Newport site.

Five production plants using organic and/or inorganic processes are operated. Techniques used include pyrolysis, aqueous or anhydrous reactions, esterification, hydrogenation, drying, distillation and filtering.

About 40% of our employees are involved in continuous 24-hour shift operations. A range of services support production activity – maintenance teams, engineering specialists and analytical laboratory staff. Administrative support includes Finance, Personnel (HR) and Computing (IT).

Other service departments include: Boilerhouse & CHP - generating steam and electricity from burning gas; Effluent – neutralising excess acidity or alkalinity; Purchasing - buying raw materials, and Logistics - handling the packaged products.

100,100 tonnes of materials, excluding fuel and packaging, were purchased in 2014 for manufacture of 83,600 tonnes of product. This equated to 1.20 tonne per tonne.

Our site turnover was £100 million which equated to about 2% of Eastman sales in 2014 ($9.5 billion total sales).

Our 189 employees are about 1.2% of the company’s approximately 15,000 staff worldwide. Health, Safety & Environment (HSE) employed the equivalent of five people at Newport in 2014.

We spent £2.7 million in 2014 on environmental monitoring and management, waste disposal, effluent handling and treatment that was equivalent to 2.7% of site turnover.
EMAS (Eco-Management and Audit Scheme) is a European Union programme to encourage business to take the initiative in protecting the environment and promote greater public disclosure of environmental performance. The scheme is voluntary and applies across Europe. Individual sites can participate in the scheme if they comply with existing pollution control legislation and have established the following:

- An environmental policy.
- An environmental review, covering all aspects of the site.
- An environmental programme, which sets quantified objectives.
- An environmental management system, to give effect to the policy and programme (Eastman Newport Site is certified to ISO 14001 management systems standard).
- An environment audit cycle, to provide regular information on the progress of the programme.
- A concise and comprehensible environmental statement, this document, which you are reading.
- Validation by an independent verifier (BSi in our case).
- We were the 24th site to be registered in Britain and the first in Wales.

ISO14001

Through our Responsible Care® commitments and documented HS&E policy, we manage our performance in this important area.

Our management system provides for the documentation of all regulatory and corporate requirements that need action for compliance. All of the above elements are in place and serve as a template for improvement actions.

Internal auditing is a key to continuous improvement. There are three main elements to the site audit programme:

1. Management system audits: 45 of these were done by 35 employees
2. Department inspections to identify hazards: 95 of these were done in 2014
3. Permit-to-work audits: 311 of these were done by the site leadership team with an additional 192 done by other site staff

Other auditing activities include:

- Major engineering projects (including Therminol 3)
- Process Hazard Reviews
- Checks of portable electrical equipment, radioactive sources and emergency response

Actions arising from these various audits are recorded in a computer database with site-wide access, enabling us to track progress and improve our performance.

External audits include:

- Insurance inspections
- British Standards Institute
- (Energy-related) emissions verification by DNV
- Natural Resources Wales inspections
- Health and Safety Executive inspections

We were issued our certificate EMS34690 in 1996.
LEGACY ISSUES

Safeguarding the environment

In the past, PCB, PCP, and chlorine were manufactured on site. These historical activities left a legacy of these substances at the site. Since that time, we have replaced underground drains and ‘capped’ areas in a phased manner to reduce movement of these legacy substances.

Consultants completed a comprehensive risk assessment in 1992, to determine if these activities had resulted in any unacceptable risks. The monitoring and management of the site continues. Residual legacy substances in the soil contribute to legacy substances in wastewater discharges from the site via site drains.

This assessment concluded that the site was stable and did not pose a threat to health or to the environment as defined in the Contaminated Land Regulations.

Performance versus 2014 environmental improvement plan

<table>
<thead>
<tr>
<th>Planned</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue testing and rollout of compliance calendar program</td>
<td>Corporate did not instigate program</td>
</tr>
<tr>
<td>Engage consultants for contaminated land investigation</td>
<td>Proposal received in December and accepted</td>
</tr>
<tr>
<td>Reduce energy usage in line with Corporate Target 2%</td>
<td>Target not met (affected by product mix)</td>
</tr>
<tr>
<td>Implement Ozone Depleting Substances SOP at sites</td>
<td>Works Procedure 117 implemented in January</td>
</tr>
<tr>
<td>Complete phase 2 of the CWx research project to remove 50% CO₂ from CHP boiler 16 stack</td>
<td>Moved into 2015 plan</td>
</tr>
<tr>
<td>Consign no hazardous process waste to landfill</td>
<td>None consigned</td>
</tr>
</tbody>
</table>

Environmental improvement plan for 2015

<table>
<thead>
<tr>
<th>Legacy Issues</th>
<th>Review of the costs and benefits of further measures to reduce emissions to water of Pentachlorophenol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy &amp; Climate Change</td>
<td>Reduce energy usage in line with corporate target (0.85%)</td>
</tr>
<tr>
<td>Energy &amp; Climate Change</td>
<td>Complete phase 2 of the CWx research project to remove CO₂ from CHP boiler 16 stack</td>
</tr>
<tr>
<td>Effluent</td>
<td>Review biotreatment plant phenol removal performance, details of any improvements proposed and the date from which the phenol discharge limit shall reduce to 10 mg/l</td>
</tr>
<tr>
<td>Effluent</td>
<td>Review biotreatment plant removal performance for other substances</td>
</tr>
</tbody>
</table>
SAFETY

Three ways we keep it a priority

To help ensure our operations are safe as declared in our Health, Safety and Environment policy we have three safety professionals. The main aim is to provide advice and guidance to everyone on site to enable them to work safely. The work is split into three areas:

1. Personnel Safety

Eastman’s corporate safety team leads a number of initiatives to continue our progress with regard to personnel and process safety, reliable operations and leadership development. A corporate-wide safety brand, ALL IN FOR SAFETY, communicates the company’s desire that team members keep safety top of mind at all times and give their total commitment to safe behaviour at work and away from work.

The Newport H&S team develops and maintains the site safety management system which is certified to BS18001. We have procedures in place for safety responsibilities, monitoring, hazard identification, risk assessment, plant operating instructions, permit-to-work systems, safety inspections, incident investigation and auditing. We also review our safety performance regularly with the Site Leadership Team to highlight issues as they arise.

In 2014 there was one recordable injury: a visiting tanker driver suffered a back strain while connecting up a raw material tanker leading to lost-time injury.

2. Process Safety

There were no process safety incidents in 2014. We investigated an average of 4 process safety near misses per month, events which had the potential to be serious, so as to try to prevent incidents occurring.
3. Property Protection and Emergency Response

The site has comprehensive systems for fire detection and firefighting. These systems range from automatic sprinklers and deluge systems in the process areas to manually operated fire hydrants, hoses and portable fire extinguishers in all areas. People on site, including contractors, receive regular training in the use of fire extinguishers. Our emergency response plan is designed to deal with a range of incident scenarios and involves deployment of a trained emergency response team. Emergency Assembly Points are provided throughout the site for people in the event of an incident.

Occupational health and hygiene

Working in conjunction with Industrial Hygiene and Safety, the Occupational Health Department (OHD) performed a preventative role as well as giving day-to-day treatments. It monitored the health and welfare of the workforce through mandatory and voluntary health surveillance. Checks such as lung function evaluation and hearing tests were based on possible exposure and Industrial Hygiene monitoring results.

The OHD was also involved in aspects of training and assessments of working practices helping to prevent injury or illness. OHD also keeps an up-to-date data base of changes and advances in medicine to provide the best possible advice to employees.

In addition, the OHD offered lifestyle health assessments together with fitness and exercise programmes in the ‘in- house’ gym. Eastman also supported sports and Charity sports activity of its employees.

The company continued to provide a confidential employee assistance resource which is an external information and counselling service to support employees and their families.

The site Emergency Response team was available 24 hours a day for any emergency with all members fully qualified first aiders and firemen.

IMPACT

The effect of our operations

Historically, the significant direct impact of our site has been associated with the effluent discharge on water quality of the Severn Estuary. A report published by the Environment Agency summarised the results of their estuary study performed in 1998. Our discharges since then have been reduced over time as shown in the charts here and on pages 11 and 12.

We emit carbon dioxide (CO₂) to the atmosphere from the burning of natural gas to make steam for use in our processes. Climate scientists have concluded that CO₂ contributes to global climate change. In addition, CO₂ resulting from the burning of fossil fuels for the generation of electricity we buy, from Power Stations, is an indirect environmental aspect of our manufacturing operations.

Our actions to help reduce this aspect are described further under “energy” later in this Statement. We have an internal procedure for evaluating the significance of our environmental aspects. This is available on request. All discharges were regulated by Natural Resources Wales who is responsible for our Environmental Permit issued in 2004, under the Environmental Permitting Regulations.

Effluent toxicity

In 2002, we tested our effluent using four new Direct Toxicity Assessment (DTA) tests developed for the Environment Agency. These tests showed Tisbe and Algae to be the more sensitive species to our effluent. Monthly samples of effluent have been assessed from 2003 until 2014 using these two tests.
The 1.3 mg/l HCHO (formaldehyde) average for 2014 below shows the continued excellent performance of the Formose plant over the past eight years that has maintained the reduced toxicity of the effluent shown in the graph above.

After formaldehyde, phenol is the next most toxic substance in our effluent discharge. The sustained reduction in effluent toxicity is partly a result of the success of the biotreatment plant to destroy most of the phenol, an average of ~91% through the year. The total mass discharged in 2014 was 6t.

The Biotreatment plant treats the effluents from the Santicizer and S2075 processes. It is a ‘fixed film’ design that maximises the surface area for the microbes to grow on and it generates very little sludge.
Effluent Chemical Oxygen Demand (C.O.D.) is a measure of the oxygen depleting potential of the organic chemicals in water. The discharge averaged 14.5 tonnes/week, which was less than a quarter of the permitted limit of 65 tonnes per week. The chart shows our annual effluent average COD.

**IMPACT**

**Environmental indicators**

**Effluent legacy substances**

At the Newport site, we have four 'legacy' substances in our effluent: PCB (polychlorinated biphenyl), TCB (trichlorobenzene), PCP (pentachlorophenol), and mercury (Hg), which have not been used on the site for many years, but are discharged from residues of past manufacturing activities dating back to the 1950s. For this reason we refer to these as ‘legacy’ substances. These are measured in our own laboratory. The total amount of these four legacy substances discharged in 2014 was 6.9 kg (see chart on previous page), which is 6 parts per billion (ppb) in our effluent. In 2004, we employed consultants to assess the risk of environmental impact from the legacy PCB in our discharge. Their report concluded the PCB level in the discharge from our site is unlikely to pose any significant environmental or ecological risk. We are pleased there were no exceedences of our Environmental Permit discharge limits in 2014.

We also discharged 0.1 kg cadmium. Cadmium has not been a significant raw material on-site and is not considered a 'legacy' substance. It is, however, regulated by the permit at a limit of 50 g/week and our average discharge is about one nineteenth of this (~3g).

**Waste**

In 2014 we despatched 2,420 t of process and related waste from the site. This equated to 0.029 t per tonne of product. 1197t of this was ‘hazardous’ as defined in the European Waste Catalogue. This equated to 0.014 t per tonne of product.
None of our process hazardous waste was landfilled. 97% of our hazardous waste was incinerated as a fuel in the manufacture of cement, which we consider to be environmentally preferable to incineration without heat recovery, or to landfill. Almost all of this was Santotar® distillation residue that solidifies in drums. This was despatched to Tradebe based in Lancashire, who manufacture Cemfuel® from solvents to a specification for cement manufacture, where it is used as a fuel. 152t of waste was sent for recovery including 83t of metal and 14t of plastic. 1074t of inert and non-hazardous wastes were landfilled, mainly spoil and rubble from construction and demolition activities.

The Environmental Protection Act placed a statutory duty on waste producers called "duty of care." In addition to this legal requirement, Eastman is a member of the Waste Facilities Audit Association (WFAA), which comprises 49 companies from various industries who commission independent audits of waste facilities. http://www.wfaa.org.uk.

Air emissions
The amount of substances released to air in 2014 totalled 40t excluding carbon dioxide (which is described in the next section). The significant decrease in 2005 was due to the closure of the Santoflex process in 2004. The SO₂ & NOₓ total of 17t equated to 0.0002 tonne per tonne product. As there are no sources on site that emit measured particulate matter or SO₂, this indicator refers only to NOₓ.

We had one reportable air release in 2014, in April when we released approximately 70kg of Hydrochloric Acid fume from the Dequest 2010 plant. This incident was investigated, actions identified, and reviewed with Natural Resources Wales (NRW) on-site in June.

Energy
There is widespread awareness that climate change is a significant environmental issue and that emissions of CO₂, which is a Greenhouse Gas (GHG), are a consequence of energy usage in factories, homes and transport. In Britain all three of these sectors are substantial contributors.

To encourage industry to reduce energy usage the Government introduced a ‘climate change levy’ tax with a partial rebate for companies that have a Climate Change Agreement (CCA) and meet their agreed reduction targets. We must also comply with the EU Emissions Trading Scheme (ETS) for GHGs. We complied with the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme.
2014 was the third full year at the site that our Combined heat and Power (CHP) plant generated electricity: 25,963 MWh of electricity was generated with the waste heat used to create the steam needed to operate our processes. We have calculated CHP gives a net reduction in carbon dioxide emissions to the environment of 6,278 tonnes in a full year, which further reduces our carbon footprint.

Site Energy Performance
Our actual performance (invoice based) measured in Gigajoules energy per tonne of product (GJ/t) improved from 9.7 in 2013 to 8.4 for 2014. (Base year was 1998 at 18.9 GJ/t)

Our imported energy of 210,354 MWh (including gas, electricity & kerosene) equated to 2.5 MWh/t of production.

EU Greenhouse Gas Permit
EU scheme CO₂ emissions decreased from 38,919t in 2013 to 37,728t in 2014. Our actual site CO₂ emissions including process generated CO₂ and emissions outside the scope of the GHG permit totalled approximately 39,015t which equated to 0.47 tonne per tonne of product and was a reduction compared to 2013 (40,283t). As there are no sources on site of measurable GHGs other than CO₂, this indicator refers only to CO₂.

Renewable Energy
The two Wind Turbines generated 8872 MWh, of which 96% was used on site. This was exactly half of the site’s electricity requirement in 2014, and equated to 4% of the total site energy use, and 0.1 MWh/t.

Water
In 2014, the site used 1,032,333 cubic metres of mains water. This is equivalent to 12.3 m³ of water per tonne product, compared to a 2013 figure of 13.0m³.

New “Therminol 3” plant
The emissions from the new TH3 plant will be included in the annual report totals we produce for 2015 including this Environmental Statement.

This new plant was mostly constructed in 2014. See photos on front cover. Natural Resources Wales varied the site Environmental Permit in August to allow eventual start-up with conditions.

COMMUNITY
The Community Liaison Panel has representatives from various organisations including wildlife and conservation groups, schools and colleges, regulatory authorities, Newport City Council, and local residents.

During 2014, the group met twice, chaired by Julia James of Gwent Wildlife Trust and topics included emergency planning, wind power, biotreatment of site effluent, releases to the environment, and potential development of fields next to Nash Road for a crematorium.

We allowed Sustrans to build a safe, traffic-free part of National Cycle Route 4 on our fields to Pye Corner on Nash Road. On our property the cycletrack runs beside our plant site before reaching fields on the Caldicot Level where it can be seen running west/east shown in green/blue in the aerial photograph to the right. The Wales Coastal Path shown in green is on our land also.

Eastman is a corporate member of Gwent Wildlife Trust (GWT) to whom we have leased our southern fields occupying 31 hectares to manage as a Nature Reserve, edged in red (above). This Reserve occupies 36 hectares in total, the yellow line indicates the two fields owned by Natural Resources Wales. For more information see http://www.gwentwildlife.org.
In 2014, GWT organised the ‘Wildlife Wizards’ quiz competition for local schools and we were proud to host the final in March. “We love supporting this event as it gives children from all backgrounds a chance to demonstrate their wildlife knowledge,” said Rich Chandler, Environment & Land Manager.

In May, GWT organised their annual 10km ‘Race for Wildlife’ in Undy/Magor. Eastman was pleased to sponsor this and have 8 employees participate.

Good causes: Eastman donated £8,000 to various local and national charities in 2014. Recipients included: Newport Titans RLFC, Gwent Wildlife Trust, St. David’s Hospice, Cancer Research, Brecon & District Disabled Club, REACT Emergency Services, St. Davids Foundation, Friends of Newport Transporter Bridge, Mainedy Corries Football Club and various charities chosen by employees using match funding in the ‘Give As You Earn’ scheme.

Public complaints: All public complaints are logged, investigated, and the complainant, or the regulator to whom they complained, informed of our findings. Only those that can be confirmed as attributable to our operations are included in our complaints statistics. We are pleased to report we received no public complaints in 2014.
BSI  British Standards Institute (an independent organisation who verified this statement)

Cemfuel®  Fuel used in cement manufacture; Trademark of Castle Cement, part of Hanson PLC

CCW  Countryside Council for Wales

CHP  Combined Heat and Power; A CHP plant uses a gas turbine (similar to that in a jet engine) fired with natural gas to generate electrical energy, then uses the hot gases from the gas turbine exhaust in a boiler to generate steam for site use. This represents a highly energy-efficient use of the gas supplied.

COD  Chemical Oxygen Demand (in water)

Dequest®  A detergent chemical produced at Eastman, Newport; Trademark of Italmatch

Detection limit  The lowest level of a substance which can be detected by a test method

EMAS  Eco-Management and Audit Scheme

ESH  Environment, Safety and Health

EU ETS  European Union Emission Trading Scheme (for carbon dioxide)

GHG  ‘Greenhouse’ gas – a gas causing climate change including carbon dioxide (CO₂)

HSE  Health and Safety Executive (the British Regulator)

HSE  Health, Safety & Environment (within Eastman)

NOx  Nitrogen oxides; acidic gases emitted from combustion processes including car engines

NRW  Natural Resources Wales (incorporates the former Environment Agency Wales)

PCB  Polychlorinated biphenyl

PCl3  Phosphorus trichloride; used to make Dequest

PCP  Pentachlorophenol

POCl3  Phosphoryl trichloride; used to make Santicizer

PVC  Polyvinylchloride (a plastic)

Santicizer®  Plasticiser made at Eastman, Newport; Registered trademark of Valerus

Solusolv2075®  Plasticiser made at Eastman, Newport

SO2  Sulphur dioxide; an acidic gas emitted when burning fuels containing sulphur

TCB  Trichlorobenzene (used to be blended with PCB);

Therminol®  A range of heat transfer fluids produced at Eastman, Newport.

Saflex, Solusolv2075 and Therminol are trademarks of Eastman Chemical Company or one of its subsidiaries.
This statement has been validated by T Moss of BSI which is accredited for EMAS verification with the registration reference UK-V-0002. The validation was completed on 7th April 2015.

Solutia UK Ltd
a subsidiary of Eastman Chemical Company
Corporation Road
NEWPORT
Gwent
NP19 4XF