

A message to our Kingsport Community

As leader of the Kingsport manufacturing site, I wanted to reach out to our community about the incident at our site on Monday, January 31, caused by a steam pipe failure. First, I am incredibly thankful no one was seriously injured because of this incident. We are grateful to the first responders and our local health care facility who assisted during the incident. We never want any incidents or injuries, and we'll continue our work toward a safe and reliable operation.

This incident caused concern for our near neighbors who were impacted by the debris from the event or heard sounds coming from the plant. We are committed to working with our near neighbors through this situation and to improving communications going forward.

As you know, we've had several crews out in the area cleaning up debris and talking with you about where to find more information. If you have any questions or concerns, I encourage you to call our Care Line at 423-229-CARE and leave a message so we may reach out to you and help. As for information during the event, I am personally committed to doing better. We are going to collaborate with our local officials to review the current process and create a more efficient method to provide information about events at Eastman that may alarm our community.

At Eastman, we are a company dedicated to continual excellence in safety and that focus will guide our efforts now and into the future. We are committed to making progress so events like these do not occur and if they do, we are committed to providing the information and actions needed by anyone who may be impacted.

We've been a member of this great community for over 100 years, and we are committed to making this better with you, our neighbors. Kingsport is our home, and we honor the privilege our community has given us to operate in this beautiful place full of good, talented, and kind people – it's an honor we don't take lightly. I know that incidents like these impact people inside and outside of our plant, and we must do all we can to safely run our operations day-in and day-out. I appreciate the support of our community as we continue to work through this situation.



Mark Bogle
Vice President and Tennessee Operations Site Leader



EASTMAN