



GREEN REPORT 2010

contents

Management Philosophy • Guideline	P02
Corporate Information/ History of our Environmental Conservation Efforts	P03
President Message	P04
Duskin's ECO	P06
Environmental Management	P08
Reduction of Negative Impact	P09
Clean Service	
Repeated use	P10
Care Service	
Reduction	P14
Rent-All/Health Rent	
Shared use	P15
Food Service	
No disposal	P16
Introduction of Duskin School A new cornerstone to develop people to practice the spirit of "Let Us Sow the Seeds of Joy!"	P18
Contribution to Society	P19

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 the fullest
realizing our maximum spiritual
and material potential.

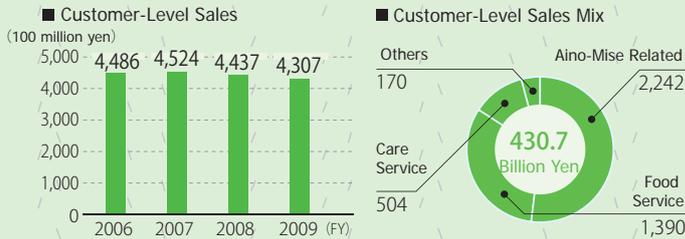
Guideline	In this 10th Environmental Report, our four core businesses are introduced as before. At the same time, this report contains special feature of each business segment and each segment's negative impact on the environment, and the initiative to improve the situation along with the goal to be environmentally friendly.
Period covered	Period covered for this report is mainly from April 2009 through March 2010, reports before fiscal 2008 and some activities from FY2010 are also included.
Scope	Duskin Co., Ltd. Affiliated companies and franchised units in Japan
Reference guideline	Basic Guideline of Environmental Impact Assessment 2007 by the Ministry of the Environment Basic Guideline of Environmental Impact Assessment 2005 by the Ministry of the Environment
For further inquiry	Duskin Co., Ltd. Environment Management, Quality Assurance & Risk Management TEL: 06-6821-5801 FAX: 06-6821-5703



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	11.3 billion yen (as of March 31, 2010)
Customer-Level Sales *	430.7 billion yen (FY2009)
Number of Employees	2,014 (as of March 31, 2010)

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



*Unit: 100 million yen (amounts less than 100 million are dropped.)

History of Our Environmental Conservation Efforts

- 1963 Duskin Co., Ltd. was founded. Clean Service Business (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 formulated.
- 1999 Duskin plants started to apply for ISO14001 Certification.
- 2000 2000 Initial Environmental Report, "Green Report 2000" was issued. Supply and Logistics Group obtained ISO 14001 Certification. 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 CO₂ 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.





We will continue our environmental preservation efforts inspired by our slogan of "Sowing the Seeds of Ecological Responsibility for the Future."

Maintaining our founding philosophy of Prayerful Management and careful conservation of our resources, we will enhance our environmental management efforts.

We believe proactive efforts for environmental preservation are now essential for all businesses.

Since its founding, Duskin has engaged in recycle-oriented business activities through rental service: delivering and collecting products for repeated use. Duskin has always placed an emphasis on the philosophy of "Mottainai" or too good to waste, that things should be used to their fullest extent or to the end of their useful life. Based on this philosophy, it has always promoted repeated use so that things are not carelessly disposed. In Duskin's rental system, products are regularly delivered and used products are collected, re-processed, reused or reused into other resources. This system helps our customers to participate in an environmental conservation activity without their having to make extra efforts since our products are collected and reused.

For further growth, Duskin established a Mid-term

Management Policy that ends on March 31, 2013, with the objective of becoming a company that is regarded as the world's best service provider by customers in their communities. During these three years of this Policy, we plan to aggressively implement our changes in products and services, system and personnel in a swift manner. We will also make greater efforts to enhance our environmental conservation initiative.

Corporate-wide efforts for environmental preservation

In recent years, there are growing concerns and requirements for corporate social responsibilities, especially in addressing global warming issues. Last year, the Government of Japan announced that the country would, by 2020, lower green house gas emission 25% from the 1990 levels if other countries would do likewise to set the world on a low-carbon growth path.

Under these circumstances, Duskin succeeded in reducing CO₂ emission at its 47 plants where collected mops and mats

Duskin's future direction

Shops that are frequented by customers and appreciated in the community

Duskin's franchise businesses are founded on ideas and values; Duskin wants to be valued as an integral part of the community.

More than 2,400 franchise owners and approximately 100,000 sales representatives who are deeply rooted in their own communities, deliver products and services each day. We aim to be the most trusted service provider in the community, providing products and services that are appreciated by the customers.

Four Commitments to Society

1. To deliver safe, enjoyable and environmentally friendly products and services.
2. To maintain a socially responsible attitude, and have transparent and fair business practice.
3. To share happiness with our community and to contribute to people's livelihood and happiness.
4. To create an open corporate culture, where opinions and ideas are freely exchanged and discussed regardless of the employees' status, and to jointly work towards the goal set up through such discussion.

are washed and reprocessed. This emission equals 45% reduction from the 2004 level at these plants.

Clean Group also continues daily-level efforts, including "ECO-Driving" to minimize auto emission by its distribution and sales vehicles. Care Service promotes pest control service that does not involve spraying chemicals.

At Food Group, Mister Donut has a program to have the unsold donuts reprocessed into feed, and expanded this program into larger areas. Mister Donut shops continue its energy saving activities, and efforts to recycle used oil.

The revised Law Concerning the Rational Use of Energy enforced from April 2010 requires franchise chains, including food service franchise operators, to undertake system-wide efforts for energy conservation. Duskin operates franchised businesses. Mister Donut carries out a program to gather information on energy consumption at franchised shops in order to ensure compliance with the law. As we strive to further our voluntary efforts throughout all our businesses, we believe there are still areas to improve our environmental management.

Sowing the Seeds of Ecological Responsibility for the Future

In 2008, Duskin announced its Environmental Policy Statement with its slogan of "Sowing the Seeds of Ecological Responsibility for the Future" to bring immediacy to our approach and efforts for environmental

conservation. We will continue to focus our efforts on developing environmentally friendly "products and services" through our rental system, maintaining our criteria of "repeated use, shared use, reduction and minimal disposal."

Our Future Environmental Conservation Efforts

Our efforts are not limited to the reduction of CO₂ emission. Maintaining the philosophy of "Mottainai" or too good to waste, we would like to continue our business operation in accordance with global environmental conservation.

To keep good communication with our stakeholders, we will continue to provide information on our environmental efforts.

We look forward to your continued support and guidance.

山村輝治

Teruji Yamamura
President & Co-CEO

Take action even if it is a small step.

Succession of such small steps leads to a greater step
to expand the **environmental conservation** efforts.

Duskin created its "Environmental Policy Statement," and its ECO symbol, to bring immediacy to our activities for environmental conservation. Duskin will continue its unified efforts for "Duskin's ECO" to develop environmentally friendly products and services, and to conduct various CSR activities.

Duskin's Environmental Policy Statement

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.



Duskin's ECO symbol

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. While reducing the waste and emission that negatively affect our environment, we promote more effective use and recycling of waste and emission.
- 3. Distribution, sales and promotional activities**
 We pursue effective and efficient product distribution, delivery and sales activities. We reduce auto emission, and CO₂ 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.

Four Eco-Friendly Approaches

Duskin develops products and services that are needed for day-to-day living, but which would not have a negative impact on our environment. Included in our approaches are "repeated use," "reduction," "shared use," and "no disposal."



Repeated Use

Repeated use of products
Using Duskin's cleaning tools helps the customer participate in environmental conservation activities.

Since its founding, Duskin has engaged in recycle-oriented business activities through rental service: delivering and collecting products for repeated use. Rental business itself is eco-friendly, and Duskin places emphasis on environmental conservation.



Reduction

Reduction of chemical use
Environmentally friendly service by professional staff members and incorporating technology

Our pro-environment equipment and professional services help create safe and hygienic living circumstances for our customers.



Shared Use

Products shared for use
Use resources with utmost care

To promote effective resource use, Duskin offers products for rent. Duskin recommends the idea to rent items for use only when they are needed, and thus to share the needed items among many people, rather than to purchase an item for short-term use.



No Disposal

No disposal of resources
Our eco-friendly shops welcome your visit.

Mister Donut, offering fresh and tasty products at its shops, strives for services and operations to promote effective pro-environmental resource use.



Duskin undertakes initiatives for environmental management.

Duskin established its Environmental Philosophy and Environmental Policy in 1998, and its plants started to apply for ISO14001 Certification in the following year.

In 2008, Duskin announced its Environmental Policy Statement, and promotes unified efforts in environmental management and sustainable development in all its businesses.

Major initiatives

○: Achieved △: Achieved more than 70% ×: Achieved less than 70%

Initiatives		2009 Goal	2009 Results	Evaluation
Duskin Group	Reduction of electricity use	Less than 44,832,000 kWh*	44,083,000 kWh	○
	Reduction of paper use	Less than 73,234 kg*	66,708 kg	○
Clean Service	Reduction of burnable and noncombustible garbage	Less than 34,400 kl	33,588 kl	○
	Replacement to low emission gas vehicles	More than 5,700 vehicles	6,220 vehicles	○
	Cleaning neighborhood where shops are located	More than 193,000 times	212,196 times	○
Plants of Production & Logistics	Reduction in fuel consumption	More than 1,477 kl	Reduction of fuel consumption: 2,518 kl	○
	Improvement of fuel efficiency of delivery vehicles	Average fuel consumption: more than 6.80 km/l	Average fuel consumption: 6.71 km/l	△
Care Service	Volume reduction of chemical containers at ServiceMaster	More than three chemical containers	4 chemical containers	○
	Reduction of chemical use at Terminix	100% transfer from pest control by chemical treatment to bait system at all shops	89.6%	△
Rent-All	"ECO campaign" promotion	Application goal: more than 5,000	Application received: 4,344	△
Food Service	Reduction of disposed donuts	More than 5% reduction from 2008 levels	2.9% reduction	×
	Recycling of disposed donuts	To expand the areas for donut recycling program	365 shops in Kanto area 127 shops in Tokai area	○

*Total of company-owned units and affiliates

ISO Environmental Certification

Duskin obtained ISO 14001 Certification at Production & Logistics, Clean Service, Care Service, Food Service Group, Rent-All/Health Rent segments. Each business segment develops its goals in line with Duskin's Environmental Policy, and strives for continuing improvement in its environmental management efforts.

Environmental educational programs

Duskin's environmental policy and philosophy is shared among employees through various educational and training opportunities, including new employee training sessions. Production & Logistics group continues to conduct training sessions to develop internal auditors so that it can improve the operating level of ISO 14001 system. Until now, 506 people have completed the training and work as internal auditors at Production & Logistics headquarters and plants nationwide.

ISO Certification

Date	Business	
Mar. 3 2000	Production & Logistics	Production & Logistics Head Office, 47 Comprehensive Plants, Ono Plant and Wakura Plant
Apr. 21 2000	Food Service Group (Mister Donut)	Mister Donut Head Office and all shops
Mar. 30 2001	Clean Service	Head Office, all franchisees and branches (Japan)
Apr. 27 2001	Care Service	Head Office and all locations
Jul. 26 2001	Rent-All Health Rent	Head Office and all shops
Mar. 19 2009	Food Service Group	Head Office and all shops/restaurants

Environment Accounting

New energy-saving vertical washer and dryer were introduced at Osaka Central Plant.

Duskin introduces new vertical type washer and dryer to wash and reprocess mats and mops, replacing with the conventional continuous washer. A new energy-saving dryer was introduced at Osaka Central Plant in April 2009, which contributed to reduction of 900 ton of greenhouse gas last year.

Investment: 260,000,000 yen	Expenses (depreciation): 20,000,000 yen/year	Effect (expenses saved): 71,000,000 yen/year	CO₂ reduction: 900 t /year
---------------------------------------	--	--	---



New energy-saving washer and dryer

Contribution to Environmental Conservation

Duskin earnestly continues its efforts to reduce negative impacts on environment for the future of our planet.

Basic Code of Conduct for CO₂ Reduction in the Duskin Group

In 2005 Duskin established Basic Code of Conduct to reduce CO₂ in the Duskin Group, setting a goal of 23,000 CO₂ reduction by 2012. This goal was achieved earlier than planned, in 2008.

Basic Code of Conduct for CO₂ Reduction in the Duskin Group

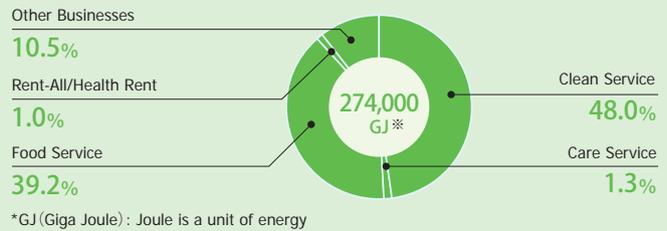
Category	Initiative/Goal	CO ₂ reduction(t)
Introduction of technology to save energy and resources	5% reduction of electricity consumption at Head Office, plants and shops of Mister Donut and Rent-All.	4,800
	10% reduction of fuel consumption at plants	8,200
Introduction of low-emission vehicles	100 natural gas vehicles introduced as sales vehicles at Clean Service and Care Service	60
	100 natural gas vehicles introduced as delivery trucks at Production & Logistics	610
	100 hybrid vehicles introduced as company vehicles (for Head Office and regional offices)	30
	All company vehicles replaced with government's certified low-emission vehicles with more than three star ☆☆☆ level.	1,900
	Implementation of "Idling stop"	2,000
Reduction and recycling of waste	Recycling of all donuts left after the shop hours or reduction of waste	3,800
	Recycling of all collected water purifier cartridges	630
	Collection and recycling of uncollected products, packages and containers, and unused free gifts/premiums.	+ α
	Utilization of recycled plastics and unused resources (such as fibers)	420
Environmental conservation activities participated by all members	Thorough efforts for saving energy and resources, including Team Minus 6% campaign.	1,000
Total		23,450

Duskin Group achieved **23,450 t** CO₂ reduction.

Energy Consumption

Under the revised Law Concerning the Rational Use of Energy enforced from April 2010, Duskin is specified as a franchisor*, who is required to maintain actual results of various energy consumption. Energy consumption by our business segments, including company-owned shops in 2009 is shown in the following chart. For more details of efforts by each segment, please refer to the information provided on page 10 and after.

Energy Consumption



Corporate-wide efforts

Following Team Minus 6% campaign, Duskin participated in the Challenge 25 Campaign, a national movement for the prevention of global warming. Duskin's offices strives to save energy by setting air conditioners at appropriate temperatures, while maintaining a comfortable work environment through introducing Cool Biz and Warm Biz. Head Office and Regional Offices encourage electronic conferences and effective electronic use in order to reduce paper consumption. For distribution, replacement with natural gas vehicles and introduction of hybrid vehicles are promoted, while drivers are required to receive "ECO Drive" training. Duskin continues its efforts through both investment in facility and its operation.



To further our environmental management efforts

To further raise the level of our environmental management efforts, we have initiated the development of Mid-term Environmental Management Plan by project members who play core roles in environmental efforts at each business segment. In this project, we are reviewing the direction for Duskin's environmental management, with a goal to draw up a three-year plan.

1

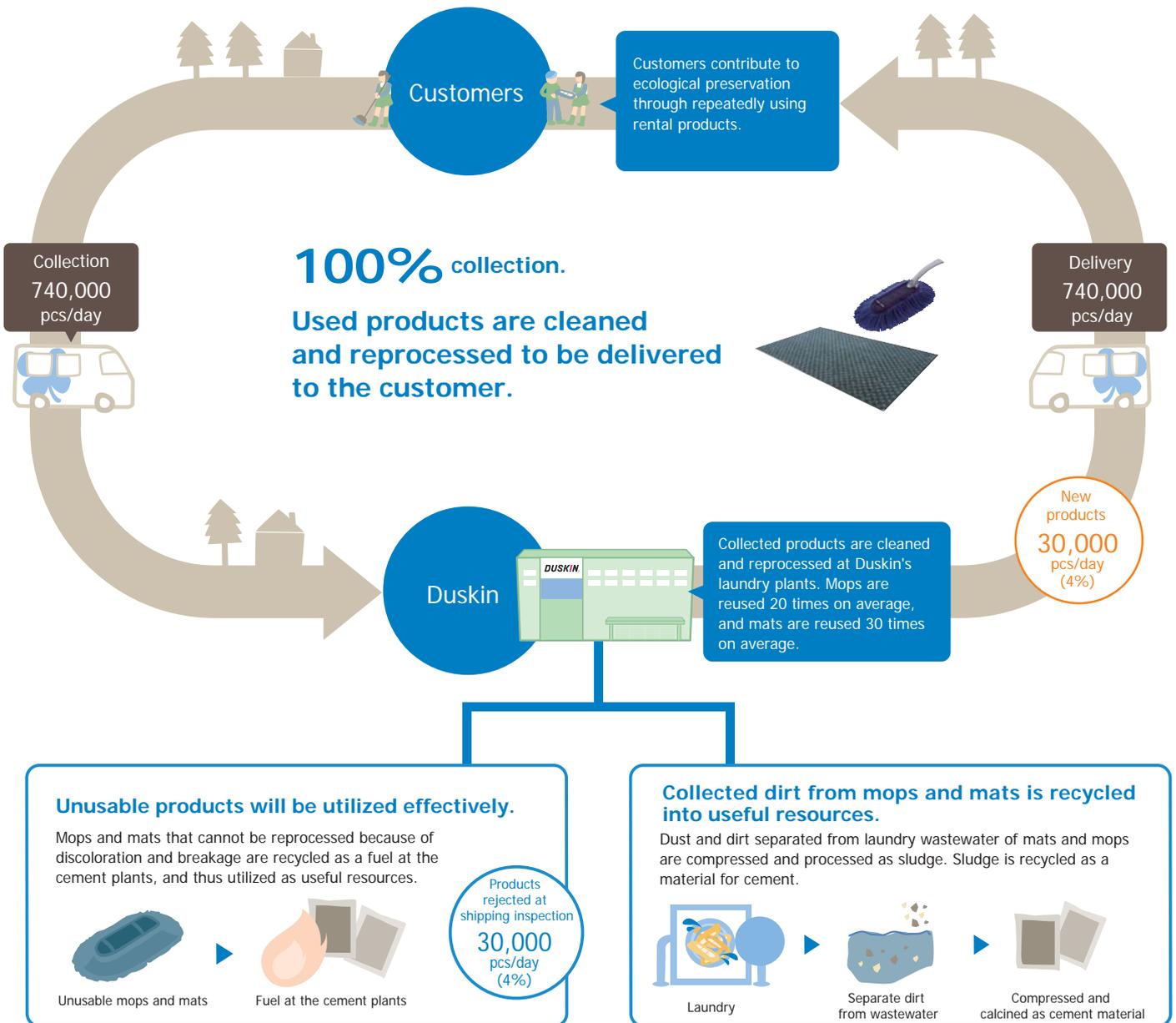
Repeated Use

We value resources by conducting a recycling-focused rental system business.

Duskin regularly visits customers to provide rental cleaning tools. If they are sold, they will never come back to Duskin, but Duskin collects 100% of them and 96% of them are recycled as products. The dirt captured in the mops and mats are collected and recycled into a material.

Recycle-Oriented Rental System

From its founding in 1963, Duskin regularly visits customers to provide rental cleaning tools, such as mops and mats, through its nationwide franchised network. Our rental system that uses products repeatedly helps customers show their environmental initiatives. We provide environmentally friendly products through promoting recycling products and materials.



Eco-Friendly Products

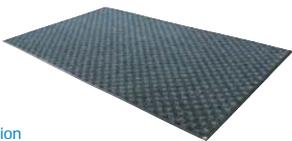
Duskin delivers products that contribute to effective use of limited resources and reduction in waste.

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. More than 50% of its pile material is made from these recycled fibers.



再生材料を使用
リサイクル繊維20%以上
Eco Mark Certification
number:05128046



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. Duskin introduced Eco Non-Oil Mop made from these unused fibers.



未利用繊維10%以上
Eco Mark Certification
number:04104163



Pouch-packed detergent

Pouch-packed detergent refills are available. Japan Environment Association granted Eco Mark Certification to these products as resource-saving products.



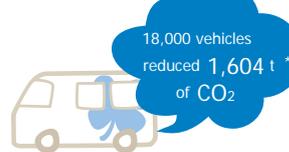
We also continue our effort to recycle used products into useful resources.

In addition to mats and mops, Duskin collects and recycles various used 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.

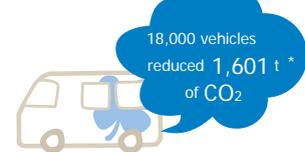
Idling stop practice

In 2007, Duskin initiated "Stop Idling Campaign." Since 2008, Duskin has been promoting "Green Driving" which can be carried out regardless of the regional weather conditions. 18,000 vehicles throughout Japan have been addressing the issues of Environmental Conservation Efforts.

Actual performance in 2008
(Apr. 2008~Mar. 2009)



Actual performance in 2009
(Apr. 2009~Mar. 2010)



* The amount was calculated assuming the one-minute idling stop reduced 23g of CO₂.



We have been carrying out Eco-Driving!

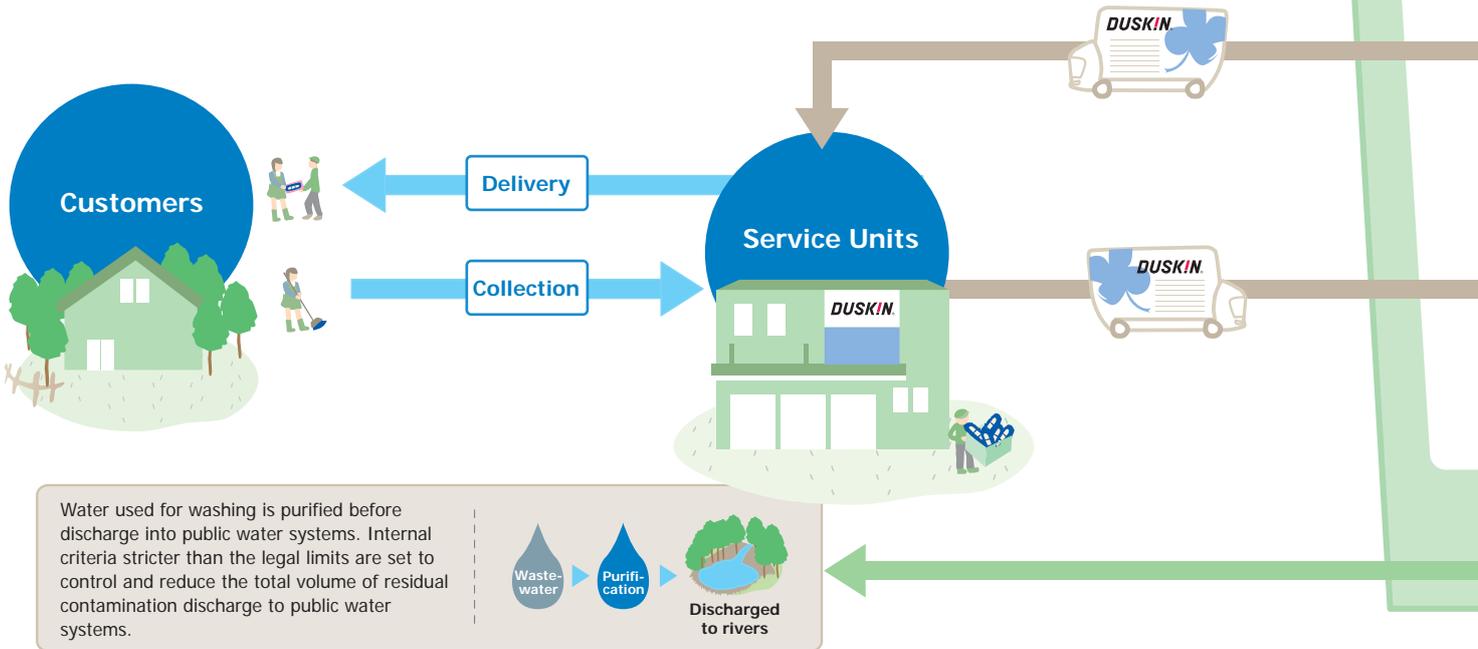
In January 2010, our government officially announced that we aim to reduce greenhouse gas emissions by 25% compared with 1990 by 2020. From the perspective of corporate social responsibility, Duskin published "Green Driving Guide" in 2009 and employees are well-informed of "Green Driving." We publish "Green Driving Newsletter" three times a year to actively help people enjoy both conservation of fuel and pleasant driving. "Green Driving Newsletter" carries various useful articles including tips for eco-friendly driving, "voice in the field" and gasoline mileage data. "Green Driving Newsletter" helps reducing carbon-dioxide emission, traffic violations and increasing rental business efficiency.
Shu Takeda, R-Serve, Imamiya Branch

1

Repeated Use

Our plants throughout Japan use resources with utmost care.

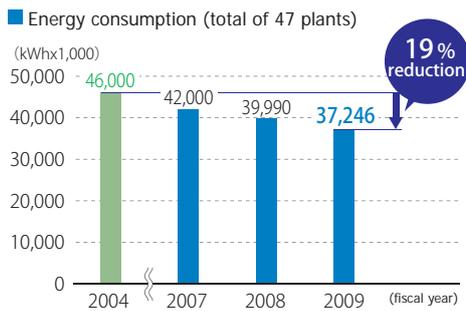
Our 47 plants throughout Japan devote their efforts for resource and energy-saving plant operation. These plants wash and process collected mops and mats and deliver products to service units while reducing CO₂ emissions and waste.



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.

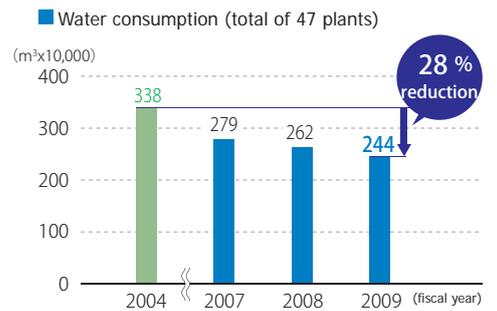
Energy consumption (Electricity at plants)

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.



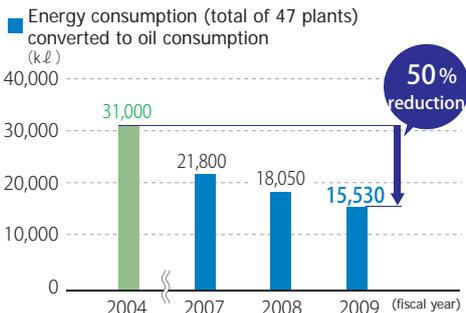
Water consumption

Water used for washing mops and mats will be reused after special engineering treatment.



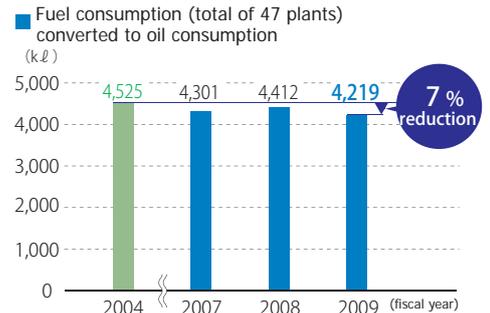
Energy consumption (Fuel at plants)

New energy-saving dryers are introduced at our plants to handle 68% of our production needs.



Energy consumption (Delivery vehicles)

As a result of ECO-Driving, fuel efficiency improved to 6.71km/l, 2.3% increase over the previous year. In 2010, all the vehicles will be equipped with a system that improves driving control.



47 plants: Since 2004

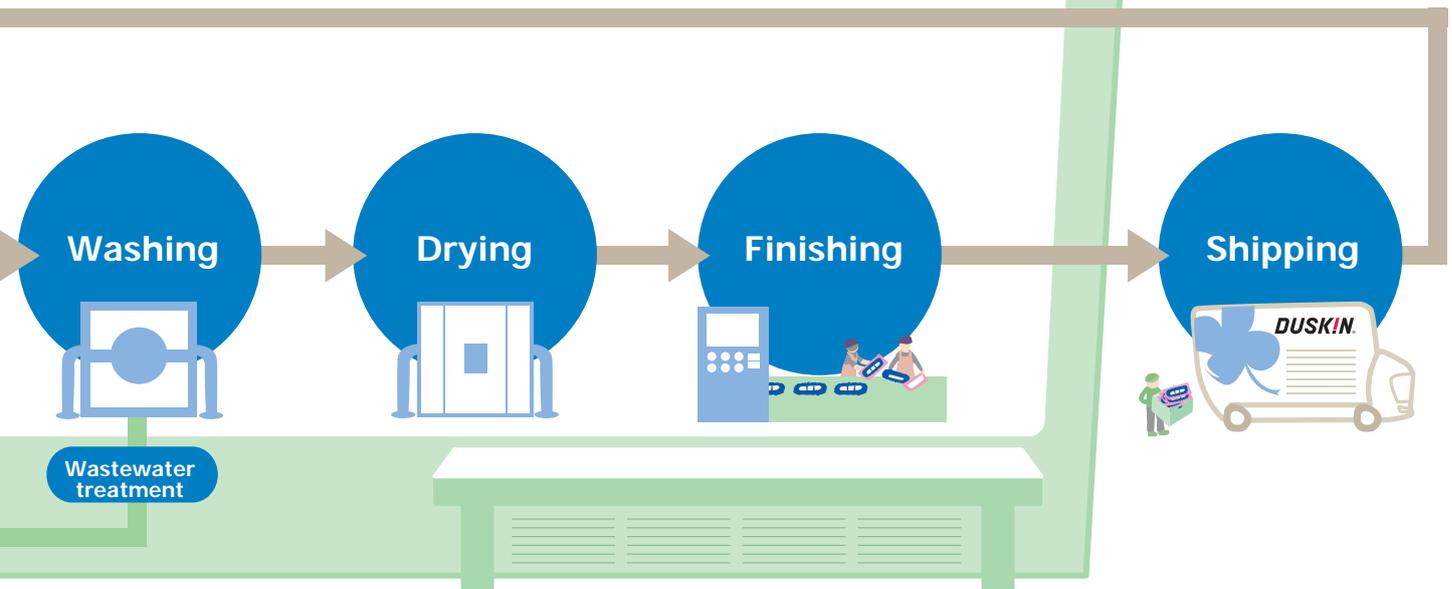
47,000 t

of CO₂ was reduced.

Vehicle: Since 2004

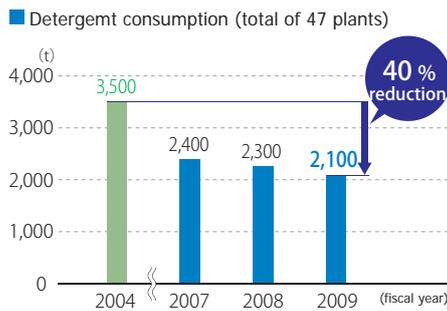
1,000 t

of CO₂ was reduced.



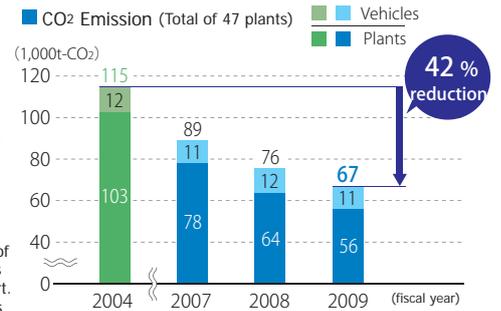
Detergent consumption

We make every effort to reduce the amount of detergent used for washing mops and mats, in order to minimize the impact of detergent on the environment.



CO₂ emission

Duskin plants reduced CO₂ emission by developing energy-saving equipment and facilities and operating efficient delivery vehicles.



* Yearly CO₂ emission coefficient of Federation of Electric Power Companies was obtained for the chart. (2009 bar chart illustrates the results of 2008)

Environmental protection initiatives

In 1999, Central Osaka Plant obtained ISO 14001 certification and each employee strives for the environmental efforts. We are working towards eco-friendly efforts, fuel and CO₂ emission reduction by introducing energy-saving equipment and facilities (washer and dryer, lightings) and fuel saving by promoting "Green Driving" that utilizes efficient delivery vehicles. More than 25% of water used for washing mops and mats is processed at wastewater treatment facility and reused. Sludge obtained after washing mops and mats is recycled as a material for cement. We will further enhance employee awareness of protection of our environment by regularly holding training sessions to create an "Environmentally-friendly processing plant."

Yukari Okajima, ISO Program Promotion, Osaka Central Plant





We deliver eco-friendly professional services.

Duskin has provided professional services to help customers enjoy their comfortable environment. In our Care Service Businesses, staff members visit residences, offices and shops to provide high quality services focusing on the development and introduction of environmentally-friendly technique and chemicals.

ServiceMaster

Professional technicians remove tough soil so that customers can enjoy the refreshing cleanliness.

ServiceMaster provides cleaning service to residential and commercial markets. We help customers create comfortable environment with our advanced skills.



Introduced new cleaning program, "Green Clean."

By setting its own environmental standard in 2008, Duskin introduced a new cleaning program, "Green Clean," to protect people (residents and workers) and lower the environmental burden.

* Internal criteria for "Green Clean Quality" chemical.
Applicable products do not fall under the PRTR category, do not include 13 substances designated by Ministry of Health, Labor and Welfare, and have a PH (undiluted solution) of 5 or more but not exceeds 9 and meet other 9 requirements.

Merry Maids

Our house-keeping service creates relaxation time for you.

We regularly visit customers to provide house-keeping services that meet specific needs of customers.



Ecological cleaning

We employ a cleaning system that does not use synthetic detergents for those who are concerned about skin sensitivity to synthetic detergents, and families with small children, and those who are concerned that their pets may lick the floor which might have been cleaned with strong chemicals.

Terminix

Pest control service protects the value of your shop or residence.

Such pests as roaches, termites and rodents in homes, restaurants and facilities will be thoroughly exterminated and recurrence will be prevented.



Pest control with less chemical

Terminix was among the first to introduce the Integrated Pest Management system to control roaches that utilizes a bait system instead of traditional chemical application. The amount of chemicals used in this method is less than 1/30 of the chemicals used in liquid spraying treatment. Pest management that focuses on inspection by monitoring traps will be further promoted. This will contribute to reducing the amount of chemical used.

TruGreen

We create a pleasant yard with our lawn and shrub care.

Our annual tree and shrub care program helps create an attractive yard. We also give tips on daily care for disease-resistant plants and for minimal pest damage.



Annual Tree and Shrub Care

Judging from the conditions of the yard, TruGreen determines whether a chemical should be applied to the entire yard or a partial area to avoid unnecessary chemical application.

Uniform recycling

In 2006, Duskin started the uniform recycling system.
In 2009, **16,040** pieces of uniforms were collected and recycled.



Environmental commitment for customers

Merry Maids, in a team of two, visit residences to provide cleaning service. We use less irritant odor chemicals for families with concern for allergy or families with small children, or pets.

Customers are pleased with the results of the wiping cloth, proprietary product of Duskin, that thoroughly cleans surfaces without the use of chemicals. Prior to cleaning of range hoods, the fan is removed and soaked in a liquid detergent. Wastewater generated during the cleaning process is brought back to our service unit and disposed after appropriate treatment.

Hiromi Shimono, Manager, Merry Maids, Duskin Hattoriminami





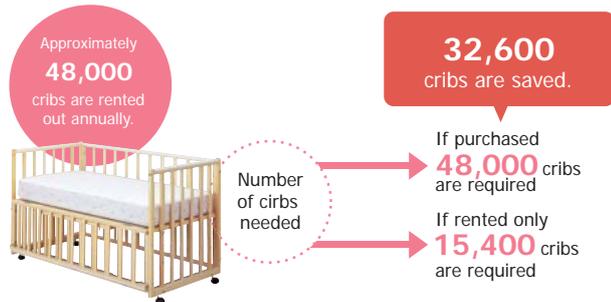
Rental shops that help to utilize limited resources

Duskin conducts rental business that provides baby-related products, travel products, those items needed for events and nursing-care or that improve the quality of life. Duskin promotes "shared use" so that we can utilize limited resources through rental.

Rent-All

By sharing one item with others, we can encourage natural resource saving. Each year 48,000^{*1} cribs are rented by our customers. If we assume these 48,000 cribs were bought, natural resources to make 48,000 cribs would have been required. Actually, natural resources to make only 15,400^{*2} cribs were used thus conserving the natural resources not used for 32,600 (about 67%) cribs. We hope to reduce environmental load for our next generation by initiating ecology-concerned activities, which we can start easily.

*1: No. of cribs rented out from January 2009 through December 2009.
*2: No. of cribs owned.



Health Rent

We offer reliable regular maintenance and contribute to environmental protection by nursing-care and welfare equipment rental. Assisted living equipment is provided to suit the users' physical conditions and to meet the different needs of our customers. There are times when the equipment has to be replaced with equipment that work better for new needs. The advantage of renting assisted living equipment is that they can use it at ease with regular maintenance support. We provide safe and reliable rental products and contribute to reducing negative impacts on the environment.



Number of nursing beds rented out



Number of wheel chairs rented out



*Number of items rented out in FY 2008 and FY 2009



Our environmental conservation efforts at shops

At Duskin Rent-All Meguro Station, we are serving local communities with our focus on "Sharing common interest with local communities." Reduction in waste, which issue had not been seriously addressed in the past, could lead to creative utilization of products. All the cardboard boxes previously used in shipping cribs have been replaced with reusable nylon packages this year. Elimination of cardboard waste reduces the negative impact of too much cardboard waste on the environment. Customers are pleased with these compactly-foldable packages as each package does not occupy a large storage space.

Shota Arakawa, Manager, Rent-All Meguro Station



Enjoy our delicious donuts at our eco-friendly shops

At our Mister Donut shops where homemade donuts are served, we engage in energy saving initiatives.

We also focus our effort on reduction of donuts to be disposed donuts of after close of business.

We look forward to serving you at your nearest Mister Donut where "non-disposable" green policy is promoted.

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. 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. "By 2008, about 365 shops in the Kanto area have adopted the system. In 2009, 127 shops in Tokai area have adopted it, the number of shops totaled 492." In the future, we will implement this recycling system in other areas as well.



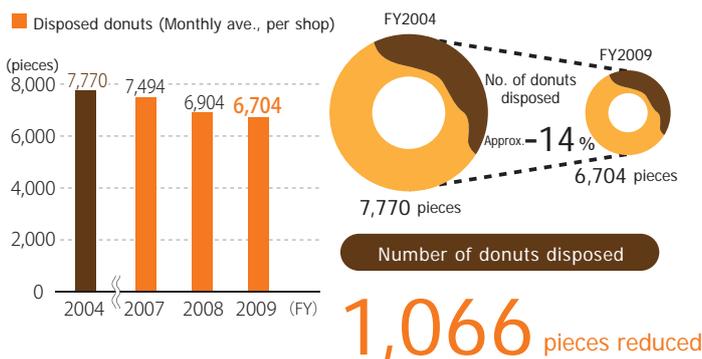
100% Recycling of Used Oil

All the oil used for donuts production (about 1,440 tons annually) is collected and recycled into feed and industrial materials. Part of the collected oil is regenerated into liquid soap that is used as detergents in our shops. It is also utilized as fuel for boilers at Duskin's laundry to wash mops and mats. Since January 2010, we also initiated reduction of the amount of waste oil.



Reusable Tableware

Since the early days of our founding, we have primarily used ceramic or glassware for tableware. (At the food courts in shopping malls, because we cannot use ceramic cups and dishes, and glasses, paper cups are utilized instead.) By using ceramic or glassware, we are able to reduce more than 719 tons of paper products annually.



Energy saving 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 are developing an energy-saving shop model to be used whenever we remodel existing shops.

■ Facilities and equipment to be implemented

1. LED lighting and neon signs
2. Transparent heat reflective film
3. Exhaust recycling system
4. Remote monitoring system for electricity usage

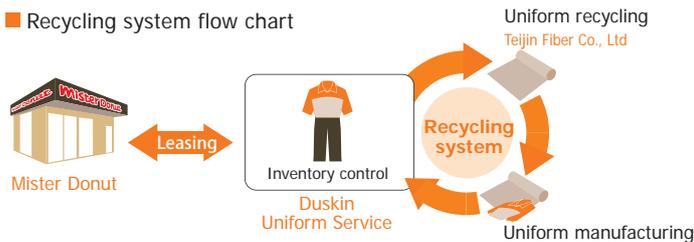


LED signage

Eco-friendly New Uniforms

"Recycled Polyester material" is used for Mister Donut uniforms. With a recycling technology by Teijin Fiber Co., Ltd., the fibers can be recycled into new fibers, which enables us to make uniforms semi permanently recyclable.

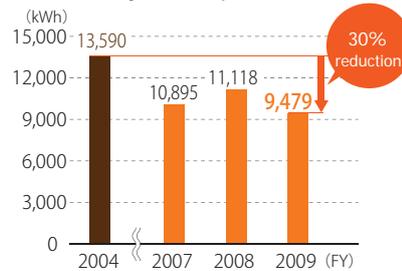
■ Recycling system flow chart



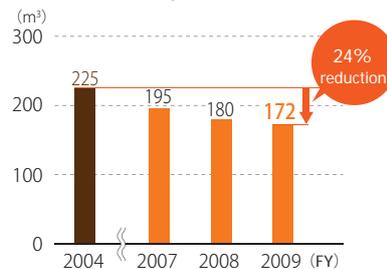
■ CO₂ Emission

FY	No. of shops	CO ₂ Emission	Average (Annual)
2009	1,314 shops	62,800 t	47.8 t

■ Electricity consumption (Monthly ave./shop)



■ Water consumption (Monthly ave./shop)



Eco-friendly initiatives in the shops and customer responses

At Mister Donut, we address the reduction of disposed donuts after shop hours. In recent years, this effort is well-established. Every day, at a scheduled time, the number of donuts is checked and a decision is made to the number of donuts to be made. Creative ideas are required to be able to welcome customers with a variety of donuts. In our other efforts, all the staff make effort to save electricity and water as much as they can. Some customers decline our offer for a vinyl take-out bag. The environmental initiatives at society-level is expanding.

Rie Hirai, Assistant Shop Manager, Esaka Yoshino-cho Shop



A new cornerstone to develop people to practice the spirit of "Let Us Sow the Seeds of Joy!"

In 2010, a new cornerstone to develop people to practice the spirit of "Let Us Sow the Seeds of Joy!" at the place where Duskin launched its business, was completed. Many eco friendly efforts can be seen at Duskin School.



Rooftop gardening

Rooftop gardening has saved energy. TruGreen (Care Service Business Group) also uses this garden for their practical training.



LED lighting

Using high illumination intensity, energy saving, longer operating life, LED lighting devices for outside signboard and some of the inside lighting.



Use of rainwater

A large underground rainwater storage tank of 187m³ stores rainwater for watering plants. It also is protecting the neighborhood from flooding.

Customer satisfaction will not be fulfilled without the development and growth of everyone connected with Duskin because Duskin's business is human and communication based. Training facilities for all Duskin brands are assembled here, in line with the founder's wish to place value on development of people. Eco friendly facility and equipment are in place, and conference and practical training rooms are created.



Solar energy panel

Solar energy panels were installed into some windows in the building generating maximum 2,200 kWh per year.



Monument of "Gratitude and Prayer"



Monument of "Gratitude and Prayer," the Japanese character for "human," is enshrined on the premise. The founder, Seiichi Suzuki's philosophy of "Let Us Sow the Seeds of Joy!" is inscribed on this monument.

Our contribution to society

We are always grateful for having been given the privilege of doing something of service to our customers and society.

That is why we initiate and participate in a variety of activities with our customers in their local communities and society.

Duskin Plant Tour

We conduct plant tours for elementary school children at the Duskin plants. The tour consists of introduction of plant operation processes, including collection and processing of soiled mops and mats, and an experiment to clean up the wastewater generated from the washing process, an 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.



School Education Support

We initiated this support effort with the wish that children who would build the future, learn the importance of cleaning, protecting our habitats, and appropriate usage of basic cleaning equipment. Moreover, we hope this program would give the children an opportunity to learn how to dispose trash and think about the environment. We also support school teachers by providing curriculum and training so that school-age children will have a hands-on learning experience in the area of appropriate usage of cleaning equipment.

■ The board of education participated in the training in 2009 (20 boards nationwide conducted the training)

Prefecture	No. of board	Prefecture	No. of board	Prefecture	No. of board
Tokyo	5	Kanagawa	1	Hyogo	6
Chiba	2	Aichi	1	Nara	1
Saitama	1	Osaka	10	Hiroshima	2



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. Number of participants totaled 70,000 people. We will continue to promote this activity of cleaning our own communities throughout Japan.

■ Clean Up My Town Activity Record

Year held	Participants	Trash collected (ℓ)
2006	15,138	—
2007	15,870	26,680
2008	19,651	22,519
2009	18,176	15,885

*No record was kept for trash collection in 2006.



The Duskin AINOWA Foundation

Since the founding of the Duskin AINOWA Foundation, which celebrates 30th anniversary this year, has sent over 400 disabled Japanese people on study tours in the US and the Europe, where welfare for the disabled is more advanced. Since 1999, the Foundation also has invited the young disabled from the Asia Pacific nations to Japan for training so that on their return to their home-country, they could be a leader in the field of social welfare for disabled.



For further information on the above events and our environmental initiatives, please visit Duskin's website at Duskin website: <http://www.duskin.co.jp>

For children to joyously and easily learn about environmental issues and cleaning, please visit Duskin Kids Town at Duskin Kids Town: <http://www.duskin.co.jp/kids>

Duskin Co., Ltd.

1-33 Toyotsu-cho,
Suita-shi, Osaka 564-0051
Phone: 06-6387-3411
www.duskin.co.jp

