



Expertise – Passion – Automation



A close-up portrait of a middle-aged man with short brown hair and a beard, wearing black-rimmed glasses, a white collared shirt, and a dark blue vest. He is smiling warmly at the camera. The background is a soft-focus outdoor scene with blue and green tones. The overall composition is framed by a large, stylized blue wave graphic that sweeps across the page.

**Providing global support with
customised solutions**

Customer partnership program

Our 12 commitments to you

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.



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 of compressed air in the factory environment.



2 Local factory support

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



8 Machine analysis assessments

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



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.



One of the things we do best at SMC is **being close to our customers**. With SMC and our 12 commitments, you'll find the support you need to achieve the maximum in your production process.

9 Storeroom assessments

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



4 Machine safety support

SMC will work with your engineering staff and local facilities for design assistance related to plant safety upgrades to meet Machine 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.



Our 12 commitments to you

10 High usage spare parts analysis

We propose the most optimal products for our customers from our range of over 700,000 products. By analysing machine designs and unifying products, we are able to help customers reduce their inventories. Basically, the combination of standardising 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 will document all Corporate Account application successes with Improvement Activity Reports (IAR's). These IAR's are a one-page overview 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.



12 Onsite & online training classes

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

One-stop shop

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.



**12,000 basic models and
700,000 variations**

**A wide range of product
variations to accommodate
various applications**



one-
stop
shop

One-stop shop



Global network



Formulated
BCP (Business Continuity Plan)



Sustainability initiatives
and product innovation



Latest security technology



Stable & continuous supply for you



Yamatsuri factory Japan

- Fittings
- Air dryers
- Temperature control equipment
- Air line equipment
- Actuators.



Tsukuba factory Japan

- Actuators
- Air line equipment
- Solenoid valves
- Tubing
- Auto switches.



Shimotsuma factory Japan

- Actuators
- Electric actuators
- Auto switches.



Czech factory Europe

- Actuators
- Electric actuators
- Air line equipment
- Temperature control equipment.



India factory Asia

- Actuators
- Flow control equipment.



Vietnam factory Asia

- Solenoid valves
- Fittings
- Tubing
- Actuators.

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



Kamaishi factory Japan

- Solenoid valves
- Air line equipment
- Fittings.



Tono factory Japan

- Vacuum equipment
- Flow control equipment
- Sensors
- Auto switches.



Tono supplier park Japan

- Parts supply.
- Opening summer 2025.



China factory (Tianjin) Asia

- Actuators
- Temperature control equipment.



Soka factory Japan

- Solenoid valves
- Air line equipment.



China factory (Beijing) Asia

- Solenoid valves
- Actuators
- Air line equipment
- Air dryers
- Fittings.



Singapore factory Asia

- Fittings
- Air dryers.

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

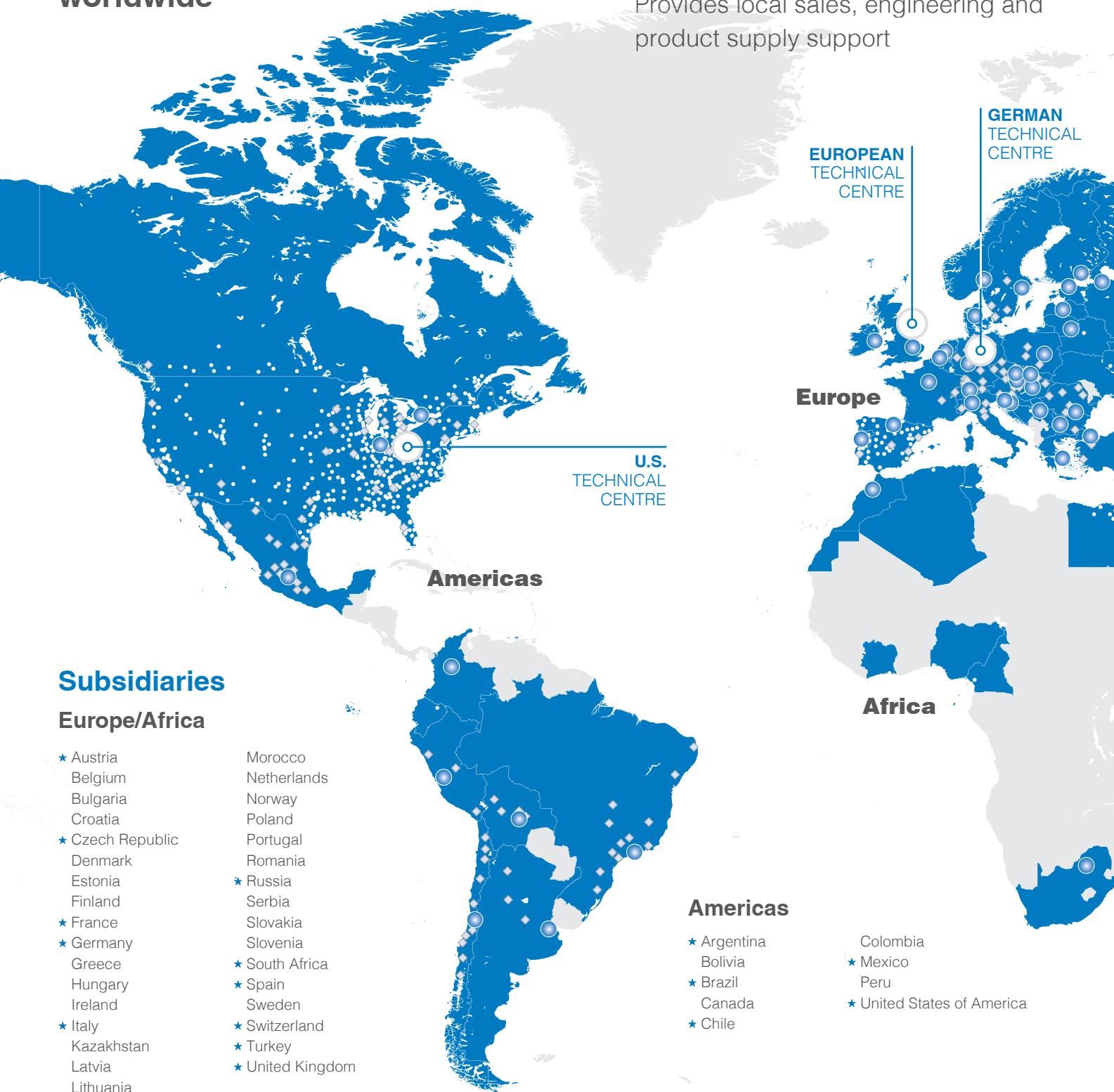


Global network

Close to you

Support in over 500 locations across 80 countries and regions worldwide

Provides local sales, engineering and product supply support



Production facilities in 30 countries and regions

Enables readily available local supply

Number of employees: 21,620

(As of the end of March 2023)



- * The names of countries and regions listed in each area are alphabetically indexed.
- ** This list only contains countries/regions with a wholly owned subsidiary.

Global information security

Strengthening our management system to assure that our customers' vital information is utilised 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 centres to establish a disaster recovery^{*1} system**
 - Implementation of strong security measures within several unified data centres.
 - 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 man-made disasters from terrorism and unauthorised 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.

Data centres in the same area



2

Replication



3

Backup

4

Restoration

Data centre in a separate area



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

Your business is secure with us



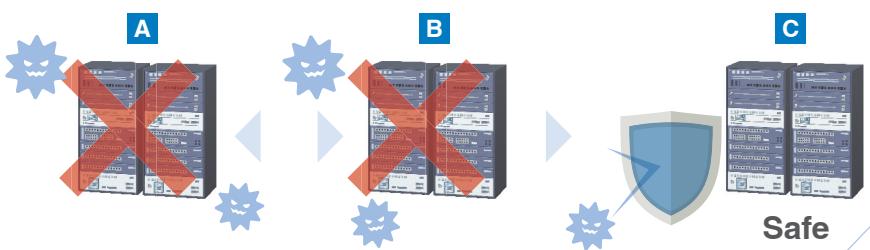
When a disaster occurs



 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.

CO₂ reduction

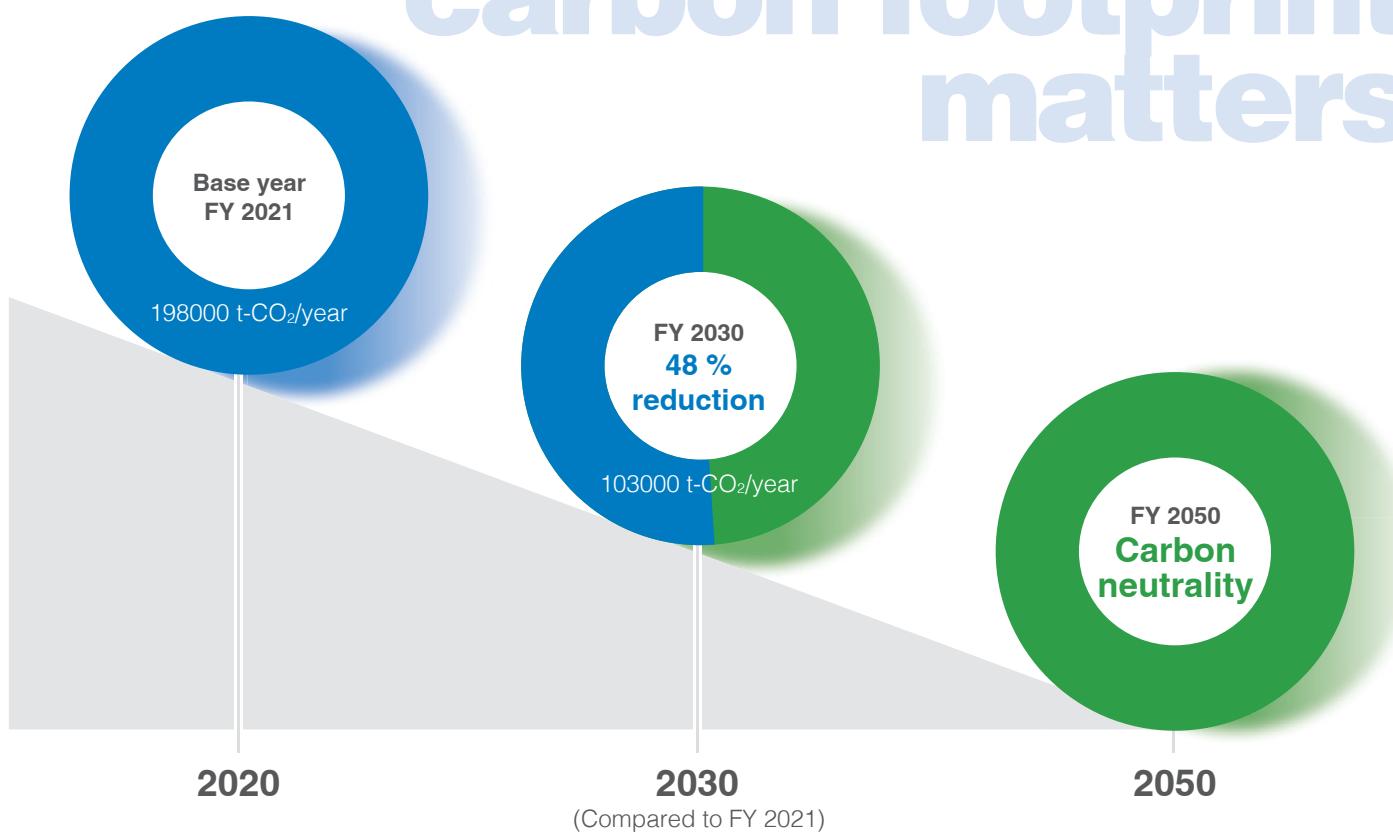


In order to achieve carbon neutrality through decarbonisation, (Scope 1 + 2)

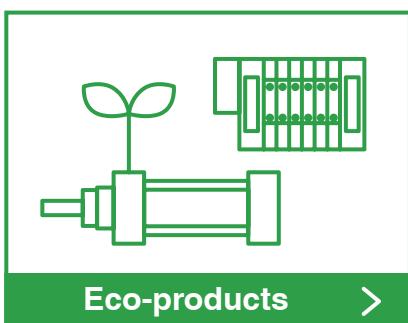
SMC plans to **reduce GHG emissions by 48 %** by FY 2030.

(SMC group scope 1 + 2, compared to FY 2021)

Because our carbon footprint matters



SMC's CO₂ emission-reducing initiatives also include the promotion of eco-friendly factories and products. In addition, SMC promotes the reduction of CO₂ emissions in our operations.



Eco-products >



Eco-factory >



Energy saving >

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...



Expertise – Passion – Automation

SMC Corporation

Akihabara UDX 15F, 4-14-1
Sotokanda, Chiyoda-ku, Tokyo 101-0021, JAPAN
Phone: 03-5207-8249
Fax: 03-5298-5362

Austria	+43 (0)2262622800	www.smc.at	office@smc.at
Belgium	+32 (0)33551464	www.smc.be	info@smc.be
Bulgaria	+359 (0)2807670	www.smc.bg	office@smc.bg
Croatia	+385 (0)13707288	www.smc.hr	office@smc.hr
Czech Republic	+420 541424611	www.smc.cz	office@smc.cz
Denmark	+45 70252900	www.smcdk.com	smc@smcdk.com
Estonia	+372 651 0370	www.smcee.ee	info@smcee.ee
Finland	+358 207513513	www.smc.fi	smcfi@smc.fi
France	+33 (0)164761000	www.smc-france.fr	supportclient@smc-france.fr
Germany	+49 (0)61034020	www.smc.de	info@smc.de
Greece	+30 210 2717265	www.smchellas.gr	sales@smchellas.gr
Hungary	+36 23513000	www.smc.hu	office@smc.hu
Ireland	+353 (0)14039000	www.smcautomation.ie	sales@smcautomation.ie
Italy	+39 03990691	www.smcitalia.it	mailbox@smcitalia.it
Latvia	+371 67817700	www.smc.lv	info@smc.lv

Lithuania	+370 5 2308118	www.smcl.lt	info@smcl.lt
Netherlands	+31 (0)205318888	www.smc.nl	info@smc.nl
Norway	+47 67129020	www.smc-norge.no	post@smc-norge.no
Poland	+48 222119600	www.smc.pl	sales@smc.pl
Portugal	+351 214724500	www.smc.eu	apoioclientept@smc.smces.es
Romania	+40 213205111	www.smcromania.ro	smcromania@smcromania.ro
Russia	+7 (812)3036600	www.smc.eu	sales@smcru.com
Slovakia	+421 (0)413213212	www.smc.sk	office@smc.sk
Slovenia	+386 (0)73885412	www.smc.si	office@smc.si
Spain	+34 945184100	www.smc.eu	post@smc.smces.es
Sweden	+46 (0)86031240	www.smc.nu	smc@smc.nu
Switzerland	+41 (0)523963131	www.smc.ch	info@smc.ch
Turkey	+90 212 489 0 440	www.smcturkey.com.tr	info@smcturkey.com.tr
UK	+44 (0)845 121 5122	www.smc.uk	sales@smc.uk

South Africa +27 10 900 1233 www.smcza.co.za zasales@smcza.co.za