



# Green Report 2009



Duskin has developed various products and services to respond to the day-to-day needs of our customers. We at Duskin move forward, learning through dialogues with our customers.

As expressed in our slogan, "Win the gratitude of customers in the community by becoming the most trusted service company in the community," we at Duskin have been working on developing shops that are deeply rooted in the community, and staffing them with service personnel that would be most appreciated by our customers. We strive to develop "products and services" that are closely connected to customers' daily life, a "system" that helps to make customers' daily life comfortable and convenient, and "people," who care about customers and that other people trust as reliable. We continue these efforts so that each and every one of our shops and units can provide customers with services that help to make their life more comfortable.

Currently, the preservation of our natural environment and resources, and especially, the reduction of global warming, are immediate and unavoidable issues for businesses and people.

To bring immediacy to our approach and efforts for environmental conservation, as contained in our Environmental Policy Statement, we created the slogan of "Sowing the Seeds of Ecological Responsibility for the Future" last year. Duskin started its business by renting cleaning tools that are recycled through repeated use. We will continue to focus our efforts on developing environmentally-friendly "products and services," maintaining our criteria of "repeated use, shared use, reduction and no disposals."

We strive to contribute to the quality of our customers' daily life as well as to participate in environmental preservation by developing products and services that are enjoyed and appreciated by our customers.



山村 輝治

Teruji Yamamura  
President & Co-CEO

## Sowing the Seeds of Ecological Responsibility for the Future

Duskin started its business by renting out cleaning tools. It has always promoted the philosophy that things should be used to their fullest extent or to the end of their useful life.

This philosophy conserves natural resources, protects mother Earth. Duskin will review its business activities and all phases of the life cycle of its products from product development to processing, delivery and recycle or disposal after the end of their useful life.

With a focus on repeated use, shared use, reduction of wanton waste and disposables, Duskin continues to increase its efforts to protect the environment.

Along with the philosophy of "Sowing the Seeds of Joy," Duskin will endeavor to enhance its ecological preservation initiatives through building upon simple and familiar actions for the future of all.



Symbol Mark: Seed of "ECO-Concerns"

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### Duskin's Environmental Policy

We, at Duskin, strive to achieve the joint objective of engaging in sound business activities and environmental conservation. We provide products and services that are safe, reliable, and environmentally friendly throughout the phases from production to after-use. We seek to lessen negative impacts on the environment in the following areas:

- (1) Designing, development, and selection of products and services**  
We look at all phases of product lifecycle, from procurement of raw materials, to the production, delivery phases to use by customers, and ultimately, collection and disposal after use. During each phase, we develop, select and provide safe and reliable products that contribute to reducing negative impacts on the environment. Through promoting recycling products and materials, we utilize the materials to their fullest.
- (2) Plant operation**  
We devote our efforts for resource and energy-saving plant operation. While reducing the waste and emission that negatively affect our environment, we promote more effective use and recycling of waste and emission. We also work for effective plant operation that prevents from pollution accidents.
- (3) Distribution, sales and promotional activities**  
We pursue effective and efficient product distribution, delivery and sales activities. We reduce auto emission, and CO<sub>2</sub> emission caused by our use of vehicles. We promote and sell products and services that are more effective for environmental conservation.
- (4) Offices, facilities and equipment**  
We operate our offices in a more resource and energy-saving manner. Through green purchasing, we promote the use of goods that has less adverse impact on the environment.
- (5) Contribution to building community**  
In addition to complying with laws and regulations, we actively participate in social programs for environmental preservation. We also review environmental conservation measures that our company can contribute to, and put them into practice.

## Recycle-Oriented Rental System

**Duskin's environmental policy is to make cleaning items available for repeated use, and to use them to the end of their useful life.**

From its founding in 1963, Duskin regularly visits customers to provide rental cleaning tools, such as mops and mats, through its nationwide franchised network. The used products are collected, reprocessed in its laundry plants, and delivered to the customers.

The total number of mops and mats delivered to customers throughout the country amounts to 780,000 pieces per day. If they are sold, they will never come back to Duskin, but Duskin collects 100% of them. 96% of these used products are recycled in our plants to be delivered back to our customers. 4% that cannot be reprocessed are reused as resources. The dirt captured in the mops and mats are not wasted, but collected and recycled into a material for cement.





New products  
**30,000 pcs**  
(4%)

Products rejected at shipping inspection  
**30,000 pcs**  
(4%)



100% collected, and reprocessed to the customer.



Collection  
**780,000 pcs/day**

**Unusable products will be utilized effectively.**

Mops and mats that cannot be reprocessed because of discoloration and breakage are recycled as a fuel at the cement plants, and thus utilized as useful resources.

Unusable mops → Fuel at the cement plants

**Collected dirt from mops and mats is recycled into useful resources.**

Dust and dirt separated from laundry wastewater of mats and mops are compressed and processed as sludge. Sludge is recycled as a material for cement.

Laundry → Separate dirt from wastewater → Compressed and calcined as cement material

\* The above image flow depicts Duskin's rental system. For details of Duskin's environmental efforts, please refer to page 6 and the following pages.

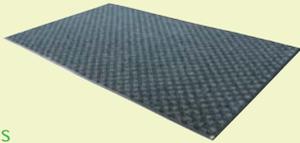
## Eco-Friendly Product Lineup

Products other than mops and mats are also environmentally friendly. We collect and recycle them to reuse or utilize them as resources.

Duskin has been trying to reduce the environmental burden of waste, not just by recycling mops and mats, but also utilizing recycled materials in new environmentally-friendly products. We also continue our effort to collect used mop handles and air purifiers and to recycle them as useful resources.

### Products promoting effective resource use

Duskin delivers products that contribute to effective use of limited resources and reduction in waste.



#### Rental Mats

Certain Duskin rental mats used in commercial markets are made from recycled PET bottle fibers. In 2006, "Eco Recycle Mat" was also introduced, which is made with several different types of recycled fibers such as used air bags, used uniforms, and PET bottles. More than 50% of its pile material are made from these recycled fibers.



#### Rental Mops

In the textile industry, the textile spinning process generates short fibers and other "unused" scraps. These fibers have been disposed of in the past. In 2005, Duskin introduced Eco Non-Oil Mop made from these unused fibers. In 2006, "Mop Eco for Commercial Use" was also introduced.



#### Rental Shop Towels

"New Home Duskin" cloths, popular dust cloths for home use since Duskin's foundation, are reused as shop towels after the end of their useful life as home dust cloths.



#### Range Hood Filters

Corn-origin fibers are used to make sheets of "Duskin Range Hood Filter: Non-woven type."



#### Activated Charcoal Deodorizer

This odor control product contains granulated activated carbon once used in our water purifiers.



#### Water Purifiers, Air Purifiers, Air Fresheners

Covers and other parts of some of these products are made of recycled plastics.



#### Toner Cartridge Recycle Service

Duskin collects used toner cartridges, reproduces them under strict quality control system and delivers the renewed cartridges to customers. Duskin also reuses discarded parts as resources.

### Products reducing environmental impact

In addition to rental mops and mats, Duskin provides environment-friendly, and resource-saving products, including products that will not add contaminants into household wastewater systems when discharged into the systems. Use of these products contributes to reduction of negative environmental impact.



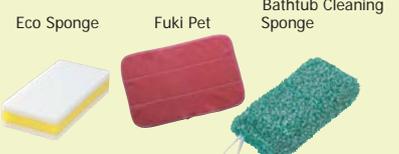
#### Deep Frying Oil Filtering Pot "Yukkurin"

The activated carbon filter of this pot removes residues, odor, and even turbidity in used frying oil, which helps to extend the oil life. Since oil replacement frequency can be reduced, the amount of waste oil is also reduced.



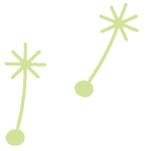
#### Detergents

Surfactants used in Duskin's detergents are highly biodegradable, meaning they easily decompose in the natural environment. The main items in the make-up of Duskin detergents are carefully selected from natural and safe ingredients.



#### Sponges / Dishcloths

These products, when slightly moistened with water will remove the stains in heavily-soiled areas through gentle rubbing or wiping process.



## Collecting and recycling various products

In addition to recycling of mats, mop piles and other rental fiber/textile products, Duskin carries out nation-wide programs to collect, disassemble and recycle used mop handles, and main units of air purifiers, water purifiers and cabinet towel dispensers and other reusable items. Individual service units are responsible for collecting these used products. Collected products are sent to dismantlers via laundry plants. Used products are dismantled manually and almost 100% of collected materials are recycled or reused.



Almost all of the collected products are manually dismantled, sorted by material or part and reused as recycled materials.

## Products that are collected and recycled



Mop handles and casing



Water purifier main unit and filter



Air purifier main unit



Air freshener main unit



Hand soap dispenser main unit



Beauty Clean main unit



Cabinet towel dispenser main unit



Range hood filter frame



Upright vacuum cleaner main unit



Towel box

Each Duskin employee engages in ecologically responsible behavior, and keeping a record of his or her "Green Activities" in the Household Eco Account Book.

To deliver eco-friendly products and services, people at Duskin must first enhance their awareness of environment protection and be very concerned about CO<sub>2</sub> emission reduction. To this end, the Household Eco Account Book program for Duskin sales representatives and their families was started in 2005.

The program started with 201 people in 2005 and the participants have expanded 4.3 times to 871 persons in 2008. CO<sub>2</sub> emission reduced through this program was about 76 tons in 2005, and the reduction level was improved to 124 tons in 2008 as the number of participants increased. We will continue and further expand this program.



"It was a good opportunity to talk about environmental protection with our children." Duskin employee and his child keep an Eco Account Book for his family CO<sub>2</sub> spending.

Eco-friendly delivery of products and services using natural gas vehicles.

When delivering products and services, we encourage the delivery drivers to minimize auto emission (ECO-Drive). The use of low-emission vehicles is promoted for delivery and sales activities. At our model branch, all vehicles used for delivery and customer visits were changed to natural gas vehicles. Transportation of products between the branches and plants was also changed to use of natural gas-powered trucks. An environment-friendly delivery model for the route from plants to branches and to customers was established. For these efforts, the model office received the "Kansai Eco Office Incentive Award" in 2006.



Duskin Sakuragawa Branch received the "Kansai Eco Office Incentive Award" in 2006. This award is granted by the Organization of Kansai Unity to business offices that participate in the Kansai Eco Office Declaration and demonstrate excellent environmental efforts.



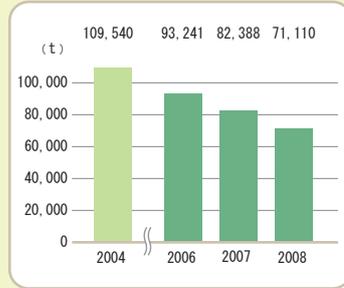
As of March 2009, a total of 64 natural gas-powered sales vehicles are used nationwide.

## Laundry Plants as the Core of Recycling-Oriented Rental System

### Laundry plants promote effective use of resources.

Duskin's recycling-oriented rental systems are supported by 47 plants throughout Japan that wash and process collected mops and mats and deliver products to service units. These plants have reduced about 38,400 tons of CO<sub>2</sub> emission since 2004. Also, they make every effort to conserve water and reduce waste and detergent consumption, in order to minimize the impact of their operation on the environment.

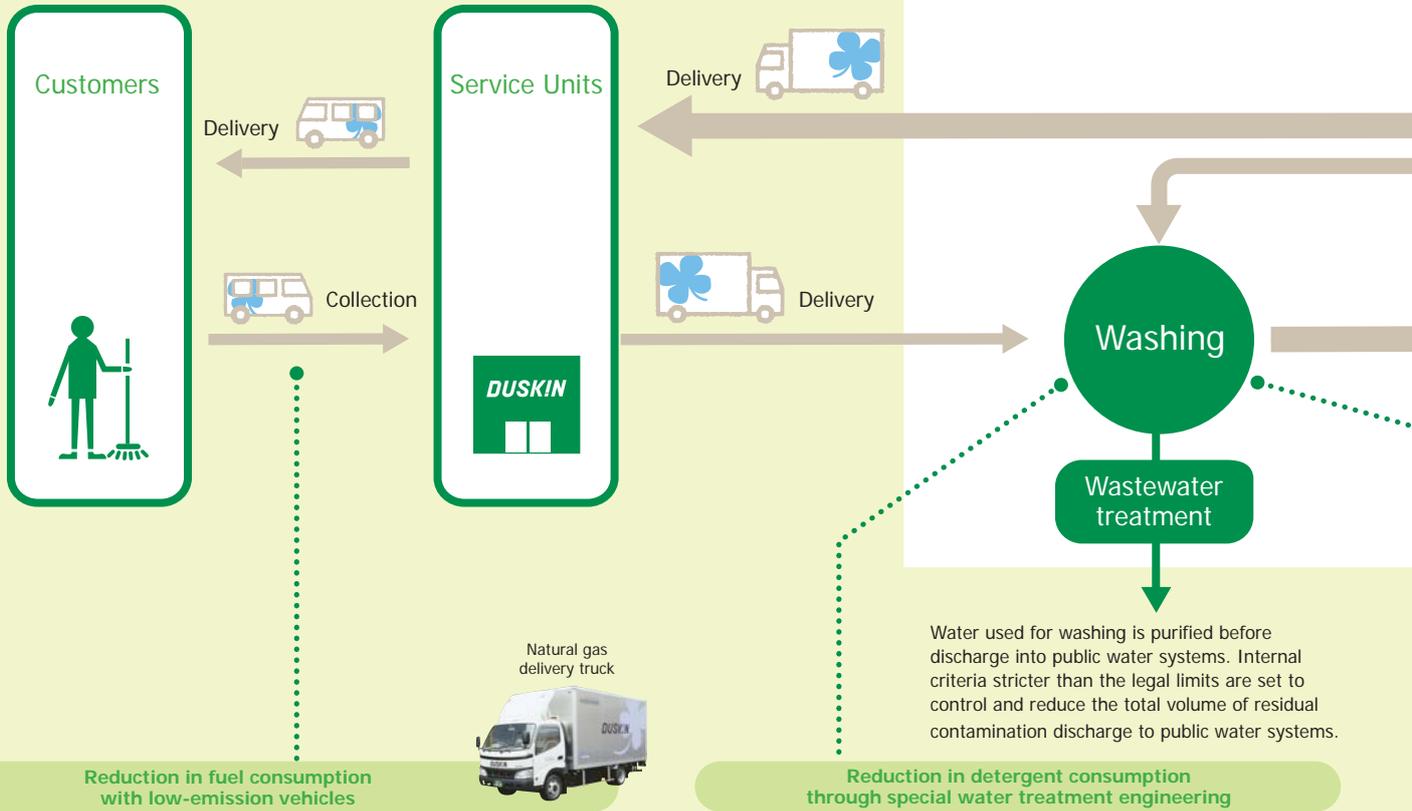
■ Amount of CO<sub>2</sub> emission (Total of 47 plants)



Reduced 38,430 tons of CO<sub>2</sub> emission (approx. 35%) since 2004



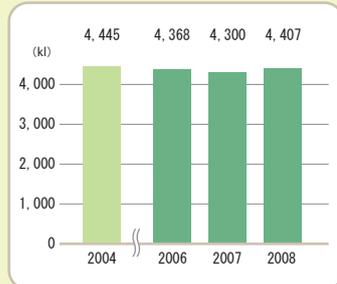
Osaka Central Plant



Water used for washing is purified before discharge into public water systems. Internal criteria stricter than the legal limits are set to control and reduce the total volume of residual contamination discharge to public water systems.

Duskin actively introduces low-emission cars and trucks for product delivery to customers. While the amount of fuel consumed increased in 2008, due to our effort to increase private delivery rate, fuel efficiency was increased by 3 % per vehicle since last year through campaigns such as "Stop Idling" and "ECO Drive."

■ Fuel consumption of delivery vehicles

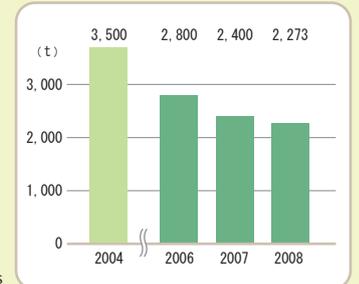


Reduced 38kl (approx. 1%) since 2004

\* Fuels consumed by natural gas-powered vehicles are converted to oil consumption.

Laundry water used in Duskin plants is treated by special engineering, which reduced detergent consumption by 35% since 2004. Less detergent use has also reduced substantial load in wastewater treatment and the amount of sludge generated was also reduced \* by 20%.

■ Detergent consumption (total of 47 plants)



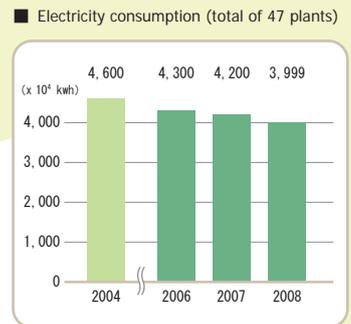
Reduced 1,227tons (approx. 35%) since 2004

\*Sludge: Dust, debris and other residues removed from wastewater and compressed.



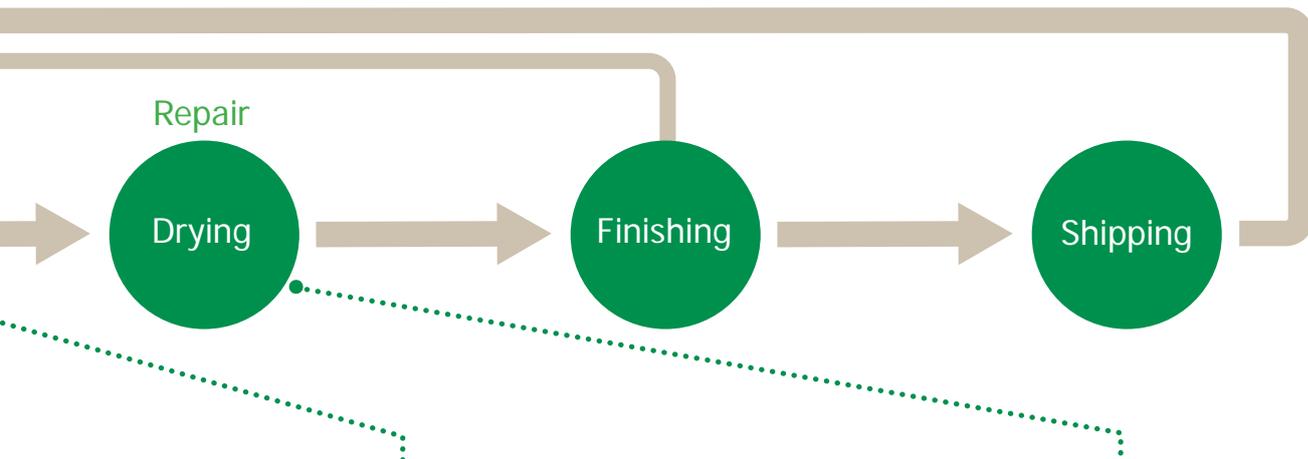
### Reduction in total electricity consumption

Reduction of electricity consumption at Duskin plants was achieved by the use of energy-saving dryers, enhancement of plant employees' environment awareness, and efficient machine operation. Further development of energy-saving equipment and facilities will be pursued.



Reduced 601x10<sup>4</sup> kWh (approx. 13%) since 2004

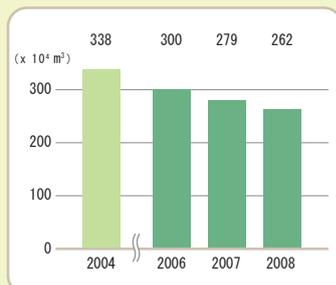
CO<sub>2</sub> emission was reduced approximately 38,400 tons since 2004, as a result of effective use of energy (fuel oil and electricity).



### Reduction in water consumption through recycling of water

At Duskin plants, wastewater is discharged to rivers or public sewage systems after appropriate treatment. Wastewater is treated and reused for repeated washing. By this repeated use, water consumption was significantly reduced.

■ Water consumption (total of 47 plants)

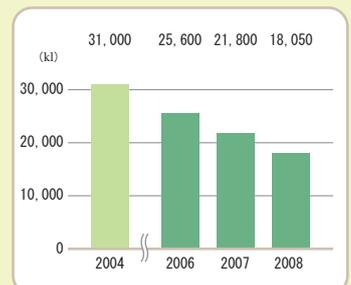


Reduced 76 x 10<sup>4</sup> m<sup>3</sup> (approx. 22%) since 2004

### Reduction in fuel consumption by energy-saving dryer

New energy-saving dryers are introduced at our plants to handle 70% of our production needs. These newly-developed dryers and improved energy-saving dryers reduced fuel consumptions by about 50% and 30% respectively, compared with regular conventional dryers.

■ Fuel consumption (total of 47 plants)



Reduced 12,950kl (approx. 42%) since 2004

## Environmentally-Friendly Professional Services

# Duskin's safe and environmentally-friendly professional techniques help our customers to enjoy comfortable living environment.

Duskin has provided professional services to help customers enjoy their comfortable environment since the 1970s. Maintenance to carefully keep clean products and environments extends the service life of goods and helps to reduce waste. Duskin provides cleaning and maintenance services for homes, offices and shops, including cleaning of air conditioners and other appliances to extend their useful life. Duskin also develops and uses environment-friendly technologies when performing these services to minimize the impact of its operations on environments. Air conditioner cleaning service improves heat efficiency as dust and other soils are removed, resulting in energy saving.

### History of Duskin's advanced services

- 1971 ServiceMaster business started.
- 1988 Terminix business started.
- 1989 Merry Maids business started.
- 1991 Started air conditioner cleaning service.
- 1999 TruGreen business started.
- 2001 Acquired ISO14001 certification in the environment maintenance service business sector.
- 2002 Introduced the UHS system for floor maintenance services.
- 2003 Started full-automatic washing machine cleaning service in Japan.



Periodic maintenance for trees and shrubs  
**TruGreen**



Professional cleaning service  
**ServiceMaster**

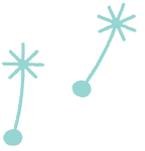


Cleaning and housekeeping service  
**Merry Maids**



Pest control and prevention  
**Terminix**





### Air conditioner cleaning

Dust and dirt caught in the air conditioners lower the efficiency of the machines and accelerate their degradation. Cleaning and maintenance process helps to reduce the operational load on the system as the original power of the machine is recovered. The resultant efficient operation also contributes to saving of electricity consumption.



### Hard floor cleaning / UHS system

Floors finished with resin wax are regularly polished with a high-speed burnisher to recover their luster. This service reduces the use of wax by 35% and minimizes wastewater generated by cleaning compared with the conventional operation that needs wax application in every cleaning service. (in case of 12 services a year)

### Carpet cleaning

Removes dust and dirt caught deep in piles and refresh the carpet.



### Range hood cleaning

Thorough cleaning removes stubborn greasy buildups inside the hood.



### Full-automatic washing machine cleaning and disinfection

Specially designed equipment cleans and disinfects the inner parts of washing machines.

### Wastewater generated by cleaning service is treated appropriately

Duskin takes care of the wastewater generated during removal of floor wax and cleaning of air conditioners and range hoods. At a customer site, our service operator checks the water discharge route to make sure that wastewater is discharged safely to the environment. When necessary, heavily soiled water containing detergent and dirt is collected and brought back to our service unit and disposed after appropriate treatment.



Wastewater is collected in plastic tanks and brought back to the shop.

### Uniform recycling

In 2006, Duskin started the uniform recycling system. Used uniforms are collected after their useful life and sent to recycling plants and recycled into building and industrial materials.



## Development of Green Chemicals

# Developing new environmentally-friendly technology that uses fewer chemicals yet results in greater effectiveness.

Cleaning, pest control, and plant maintenance services in homes, offices, and stores usually require the use of various types of chemicals including detergents. Duskin has continued to take measures to enhance safety for people and the environment in the areas of both use of chemicals and their application methods. We have reduced 61% of the amount of PRTR chemical substances \*1 used in our cleaning services, from 35 tons in 1999 to 13.7 tons in 2008.

\*1 PRTR Chemical Substances:  
The PRTR system requires businesses handling chemical substances that are potentially hazardous to the environment and people to estimate the amounts of chemical substances released and transferred in waste, and to report the data to their local governments. (Duskin Care Service is not designated as a reporting business operator in the PRTR system.)

## Our Efforts To Ensure Safety of Chemicals

- 1999 Introduced Sentricon™ system for termite control and prevention.
- 2001 Introduced the bait system for the roach control service.
- 2003 Eliminated organic phosphorus in pest control chemicals (insecticides). \*2  
Started carrying back wastewater generated from floor wax removal operations.
- 2004 Eliminated 13 possible allergens designated by Health, Labor and Welfare Ministry.  
Eliminated phosphorus in cleaning detergents.
- 2005 Introduced a service menu, "ecological cleaning" that does not use any synthetic detergent.
- 2006 TruGreen utilized the ground injection method.
- 2008 Introduced "Green Clean."

\*2 Exclude Type 1 products that use microcapsules.

### Pest control without heavy reliance on spraying chemicals

For our pest control service, we avoid the conventional treatments that involve spraying a large amount of pesticides. Instead, we promote the shift to service methods that do not involve spraying chemicals. We inspect the presence or infestations and entry routes of pests, and then we place the minimum amount of chemicals only when and where the treatment is needed. In this way, we limit the amount of chemicals used as little as possible.

#### Three Steps of Integrated Pest Management (IPM) To Control Roaches

- 1. [Prevention]** Establish environment in the premises that inhibits infestation or inhabitation of pests.
- 2. [Judgment]** Monitor infestation or inhabitation of pests, and determine if pest control is required.
- 3. [Control]** If measures are needed, control pests by the use of a safe and appropriate method.

### Introduced new cleaning program, "Green Clean."

By setting its own environmental standard in 2008, Duskin introduced a new cleaning program, "Green Clean," to protect customers' health, lower the environmental burden, and save energy and resources.



"Green Clean Quality" mark symbolizes Duskin's chemical standard for Care Service program.

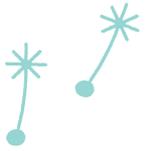


Utilizing safer chemicals.

### Efforts to reduce containers

We are shifting the metal and polyester containers of cleaning chemicals (18 liter containers) used for our ServiceMaster business to the "bag in box" system, which is easier to recycle and reduce waste.





### Roach Control and Prevention (Roach Bait System)

Terminix was among the first to introduce the Integrated Pest Management system to control roaches in Japan. The environmentally safe system employs the bait system that does not involve spraying of chemicals, so it hardly leaves any odor or possible danger of chemical contamination on tableware and kitchen utensils. The amount of chemicals used in this method is less than 1/30 of the chemicals used in liquid spraying treatment.

Our specialists inspect roach inhabitation and reproductive states, and if control is required, the first step they take is to capture roaches with a vacuum cleaner without using chemicals.



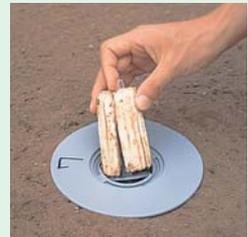
The next step is to place baits (gel type) with the minimum amount of chemicals only in the specific areas.

### Termite Control and Prevention (Termite Bait System)

Terminix is changing the method of spraying pesticides in such places as under the floor to the bait system\* that eliminates termite colonies with baits containing a minimum amount of termite growth regulator. The bait system focuses on preventive control with regular investigations and inspections of termite activities, while limiting the use of chemicals.

\*The bait system takes advantage of Sentricon™ System developed by Dow AgroSciences LLC.

Place a piece of wood in the stations installed in the ground, and replace the wood with bait that contains active ingredient when termite activity is found. The specially designed station minimizes the possibility for people and pets to have direct contact with the chemical.



### Ecological Cleaning

Cleaning service that does not use synthetic detergents is for those who are concerned about skin sensitivity to synthetic detergents, families with small children, and those who are concerned for their pets that may lick the floor. This cleaning method uses safe and common materials such as baking soda, citric acid, and soap. Merry Maids provides this service for residential customers, and ServiceMaster takes advantage of new and improved ecological cleaning processes in its standard cleaning service for commercial customers.



In "ecological cleaning," we use traditional cleaning agents such as soap. As these items are used for food additives and bath salts, and quickly biodegradable, they are safe and have minimal negative impact on our environment.

### Flying Insect Control System

Terminix uses ultraviolet light traps that attract and capture flying insects on adhesive sheets without chemicals. The system works to prevent and control insects for restaurants and other food service establishments.



### Annual Tree and Shrub Care

TruGreen's annual tree and shrub care service does not spray chemicals but inject them directly into the ground, thus enabling us to help reduce the amount of chemicals used and preventing the spraying of chemicals onto other unnecessary areas.



## Eco-Friendly Shops that Use Resources with Utmost Care

### Mister Donut promotes reuse and recycling in order to reduce the amount of wastes.

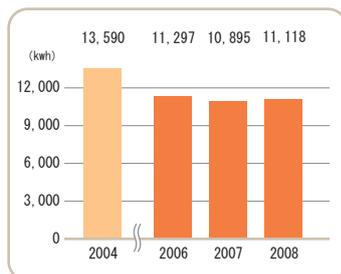
For the last 39 years since Duskin's founding, Mister Donut receives customers in eco-friendly shops where they can enjoy the taste of homemade donuts. We have hoped to be loved by our customers and be considered friendly to the Earth, and to promote our "non-disposable" green policy, we have persistently used ceramic cups and dishes to serve coffee and donuts. While we strive to provide a wide variety of fresh donuts all the time, we make an effort to reduce the number of donuts to be disposed of at the end of each day by tightening control over production.



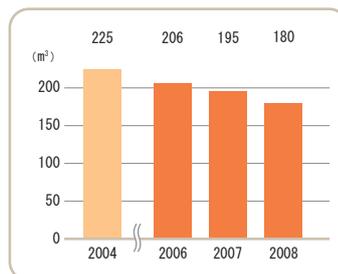
#### Energy Saving Effort In Shops

Mister Donut shops are carrying out energy saving activities by checking utility meters and turning off lights when not needed on a daily basis. We have reduced the use of electricity by approximately 18% and water consumption by approximately 20%, compared with the consumption level in 2004, by implementing frequent light-off and water conservation. When we remodel existing shops, we use energy-saving shop model that utilizes LED lighting and neon signs, transparent heat reflective film, and exhaust recycling system.

■ Electricity usage (Monthly ave., per shop) ■ Water usage (Monthly ave., per shop)



Reduced 2,472 kwh (approx. 18%) since 2004



Reduced 45m³ (approx. 20%) since 2004



#### 1) Transparent heat reflective film:

A transparent film which increases air-conditioning effect by shielding infrared and ultraviolet rays. It also prevents insects from entering into a shop by cutting ultraviolet rays which attract them.

#### 2) Exhaust recycling system:

Reducing air-conditioning load by circulating kitchen exhaust air back into the kitchen after filtration and cooled down process. It helps to stabilize temperature in the kitchen, as well as preventing smell and grease fume from escaping into the environment.



### Reduction of Disposed Donuts After Shop Hours and Recycling

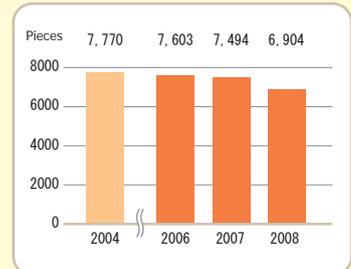
We have reviewed production schedules and reinforced management controls by using a disposal checklist to reduce the number of disposed donuts in all the shops nationwide. In 2008, the average number of disposed donuts per month in a shop decreased by 866 pieces compared to the number in 2004. The donuts left on the shelves after shop hours are collected and reprocessed in processing plants into raw materials or liquid-state feed as part of our recycling efforts. Currently, about 365 shops in the Kanto area have adopted the system. We are planning to implement this recycling system in other areas as well.



### Reduction of Disposed Donuts by Strict Production Control



■ Disposed donuts (Monthly ave., per shop)

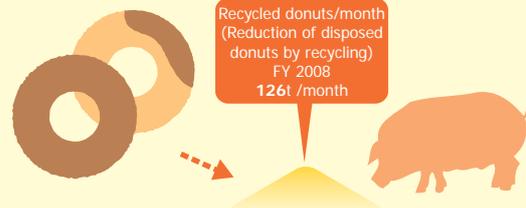


Reduced 866 donuts (approx. 11 %) since 2004



Donuts left unsold are

Recycled as raw feed for livestock



### 100% Recycling of Used Oil

All the oil used for donuts production (about 1,600 tons annually) is collected and recycled into industrial materials such as feed and rubber. Part of the collected oil is regenerated into liquid soap that is used as detergents in our shops. From 2008, the collected oil is also utilized as fuel for boilers at Duskin's laundry in the Hokkaido area.



We have adopted cooking oils containing low trans-fatty acid in Mister Donut shops nationwide since December 2007. We have reduced the average amount of trans fatty-acid contained in one piece of donut by 83% without reducing the traditional quality of the donuts.

### Reusable Tableware

Since the early days of the founding, we have primarily used ceramic or glassware for tableware. Compared to the use of paperware, we are able to reduce more than 700 tons of paper annually.



## Rental Shops that Help to Utilize Limited Resources

**Use only when you need it through our rental system.  
We promote the sharing and preserving of limited resources.**

Rent-All offers a unique rental system that provides baby-related products or travel products, and those items needed for events. We promote "shared use" instead of purchase so that we can repeatedly utilize limited resources. No purchase produces no disposal of used items. Second hand items are also available for sale to pass on used items from those who no longer need them to those who are in need of them, thus achieving the goal of "make full use of everything by everyone."  
In our "Health Rent" specialty shops, nursing-care and welfare equipment that meet the needs of our aging society are offered for rent.



### A broader range of services with nursing-care and welfare equipment rental

It is important that assisted living equipment be suitable for the users' physical conditions and meet different needs of customers in their different living circumstances. Change of equipment is sometimes required to serve customers with changing health conditions.  
Our rental system can flexibly respond to these needs and changes. The Health Rent shops that specialize in nursing-care and welfare equipment contribute to the effective use of natural resources by renting equipment under user-friendly circumstances to benefit those who need care and their family members.





## Natural Resource Saving with the Rental System

By sharing one item with others, we can encourage natural resource saving. For instance, about 29,000 baby beds are rented annually \*1. If we assume these 29,000 beds had been bought, natural resources to make 29,000 beds would have been required. Actually, natural resources to make only 13,200 beds \*2 were used, thus conserving the natural resources to make 15,800 (about 54%) beds. We hope to reduce environmental load for our next generation by initiating ecology-concerned activities, which we can start easily.

\*1 No. of beds rented out from April 2008 through March 2009

\*2 No. of beds owned as of March 2009



## A Reuse System To Purchase Back Items No Longer In Use

Under this reuse service, new baby care items are sold at a special price and purchased back when they are no longer in need. Then they are reused as rental items or resold as second hand items. This sell and buy back system is well received by those customers who feel "I want to rent but prefer new ones," or "it is troublesome to dispose of the baby care items after our child has outgrown them."



\* Within 2 years of purchase

## A Great Number of Rental Items Are Available

Duskin Rent-All rents out a multitude of items including baby-related products, travel items, household articles, and items needed for events. Customers can rent them in local Rent-All shops or on our websites.



www.kasite.net



event.kasite.net

## Reduction of Cardboard for Delivery

Packing cardboard for delivery of rental items has been replaced with bags that can be reused to reduce the amount of cardboard. Packing materials for delivery of items from the distributing centers to each shop have been replaced with plastic boxes that can be used for a long time to reduce the amount of packing materials. Consequently, items are better protected, and the whole process also reduces workload.



## Other Environmental Efforts and Activities

### To help children learn the idea of “placing value on things” Duskin Plant Tour

Wishing to teach the importance of environmental protection and the ideal of “placing value on things,” we conduct plant tours for elementary school children at the Osaka Central Plant and the Yokohama Central Plant. The tour consists of introduction of plant operation processes, including collection and processing of soiled mops and mats, and experiment to clean up the waste water generated from the washing process, experience to see the difference between mops treated with adsorbent and untreated mops so that the students can learn about the plant operations under enjoyable conditions. Through introducing our environmentally friendly recycle-oriented system, we communicate the importance of “placing value on things” to children who will lead the next generation.



All tour participants receive a leaflet named “Passport to School of Cleanliness” that communicates the process of how mops are cleaned.



### Picking up trash to clean communities “Clean Up My Town”

Since its founding, Duskin continues to conduct periodic cleaning in the neighborhood where its offices, plants, and franchised outlets are located. “Clean Up My Town” was initiated in 2006 because we want to clean our neighborhood together with the local people. It is a cleaning campaign that encourages visitors at the local event sites to participate in an enjoyable community cleaning activity to pick up trash. During 2008 approximately 18,000 people participated in this campaign, and collected 21,000 liters of trash at 11 event sites all over Japan. We continue to offer these opportunities to local communities to help maintain clean neighborhoods.



We open a “Clean Up” booth at the event sites. The participants are encouraged to take part in making the community clean.



#### ■ Clean Up My Town Activity Record

Year	Number of participants	Trash collected (ℓ)
2006	15,138	n/a
2007	14,976	20,370
2008	18,277	21,279

### Turn off the lights and be eco-friendly CO<sub>2</sub> Reduction /Light Down Campaign

Duskin participated in the “Carbon Dioxide Reduction / Light Down Campaign (held from June 21 to July 7, 2008)” conducted by the Ministry of Environment to raise awareness of mitigation of global warming, by turning off the lights of the Duskin sign on its head office building, advertising lights at “Shogyokai” building, and other lights of its shops and offices.



Duskin sign turned on normal times



Duskin sign turned off during the Light Down Campaign

### Reduction of food waste Complying with Food Recycling Law

In May 2001, the Law for Promotion of Recycling and Related Activities for the Treatment of Cyclical Food Resources was enacted. Food related business entities are required to work on reduction of food waste, and recycling of food resources. At Duskin, we recycled 3,100 ton of food waste during 2008 through various efforts, and continue these efforts to reduce and recycle the volume of food waste.

For further information on the above events and our environmental initiatives, please visit Duskin's website at

<http://www.duskin.co.jp>

For children to joyously and easily learn about environmental issues and cleaning, please visit Duskin Kids Town at

<http://www.duskin.co.jp/kids>

# History of Our Environmental Conservation Efforts



- 1963 Duskin Co., Ltd. was founded.  
Clean Service (Franchise of rental of chemically treated dust cloth started. Laundry plant was launched.) started.
- 1971 Wastewater treatment facility was launched.  
Mister Donut started (ceramic tableware and glassware were used since 1974)  
Care Service (ServiceMaster business) started.
- 1973 Installation of wastewater treatment equipment at all plants was completed.
- 1978 Rent-All (comprehensive rental business) started.
- 1993 Mister Donut started recycling of frying oil.
- 1994 Mister Donut was awarded a Commendation for providing ecologically friendly food service from the Minister of Agriculture, Forestry and Fisheries.
- 1998 Environmental Philosophy & Environmental Policy was constituted.
- 1999 Duskin plants started to apply for ISO14001 Certification.
- 2000 Initial Environmental Report, "Green Report 2000" was issued.  
Mister Donut obtained ISO 14001 Certification.
- 2001 Clean Service obtained ISO 14001 Certification.  
Care Service obtained ISO 14001 Certification.  
Rent-All obtained ISO 14001 Certification.
- 2003 All Comprehensive Plants obtained ISO 14001 Certification.
- 2004 Duskin Code of Conduct (1st Edition) which includes Duskin's environmental standards, was issued.  
Plant Tour (Yokohama Plant) for elementary school students providing environmental education opportunities started.  
Rent-All started rental service of assisted-living/nursing care products.
- 2005 Environmental control policy was established.  
New environmental policy was established.  
Cooperation with Kyoto City Green Delivery Vehicles Promotion Committee was announced.  
In collaboration with Osaka Gas, "D-OG" Project, joint efforts for environmental protection was launched.  
Basic Code of Conduct to reduce CO<sub>2</sub> in the Duskin group was established.
- 2007 Duskin was awarded the 2007 Reduce, Reuse, Recycle Promotion Association's Chairman Prize.
- 2008 Environmental Policy Statement was announced.
- 2009 Food Service Group obtained ISO 14001 Certification.

## ISO 14001 Certification



- Clean Service**
- ◎ Head Office and all franchisees/branches
  - ◎ Certification granted on March 30, 2001
  - ◎ Reg. No.: JQA-EM1483
  - ◎ Certification body: Japan Quality Assurance Organization



- Production & Logistics**
- ◎ Production & Logistics and 47 comprehensive plants, with Ono plant and Wakura plant
  - ◎ Certification granted on March 3, 2000
  - ◎ Reg. No.: JMAQA-E095
  - ◎ Certification body: Japan Management Association



- Food Service Group**
- ◎ Head Office and all shops
  - ◎ Certification granted on April 21, 2000 (Mister Donut)
  - ◎ Certification revised on March 19, 2009 (Food Service Group)
  - ◎ Reg. No.: JMAQA-E104
  - ◎ Certification body: Japan Management Association



- Care Service**
- ◎ Head Office and all locations of ServiceMaster, Terminix, Merry Maids, TruGreen, Facility Management, Healthcare and Home Instead
  - ◎ Certification granted on April 27, 2001
  - ◎ Reg. No.: JQA-EM1552
  - ◎ Certification body: Japan Quality Assurance Organization



- Rent-All /Health Rent**
- ◎ Head Office and all locations
  - ◎ Certification granted on July 26, 2001
  - ◎ Reg. No.: JMAQA-E218
  - ◎ Certification body: Japan Management Association

## Corporate Information

Name: Duskin Co., Ltd.

Head Office: 1-33 Toyotsu-cho, Suita-shi, Osaka 564-0051

President & Co-CEO: Teruji Yamamura

Date Established: February 4, 1963

Capital Stock: 11,352,940,000yen (as of March 31, 2009)

Sales: 162.8 billion yen (FY 2008)

Customer-Level Sales: 443.7 billion yen (FY2008)

Number of Employees: 1,987 (as of March 31, 2009)

(Notes) Customer-Level Sales are the total of sales at company-owned and subsidiary shops and the estimated sales at franchised shops.

## Management Philosophy

Day after day, beginning with today,  
both you and I have a chance  
to begin our lives anew.

Whether our lot today be profit or loss,  
be spiritually ready for loss.

As a planter would, let us sow the seeds of joy  
to every person we meet each day.

For everyone, for you and me,  
may we lead our lives in this world to the fullest,  
realizing our maximum spiritual  
and material potential.



## **Duskin Co., Ltd.**

1-33 Toyotsu-cho, Suita-shi, Osaka 564-0051

Phone: 06-6387-3411

[www.duskin.co.jp](http://www.duskin.co.jp)