

Bayer CropScience



Dr. Hazo W. Carter, Jr.  
President, West Virginia State University  
P.O. Box 1000  
Institute, West Virginia 25112

Re: Communication process improvement

Dear Dr. Carter:

Thank you to Dr. Whyte on your staff for her call Monday to discuss communication about the small leak this past weekend at the Institute site. Open communication such as this allows us to enhance our mutual understanding of issues.

As a result of our conversations with her and other members of the senior staff at the university, we have modified our reporting procedures at the site so that we will inform the work control center at WVSU whenever a notification of any type is made to Metro 911. These changes are effective immediately.

Our previous agreement was that we would notify your work control center whenever there was an emergency alarm at the site. In the case of this small leak over the weekend, there was no emergency, and no one on or off of the site was ever placed in any harm. Since there was no emergency alarm, there was no contact made to your work control center.

This change is made in recognition of your desire to receive even non-emergency information that we provide to public agencies. Our intention is to provide the university community the opportunity to always hear first from us.

Again, thank you for the opportunity for us to reinforce our commitment to be a transparent and responsible neighbor.

Very truly yours,

A. N. (Nick) Crosby  
Site Manager  
Bayer CropScience Institute Site

October 28, 2009

Bayer CropScience  
Institute Site  
P. O. Box 1005  
Institute, WV 25112

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cc: Dr. Cassandra B. Whyte, WVSU Vice President for Administrative Services  
Dr. R. Charles Byers, WVSU Vice President of Academic Affairs  
Chief Joseph A. Saunders, WVSU Director of Public Safety