

# Customer Partnership Program

Providing global support with customized solutions



## By providing the latest technology, SMC continues to

### 1

#### DEDICATED CORPORATE ACCOUNT MANAGER

An SMC Corporate Account Manager is assigned as your one-point person of contact. They work closely with your Corporate HQ Sponsors, Engineers, and all production facilities - to deliver, create, manage, and execute all collaborative program objectives.

### 2

#### LOCAL FACTORY SUPPORT

SMC has over 6,000 local sales engineers in over 80 countries and regions to support all of your local production facilities.

### 3

#### DESIGN ENGINEERING SUPPORT

To fully support your Engineers SMC has 1,700 dedicated R&D Engineers that can develop new products or solutions. SMC can quickly customize or modify existing components to meet design standards or unique applications. And SMC offers the vast online model selection and sizing software as well.



### 7

#### COMPRESSED AIR ENERGY SAVINGS ASSESSMENTS

SMC has developed a Streamlined Energy Savings Assessment program for our Corporate Accounts. Our goal is to find innovative solutions to reduce waste and usage of compressed air in the factory environment.

### 8

#### MACHINE ANALYSIS ASSESSMENTS

SMC will perform plant level machine analysis to improve machine performance, identify waste, reduce scrap rate, and improve line efficiency.

### 9

#### STOREROOM ASSESSMENTS

SMC performs plant level storeroom assessments to reduce vendor base, eliminate duplication, standardize components, identify critical spares, and offer cost savings solutions.

# create solutions for your automation needs.

4

## MACHINE SAFETY SUPPORT

SMC will work with your engineering staff and local facilities for design assistance related to plant safety upgrades to meet Machinery Directives, ISO 13849-1 or IEC 61508/62061.

5

## OEM MACHINE SUPPLIER SUPPORT

SMC will support your OEM machine suppliers with the integration of SMC specified components. SMC will provide pricing support, innovative design assistance, and SMC project management to ensure on-time delivery and commissioning of new machines or lines.

6

## CRITICAL SPARE PARTS FOR NEW OEM MACHINES

SMC will work with local factories receiving new OEM machines to ensure all critical spare parts are available and onsite prior to production.



10

## HIGH USAGE SPARE PARTS ANALYSIS

We propose the most optimal products for our customers from our range of over 700,000 products. By analyzing machine designs and unifying products, we are able to help customers reduce their inventories. Basically, the combination of standardizing equipment and making the parts of high importance identifiable makes it possible for customers to reduce the number of inventory items in their factories.

11

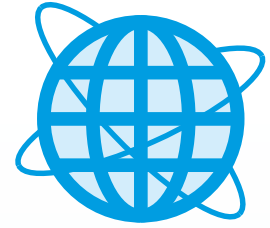
## IMPROVEMENT ACTIVITY REPORTS

SMC documents all Corporate Account application successes with Improvement Activity Reports (IAR's). These IAR's are one-page overviews of the application highlighting operational improvements, energy savings, cost savings details, or plant process improvements. These IAR's are designed to be shared with other facilities to duplicate activity.

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## ONSITE & ONLINE TRAINING CLASSES

SMC offers customized onsite and online training classes on a variety of subjects related to pneumatic components, electric actuators, energy savings, optimal machine design, and TPM methodologies.

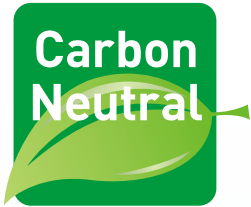


Global network

## Leave it to **SMC**

As a global market leader, SMC responds to customer expectations for convenience and efficiency with extensive product range for one-stop shop experience.





Sustainability initiatives and product innovation



BCP (Business Continuity Plan)



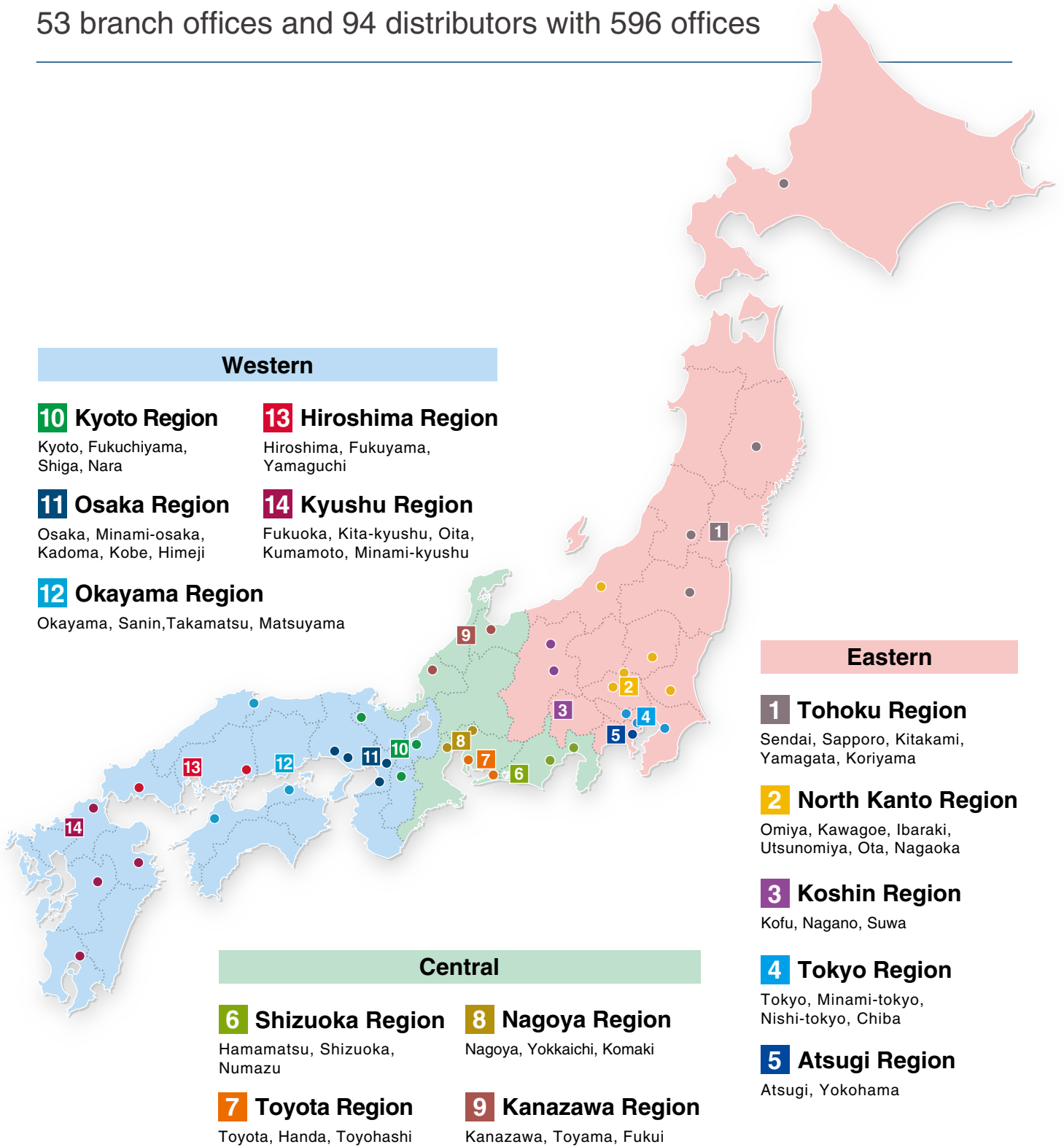
Latest security technology



**700,000** basic models and  
**700,000** variations  
wide range of product variations  
commodate various applications  
**One-stop Shop**

SMC's extensive domestic sales network is supported by a highly experienced salesforce.

53 branch offices and 94 distributors with 596 offices



SMC closely communicates with customers in a variety of scenes by providing a broad range of information, making suggestions, holding seminars, etc.



TAMAGO Exhibition



Seminar



<https://www.smcworld.com>  
SMC's website

### Showrooms



Head Office

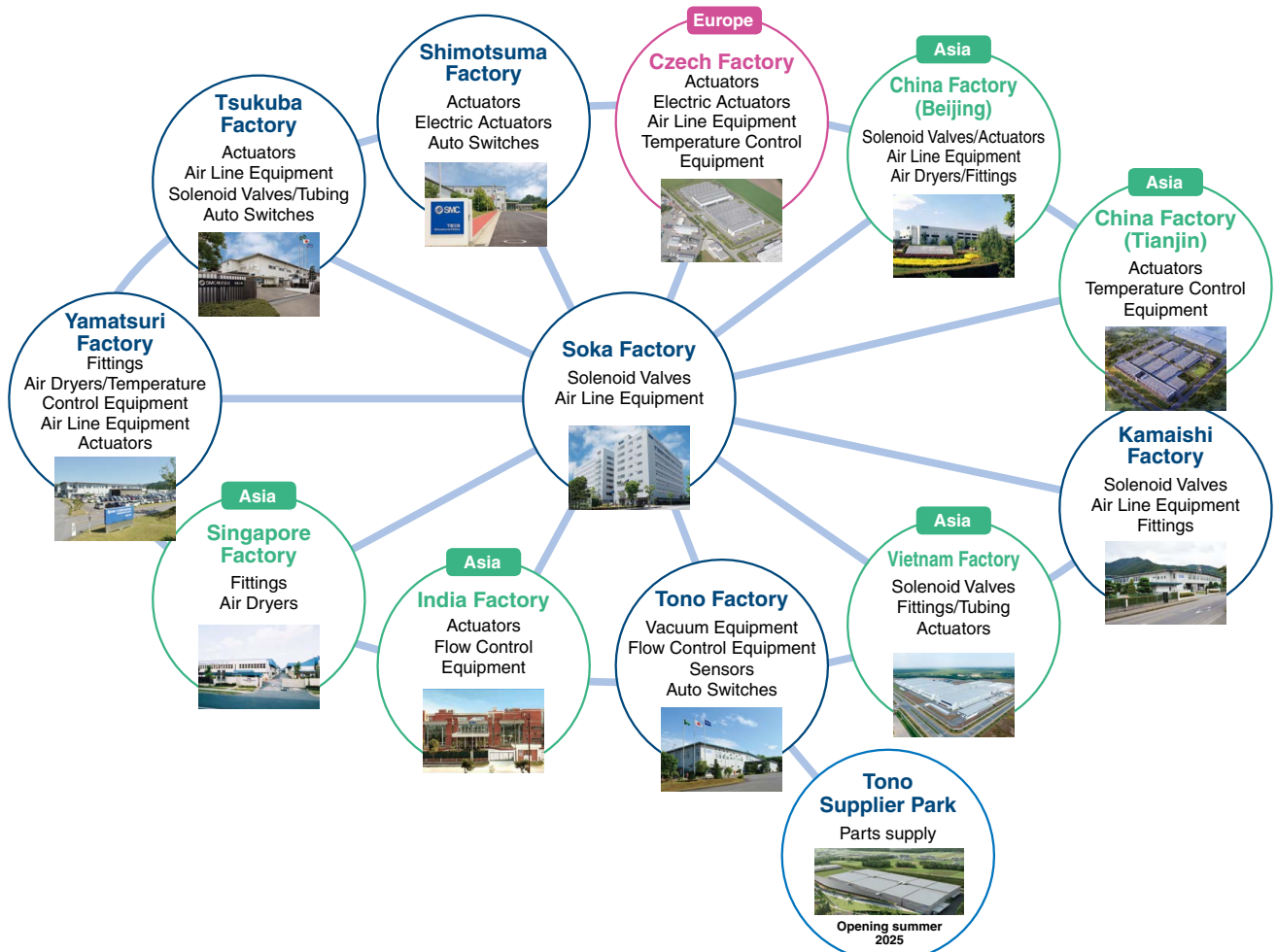


Toyota



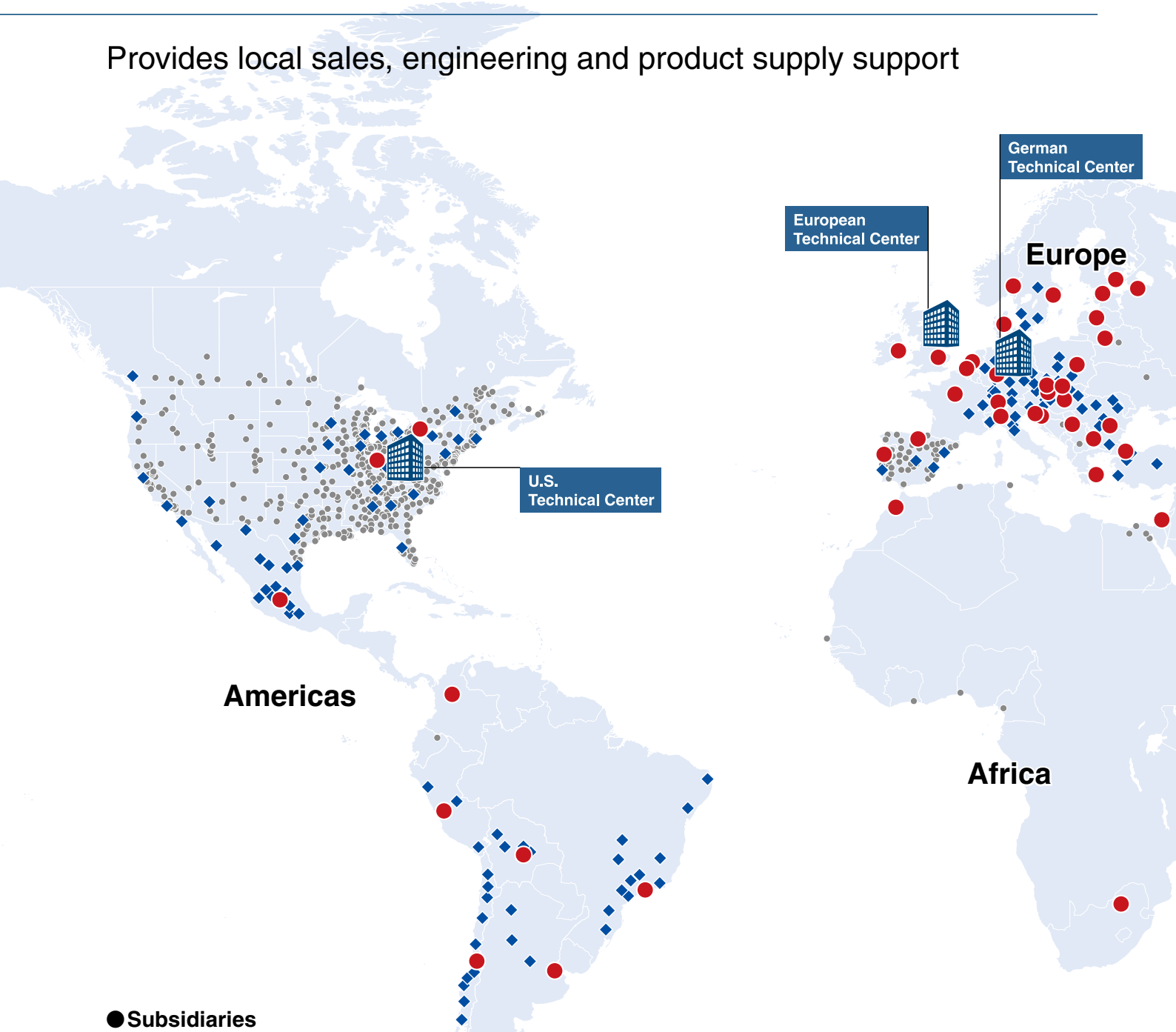
Kyoto

A global production network provides the world with a stable and continuous supply of high-quality products



## Support in over 500 locations across 80 countries and regions worldwide

Provides local sales, engineering and product supply support



### ● Subsidiaries

#### Americas

- ★ Argentina
- ★ Bolivia
- ★ Brazil
- ★ Canada
- ★ Chile
- ★ Colombia
- ★ Mexico
- ★ Peru
- ★ United States of America

#### Europe/Africa

- ★ Austria
- ★ Germany
- ★ Netherlands
- ★ South Africa
- ★ Belgium
- ★ Greece
- ★ Norway
- ★ Spain
- ★ Bulgaria
- ★ Hungary
- ★ Poland
- ★ Sweden
- ★ Croatia
- ★ Ireland
- ★ Portugal
- ★ Romania
- ★ Switzerland
- ★ Czech Republic
- ★ Italy
- ★ Russia
- ★ Turkey
- ★ Denmark
- ★ Kazakhstan
- ★ Serbia
- ★ United Kingdom
- ★ Estonia
- ★ Latvia
- ★ Slovakia
- ★ Finland
- ★ Lithuania
- ★ Slovenia
- ★ France
- ★ Morocco

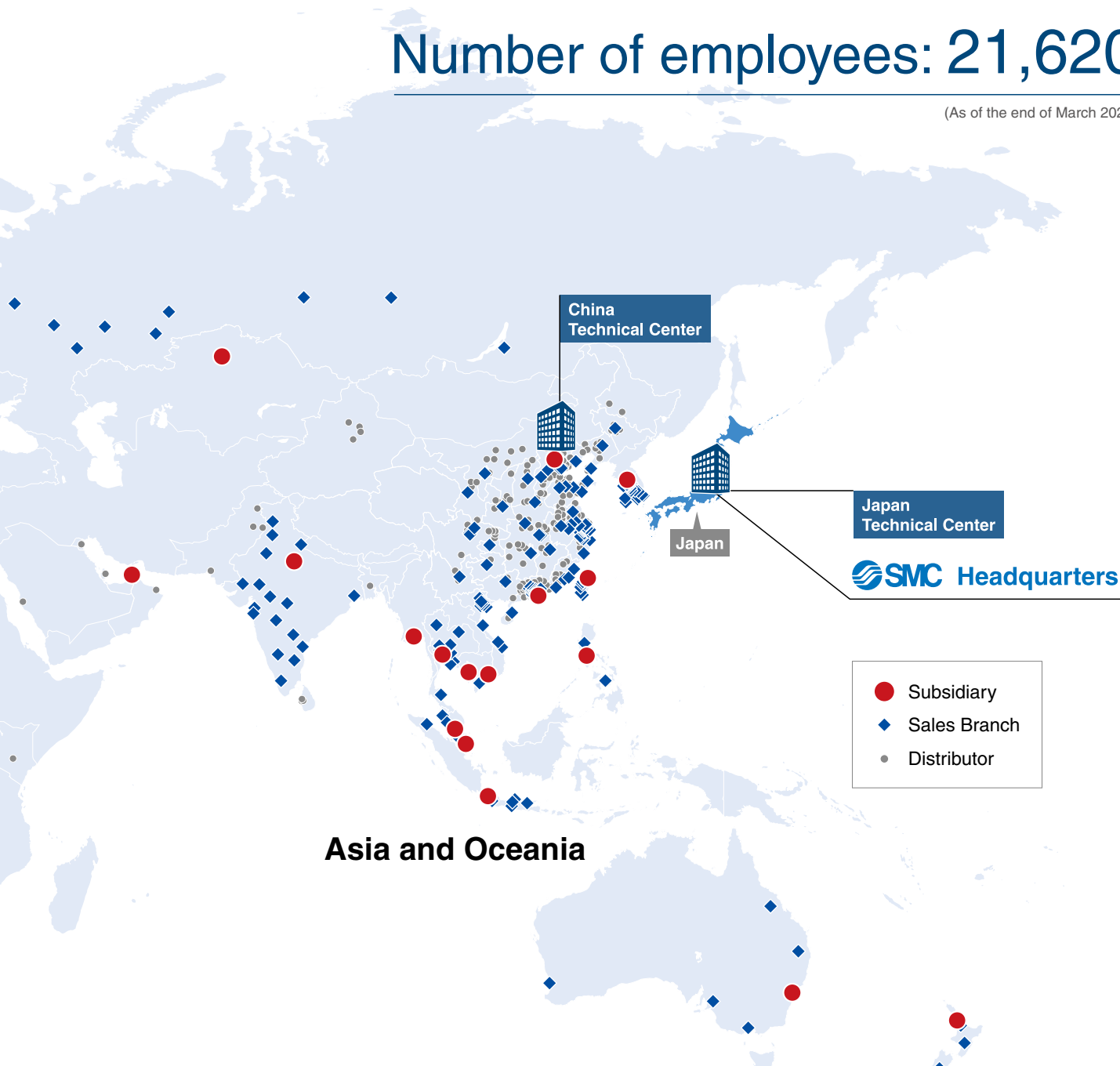


# Production facilities in 30 countries and regions

Enables readily available local supply

## Number of employees: 21,620

(As of the end of March 2023)



### Asia and Oceania

#### Middle East

Israel  
United Arab Emirates

#### Asia/Oceania

- ★ Australia
- ★ Cambodia
- ★ China
- ★ Hong Kong
- ★ India
- ★ Indonesia
- ★ Japan
- ★ Korea
- ★ Malaysia
- ★ Myanmar
- ★ New Zealand
- ★ Philippines
- ★ Singapore
- ★ Taiwan
- ★ Thailand
- ★ Vietnam



Global network  
address list

★ Production facility

\* The names of countries and regions listed in each area are alphabetically indexed.

\*\* This list only contains countries/regions with a wholly owned subsidiary.

Strengthening our management system to assure that our customers' vital information is utilized in the safest manner possible is a top priority.

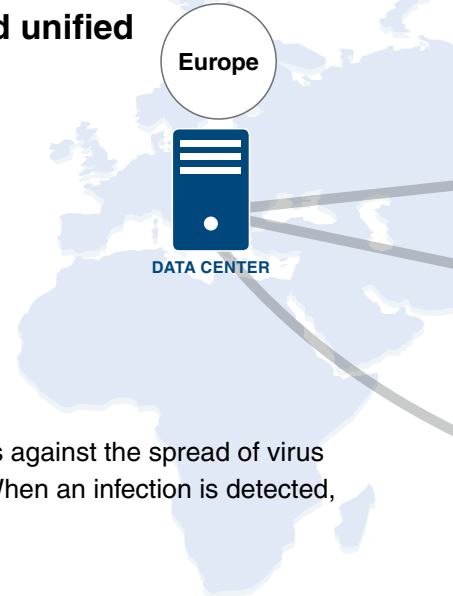
## ■ Strengthened information security with a globally maintained unified infrastructure

(Server, Firewall, Network Equipment, PCs, Security Tools)

## ■ Prevention of cyber attacks, automatic detection, and strengthening of the monitoring system

## ■ Installation of data centers to establish a disaster recovery\*1 system

- Implementation of strong security measures within several unified data centers
- We'll build the latest disaster recovery system to detect and take countermeasures against the spread of virus and cyber attacks. The system will constantly monitor for malware and intruders. When an infection is detected, the system will recover in a short time span due to system redundancy.



\*1 A "Disaster Recovery" refers to a disaster preparation plan for a rapid recovery and repair of a system after a catastrophic failure due to natural disasters such as earthquakes, tsunamis, or manmade disasters from terrorism and unauthorized intrusions, etc. This plan maximizes efficiencies and minimizes downtime for early recovery.

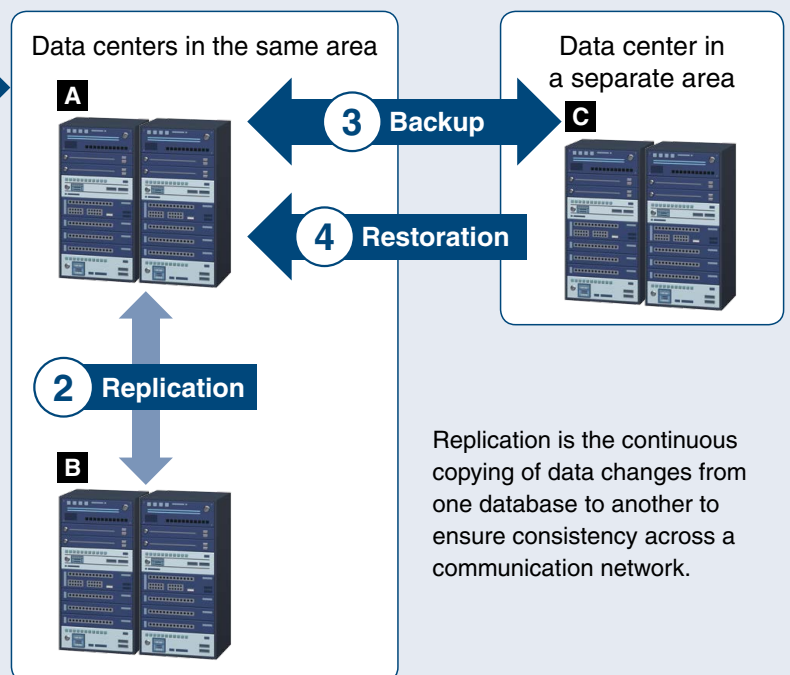
### Email Security



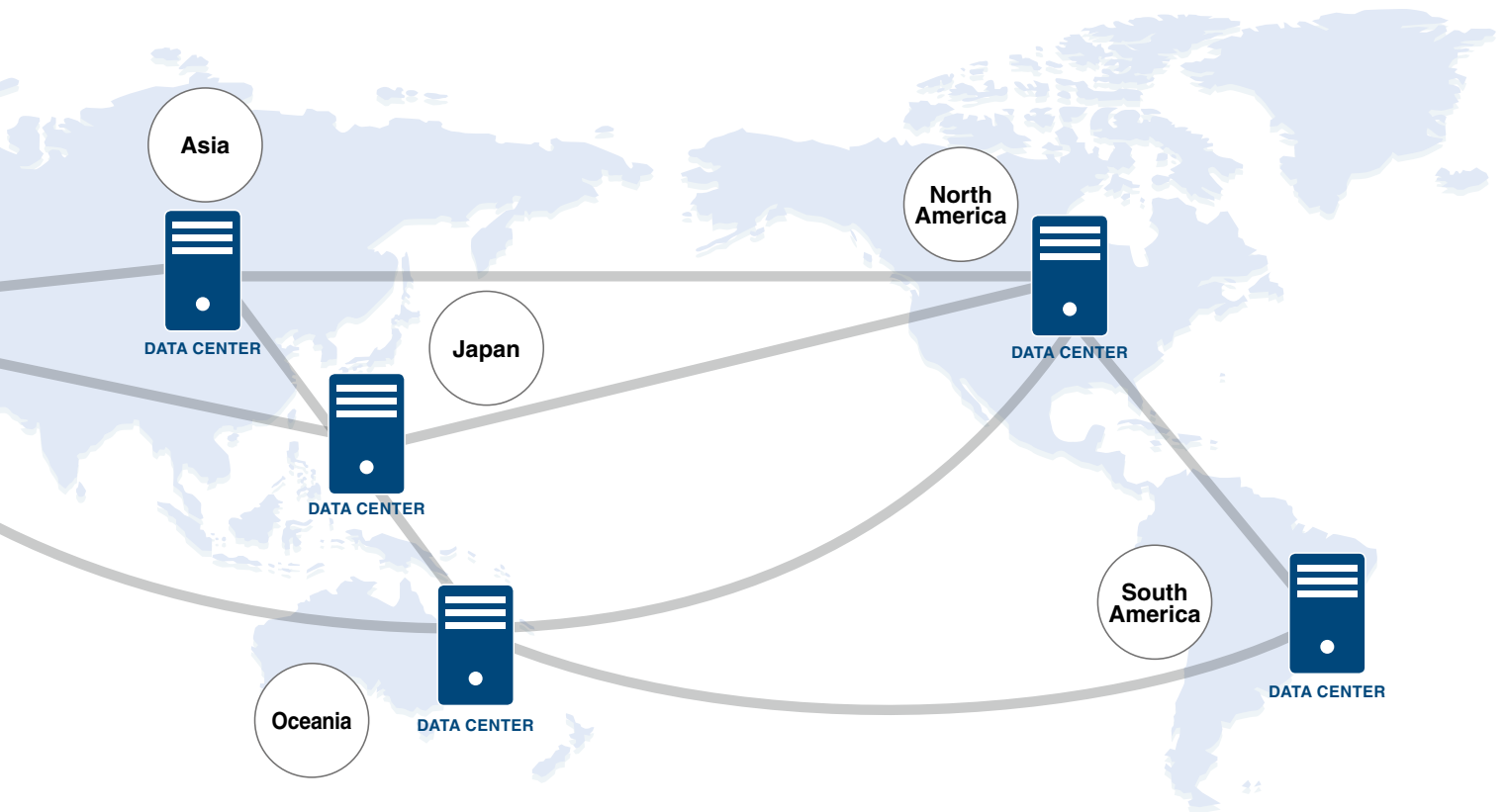
1 High security

### Client Security

Cyber Hygiene	An environment that makes it difficult for cyber incidents to occur is created through the strict cyber hygiene management of all PCs.
Management	Password and information leaks are prevented by managing the passwords of each employee.
Protection	Various measures are taken to protect PCs and servers against cyberattacks and prevent the spreading of viruses.
Incident Handling	With the help of specialists, incident analysis and processing is conducted. Progress and results are stored until the incident has been completely dealt with.
Education	The "human firewall" is strengthened by raising awareness of information security among employees.



Replication is the continuous copying of data changes from one database to another to ensure consistency across a communication network.



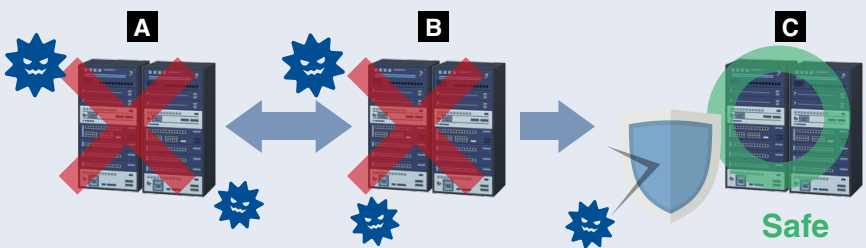
**When a disaster occurs**



**Disasters, etc.**

If system troubles occur in one location due to a disaster, another location can offer backup via the replication data. And in regular times, it is useful for load sharing.

**When a cyberattack occurs**



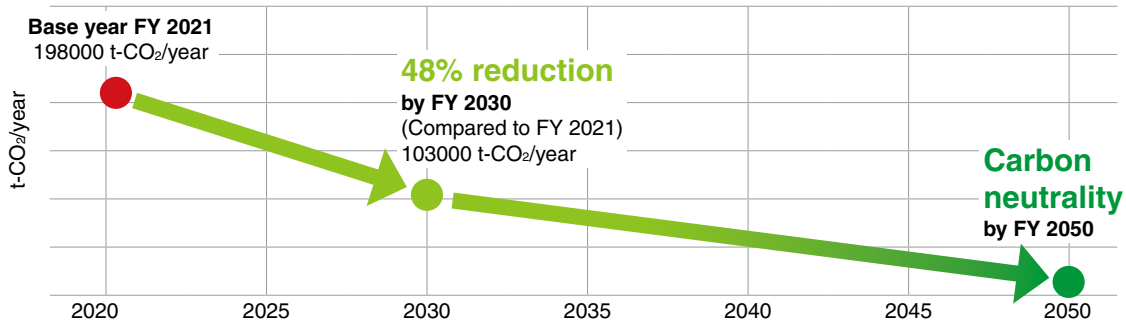
Should the servers in locations **A** and **B** face system troubles due to a cyberattack, they can be restored quickly using backup data from location **C**.

\* Due to replication, the servers in locations **A** and **B** will face the same system troubles in the case of a cyberattack.

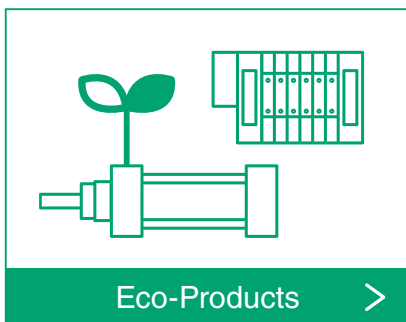
# CO<sub>2</sub> reduction

In order to achieve carbon neutrality through decarbonization, (Scope 1 + 2)

SMC plans to **reduce GHG emissions by 48%** by FY 2030. (SMC Group Scope 1 + 2, Compared to FY 2021)



SMC's CO<sub>2</sub> emission-reducing initiatives also include the promotion of eco-friendly factories and products. In addition, SMC promotes the reduction of CO<sub>2</sub> emissions in our operations.



## Q&A

### Q1 Does SMC have a global support network?

A1 Wherever you are, SMC can provide local support, including emergency maintenance, with our 500 locations in 80 countries/regions and approx. 20,000 employees across the world.

### Q2 Does SMC have a global stock and supply system?

A2 SMC always has product stock in each country, with orders being shipped from the closest warehouse or factory.

### Q3 What is the product variation?

A3 SMC has continued to expand its product line to automation beyond pneumatics with innovation in electrical products, process, and controls components. Notably, non-pneumatic product lines include electric actuators, sensor instrumentation, static neutralization, chillers, process valves, chemical handling, and other products for advancing automation in all industries. The one-stop shop experience and continued product development provides customers a quality product optimal for their needs along with global supply and support services.

### Q4 Does SMC provide other services?

A4 We strive to improve customer satisfaction with value-add services by providing customers with energy assessment proposals, conducting energy audits, and conducting training sessions...

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