

Sowing the Seeds of
Ecological Responsibility for the Future

Green Report 2008

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 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 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 that focuses on reducing negative environmental impacts

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.

**Duskin will continue its business activities
in an eco-friendly way as it always has
from the time of its founding.**

Over 45 years since its founding, Duskin, in all its business segments, has placed emphasis on the ideas that things should be “used to their fullest extent” or to the end of their useful life through “repeated use.” This idea is well reflected in its core business, Clean Service Business that offers rental of cleaning products for repeated use. The idea is also practiced in the other business operations such as Care Service and Food Service Businesses. This idea is translated into action to reuse and reduce waste at all business segments. With the idea of “place value on things,” Duskin strives to provide services that help customers enjoy comfortable and convenient lifestyle, and to contribute to society where people can live in material comfort, pay attention to spiritual needs, expressing concern about the environment and the need to protect mother nature.

Our society has seen tremendous changes in economic activities and life styles. Human activities have had negative impacts on the global environment where corporations finally realize that in the pursuit of their business activities, they must also protect the natural environment. Environmental conservation efforts are immediate social responsibilities that all corporations must embrace.

The slogan of “Let Us Sow the Seeds of Joy” reflects our corporate philosophy that we conduct our corporate activities of offering services and products in such a manner as to be of service to society. Along with this philosophy of “Sowing the Seeds of Joy,” everyone connected with the Duskin Group will make every effort to promote ecological preservation initiatives that benefit the future of all through building upon simple and familiar actions such as recycling and reducing waste.

Through its business activities, Duskin will endeavor to bequeath a fortune of bountiful nature, extolling the virtue of a spirit to “value things and use them to their fullest extent,” for children and for their future.



伊東 英章

Hideyuki Ito
President & CEO



Global-Warming Prevention Campaign
Duskin “Team Minus 6%”



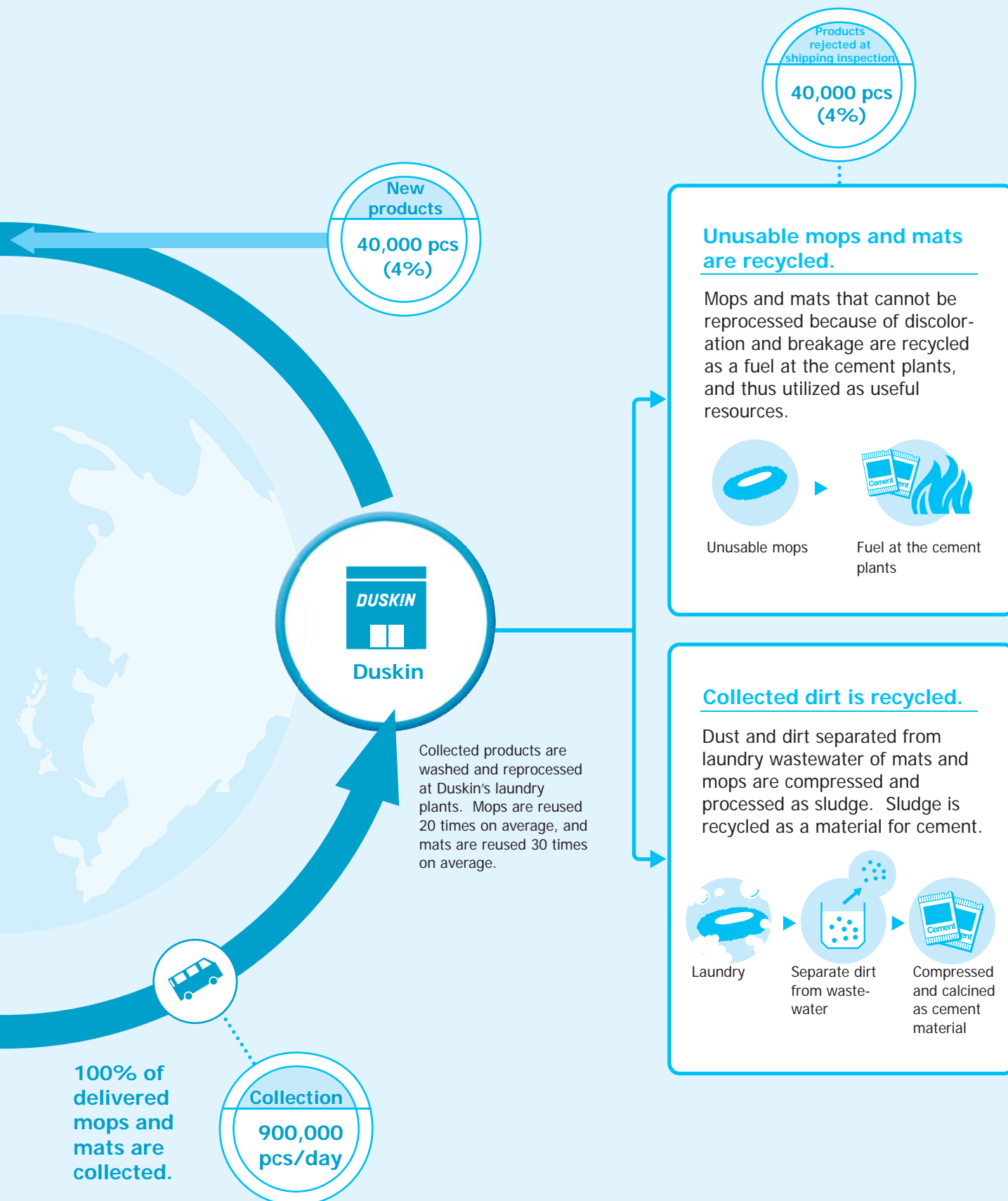
Duskin's very basics is the rental system which makes cleaning items available for repeated use, and to use them to the end of their useful life.

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 900,000 pieces per day. If they are sold, they will never come back to Duskin, but Duskin collects 100% of them. 96% or 860,000 pieces 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.



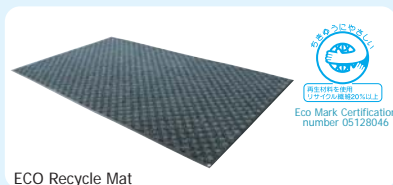
* The above image flow depicts Duskin's rental system.
For details of Duskin's environmental efforts, please refer to page 6 and the following pages.



A variety of Duskin products promote an eco-friendly lifestyle.

Products promoting effective resource use

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



ECO Recycle Mat

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.



ECO Non-Oil Mop

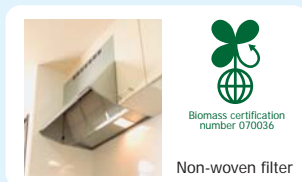
Rental Mops

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.



Non-woven filter

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.

Products other than mops and mats are also collected and recycled.

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



The Household Eco Account Book program helps to promote ecologically responsible awareness among Duskin employees.

To deliver eco-friendly products and services, people at Duskin must first enhance their awareness of environment protection and be very concerned about CO₂ 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 3.7 times to 736 persons in 2007. CO₂ emission reduced through this program was about 76 tons in 2005, and the reduction level was improved to 161 ton in 2007 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 CO₂ spending.

Products are delivered in an ecologically responsible manner.

When delivering products and services, we encourage the delivery drivers to minimize auto emission. 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 Sakuragwa 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.

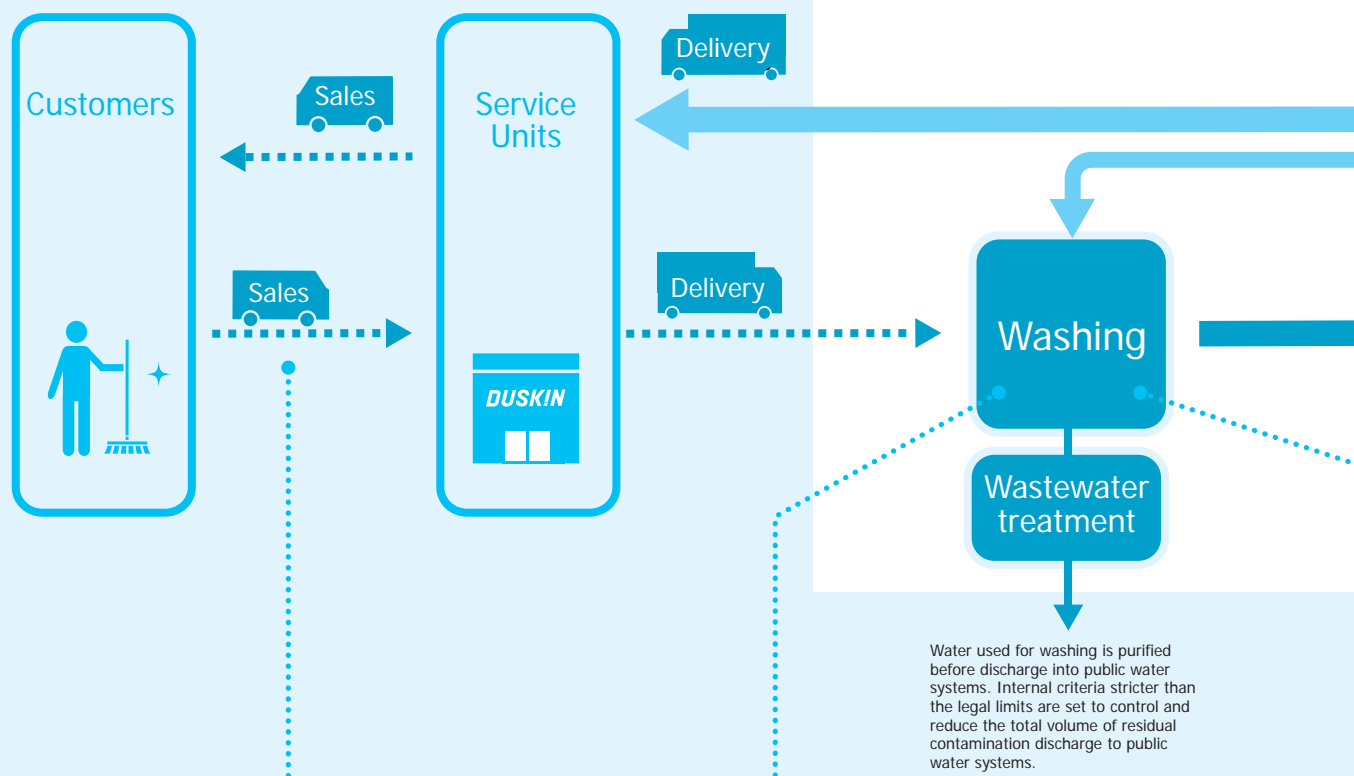
As of October 2008, a total of 51 natural gas-powered sales vehicles are used nationwide.

Laundry plants reduce environmental impact while supporting Duskin rental businesses.

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 make every effort to conserve water and energy, reduce waste and make effective use of resources to minimize the impact of their operation on the environment.



Osaka Central Plant



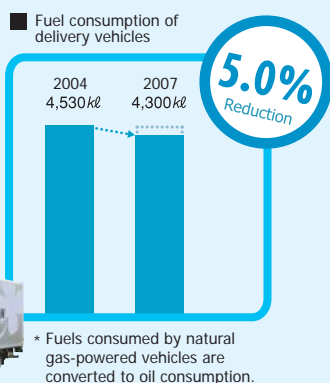
Water used for washing is purified before discharge into public water systems. Internal criteria stricter than the legal limits are set to control and reduce the total volume of residual contamination discharge to public water systems.

Reduction in fuel consumption with low-emission vehicles

Duskin actively introduces low-emission cars and trucks for product delivery to customers. Effective delivery routes are organized to reduce the number of vehicles necessary for delivery. Campaigns such as "Stop Idling" and "Green Driving" are promoted to reduce fuel consumption.

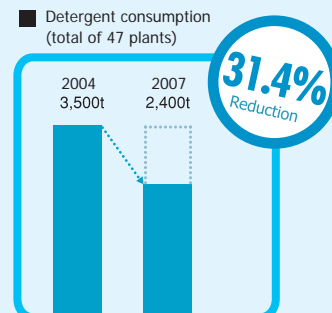


Natural gas truck



Reduction in detergent consumption through special water treatment engineering

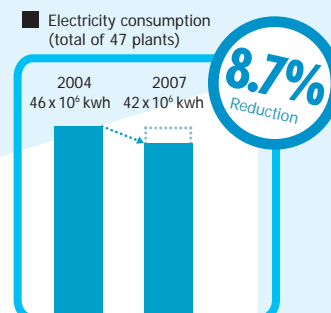
Laundry water used in Duskin plants is treated by special engineering, which reduced detergent consumption by 31.4% in three years. Less detergent use has also reduced substantial load in wastewater treatment and the amount of sludge generated was also reduced by 20%.



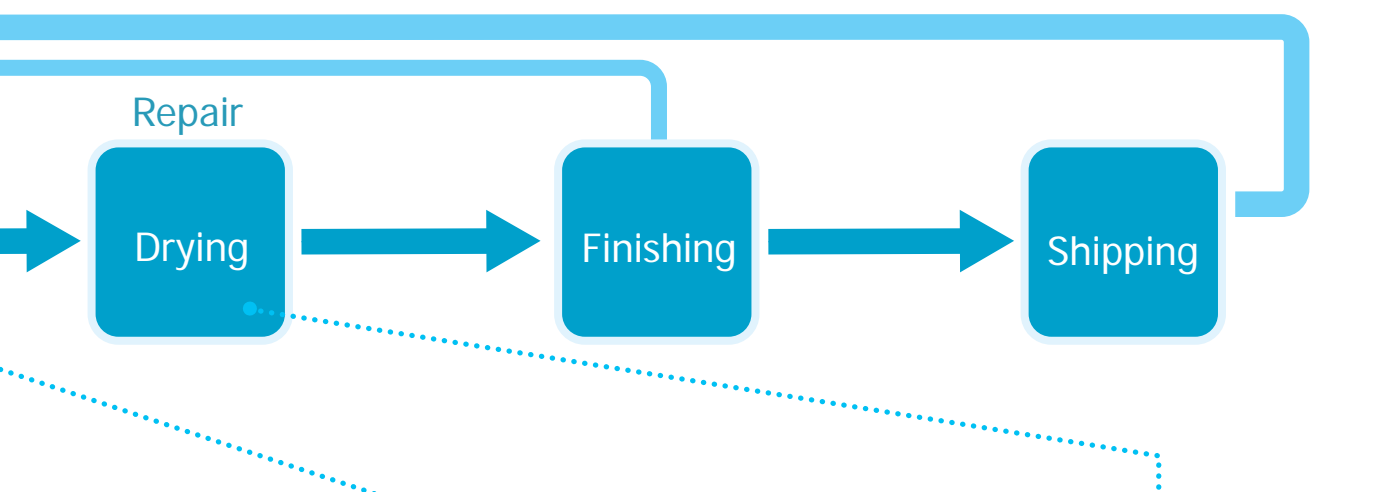
* Sludge: Dust, debris and other residues removed from wastewater and compressed.

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.

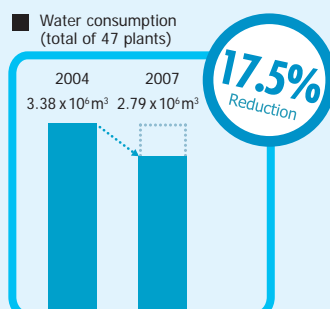


CO₂ emission was reduced by about 25% in 3 years, as a result of efforts to reduce energy (fuel oil and electricity) used for product processing.



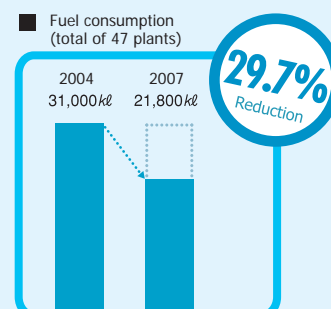
Reduction in water consumption through recycling of water

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.



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.





Duskin's professional techniques extend the life of our customers' valuable properties and resources.

Duskin, as a pioneer in Japan, 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 the latest and 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 the first air conditioner cleaning service in Japan
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 the first 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.



Range hood cleaning

Careful and 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.



Carpet cleaning

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

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)

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.



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.



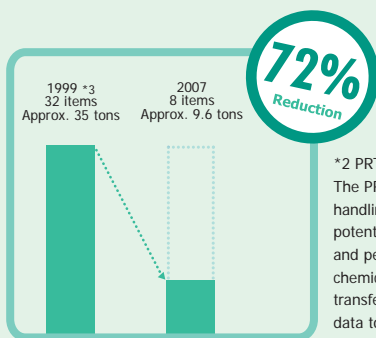
Wastewater is collected in plastic tanks and brought back to the shop.

Developing new technology, to achieve more effective solutions with the use of fewer chemicals.

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.

Reducing the amounts of PRTR chemical substances^{*2} used in our cleaning services.



*3 At the beginning of our efforts

*2 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).^{*1}
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.

*1 Exclude Type 1 products that use microcapsules.



Efforts to reduce chemical containers

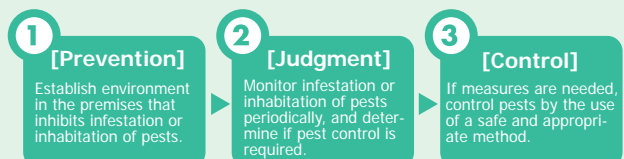
We are shifting the metal and polyester containers of cleaning chemicals (18 liter containers) used for our Service-Master business to the "bag in box" system, which is easier to recycle and reduce waste.



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



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.





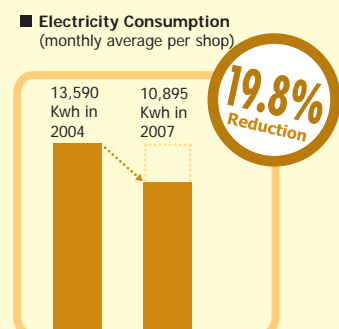
Ecology-aware Mister Donut promotes reuse and recycling, as a part of our effort not to waste limited resources.

Mister Donut receives customers in eco-friendly shops where they can enjoy the taste of homemade donuts. Since the early days of its founding, we have hoped to be loved by our customers and be considered friendly to the Earth, and we have persistently used non-disposable ceramic cups to serve our authentic coffee. 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. We introduced a system in 2001 to collect donuts on the display trays at closing time and recycle them as resources.



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 20% compared with the consumption level in 2004. At the time of remodeling, we are also promoting the introduction of shop facilities that are capable of reducing electricity consumption by 8%.



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 2007, the average number of disposed donuts per month in a shop decreased by 276 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



Donuts left unsold are

Recycled as raw feed for livestock



100% Recycling of Used Oil

All the oil used for donuts production (about 950 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.



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.





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 general items including daily products, travel outfit, and those items needed for events when a customer has a need for them. No purchase produces, no disposal of no longer needed item.

Second hand items are also available for sale. Our role is 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 are offered for rent to satisfy the needs of our aging society.



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 24,000 baby beds are rented annually^{*1}. If we assume these 24,000 beds had been bought, natural resources to make 24,000 beds would have been required. Actually, natural resources to make only 11,000^{*2} beds were used, thus conserving the natural resources to make 13,000 (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 2007 through March 2008

*2 No. of beds owned



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.



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."



Consumers / Customers



Duskin Rent-All Shops



Maintenance / Repair

- ③ Purchased back items are reused as rental items or resold as second hand items.

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 website.



Kasite Net
<http://www.kasite.net>

Environmental Communication with Communities

Plant Tour Character, Kurin-kun

Plant Tour for elementary school students
"School of Cleanliness" is open!



By providing opportunities for children to experience the Duskin's rental system, washing and processing of the mops to use them repeatedly, we want to teach the importance of environmental protection and cleaning. This is how the plant tour for elementary school children started at the Yokohama Central Plant. The children are invited as the students of "School of Cleanliness" and given the opportunities to joyously experience and study. The tour consists of introduction of plant operation through quizzes and experiment of removing dust and soil from the soiled water so that the students can learn about the plant operations under enjoyable conditions. In 2006, we also started plant tours for residents in the community.



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 because we want to clean our neighbors together with the local people. It is a cleaning campaign that encourages visitors at the local event sites to participate in an enjoyable cleaning activity to pick up trash and thereby 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.

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 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.

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 all comprehensive plants
- ◎Certification granted on March 3, 2000
- ◎Reg. No.: JMAQA-E095
- ◎Certification body: Japan Management Association



Mister Donut

- ◎Head Office and all shops
- ◎Certification granted on April 21, 2000
- ◎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-EMI1552
- ◎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 & CEO: Hideyuki Ito
 Date Established: February 4, 1963
 Capital Stock: 11,352,940,000yen (as of March 31, 2008)
 Sales: 167 billion yen (FY 2007)
 Customer-Level Sales: 452.4 billion yen (FY2007)
 Number of Employees: 1,982 (as of March 31, 2008)

(Notes) Customer-Level Sales are the total of sales at company-owned and subsidiary shops and the estimated sales at franchised shops. The amounts presented above do not include the Customer-Level Sales of Seed Restaurant Group, Inc. and Higa Industries.

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

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www.duskin.co.jp

