



# Community Relationships

A Small Company Perspective

E I Digest Gathering

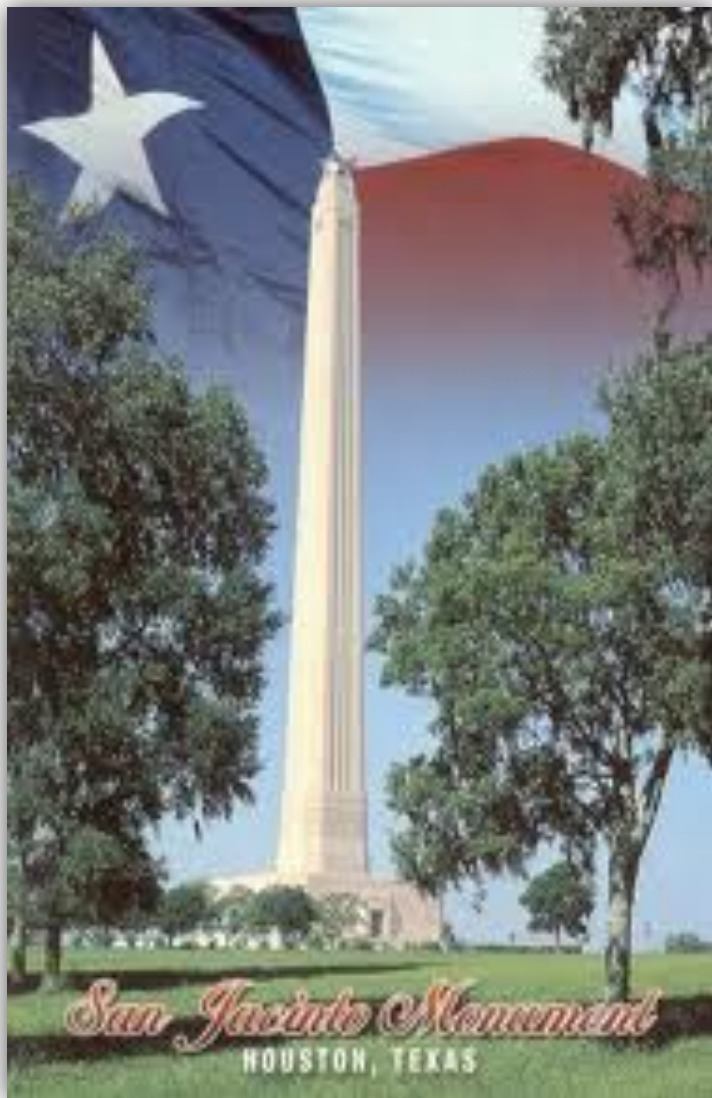
September 18, 2013

# Texas Molecular Overview

## ***We are the Industry Leader in Commercial Underground Injection of Hazardous Wastewater***

- » Permit capacity (230 million gallons/year) with injection volumes at approximately 60 to 70 million gallons/year
- » Broad permits (D,K,U,P codes)
  - ✓ Special capabilities (acids with organics, D001 waters, D003)
- » Inject pH 0 to 14 without pretreatment per Federal EPA “No Migration” Petition.
- » Large capacity, 24/7 service, 5 unloading stations
- » Rail transfer site nearby
- » Provide industry with sustainable solutions
- » Involved with our community stakeholders

# Community Relationships



**How Do You Value Community Relationships**

**Community Relationships and Sustainability**

**How to Build Community Relationships**

**Texas Molecular Experience**

**Benefits of Community Relationships**



# Community Relationships

## How Do You Value Community Relationships

- Do you know your neighbors? Do they know you?
- Do you keep a “low profile”? Is your policy - “What they don’t know can’t hurt us.”
- Have you had local or state elected officials come to your plant for a tour?
- How often do you interact with citizens and local officials?
- Do you think you are too small to have a community relations program?
- Do you think it is corporate’s job?
- What does your community think of you?
- Are you in an “Environmental Justice” community?
- Do you think about risk to your community when making business decisions?
- Would you like to build or improve your community relationships?



# Customer Relationships Sustainability

- ***One of the 3 facets of sustainability is people***
- A “Social Permit” is as valuable as an environmental permit
- ***Contributions to community***
  - » Good paying jobs
  - » Multiplier effect on local economy
- ***Commitment to community***
  - » Community involvement - including communication and investments
  - » Consideration in decision making
- ***Acceptance by community***
  - » Information, commitment, education and participation build trust
  - » Low environmental impact
- ***Commitment to your own employees***
  - » Safe workplace

# Community Relationships

## How to Develop Community Relationships

- Meet your neighbors
- Meet your local, state, and federal elected officials
- Find something you can support personally
- Form a group with citizens or join a **Citizens Advisory Panel (CAP)** or a **Citizens Advisory Council (CAC)**
  - » Provide information on your safety and environmental record (good or bad)
  - » Meet on a regular basis
  - » Involve senior management
  - » Learn what the community expects of you
- Invite members of the community, elected representatives, and interested parties to your plant.
- Make your relationships with your community stakeholders part of your business planning considerations.



# Community Relationships

## Texas Molecular Experience

- We are visible. Community knowledge of who we are and what we do.
- Deer Park Citizens Advisory Council (DPCAC) Commitments
  - » Time, Participation, Open communication
- Public Officials
  - » Local. Tours for City Manager and Emergency Director
  - » State. Tours for State House and Senate Members
  - » US. Visits with US Congressmen and staff of US Senators in DC.
- Personal Community Support
  - » Animal Shelter Neighbor in Corpus Christi
  - » High School Scholastic Recognition Dinner in Deer Park
- Large Project Outreach
  - » US Army Demilitarization Program
- EPA Inspection and Allegations



# Community Relations Benefits

- **Company**

- » Accountability and open communications as a way of doing business
- » Build relationships with community stakeholders
- » Develop and nurture the “social contract” with the community
- » Permits, projects, and problems
- » Improve your standing with your clients and customers

- **Employees**

- » Employee pride in company
- » Involve other employees when possible

- **Community**

- » Views company as asset in community
- » Knows your people and the management of your company
- » They are involved with the success of the company





**Thank you**

*Frank Marine*

[fmarine@texasmolecular.com](mailto:fmarine@texasmolecular.com)

Website: [www.texasmolecular.com](http://www.texasmolecular.com)