



GOOD HOLDINGS GROUP

CSR REPORT

2016



GOOD HOLDINGS Group Profile

GOOD HOLDINGS group will actively tackle various social confining ourselves to the field of waste disposal business

**Industrial waste disposal / Beverage products recycling /
Cleansing and maintenance of waste water treatment facility
(‘swell’ project)**

REVACS Corporation

Address : 2-1-16, Naruohama, Nishinomiya, Hyogo, Japan
Representative : Masato Akazawa, President and representative director
Paid-in capital : 81,000,000 yen
Employees : 43
Sales amount : 1,910,010,000 yen (as of March 2016)
URL : <http://www.revacs.com/>
Business description: Collection / transportation of industrial waste and specially controlled industrial waste; Intermediate treatment (shredding / drying); Recycling of unwanted beverages; Cleansing and maintenance of waste water treatment facility

Okatazuke Service / Overseas Reuse

Relief Corporation

Address : 2-1-26, Naruohama, Nishinomiya, Hyogo, Japan
Representative : Kenichi Akazawa, President and representative director
Paid-in capital : 10,000,000 yen
Employees : 31
URL : <https://relief-company.jp/>
Business description: Okatazuke Service (personal mementos arrangement / residential environment arrangement); Overseas Reuse

Asset management and holding company

GOOD HOLDINGS Corporation

Address : 2-1-16, Naruohama, Nishinomiya, Hyogo, Japan
Representative : Kenichi Akazawa, President and CEO
Paid-in capital : 50,000,000 yen
Business description: Business description: Publicity and integrated strategic planning of the group, business promotion and management assistance of the group companies

**Collection of household rubbish and
business-related garbage**

Daikyo Corporation

Address : 5-3-31, Kitagawara, Itami, Hyogo, Japan
Representative : Kazuhisa Morishita, President and representative director
Paid-in capital : 6,000,000 yen
Employees : 30
Annual sales : 687,340,000yen (as of March 2016)
URL : <http://www.d-aikyo.co.jp/>
Business description: Collection/transportation of general waste (Itami City); collection / transportation of industrial waste

**Collection of household rubbish and
business-related garbage**

Daiei Corporation

Address : 2-1-16, Naruohama, Nishinomiya, Hyogo, Japan
Representative : Haruaki Terasaki, President and representative director
Paid-in capital : 10,000,000 yen
Employees : 64
Annual sales : 1,239,820,000yen (as of March 2016)
URL : <http://daiei.company/>
Business description: Collection/transportation of domestic waste (Nishinomiya City); collection / transportation of industrial waste

Grease trap cleansing

Daikyo Clean Corporation

Address : 2-1-16, Naruohama, Nishinomiya, Hyogo, Japan
Representative : Kazuhisa Morishita, President and representative director
Paid-in capital : 15,000,000 yen
Employees : 21
URL : <http://daikyo-clean.co.jp/>
Business description: grease trap cleansing

Editorial Policy

In April 2015, after the transfer to the holding company system in April 2014, we started being consisted of 5 group companies; REVACS Corporation, Relief Corporation, Daikyo Clean Corporation, Daikyo Corporation and Daiei Corporation, and altered our corporate name to “GOOD HOLDINGS”.

This year, we attempted to produce the CSR report in cooperation with the internship students under the theme of “friendly CSR report”, capturing each of the group companies from a new point of view.

The report is edited in reference to the ISO26000 ‘Guidance on Social Responsibility’: the activities of GOOD HOLDINGS group are presented in four sections as in the CSR Report, each of which can be referred to specific articles in ISO26000.: ‘Business Management (related to ISO26000 (1) Organizational Governance, and (5) Fair Operating Practices)’; ‘Environment ((4) Environment)’; ‘Human Rights/Labor Practices ((2) Human Rights and (3) Labor Practices)’; ‘Communication ((6) Consumer Issues and (7) Community Involvement and Development)’.

History of REVACS Group

- 1960 Daiei Eisei Inc. (present Relief) established Collection business of household rubbish and business-related garbage started
- 1974 Daiei Service Co., Ltd (present REVACS) established Industrial waste disposal business started
- 1976 Daikyo Kogyosho Inc. (present Daikyo) established Collection business of household rubbish and business-related garbage started
- 1984 Recycling Center transferred to Naruohama, Nishinomiya, Hyogo
- 1993 Facilities at Recycling Center expanded
- 1998 Withdrawal from construction-related waste disposal business
- 1999 Collaboration system with shareholders established
- 2006 Shredding facility renewed; Garbage collection truck equipped with a scale introduced
- 2007 Drying plant completed; Biomass fuel business started
- 2008 Reverse Management Center construction completed
- 2010 Beverage products recycling business started Grease trap cleansing business started
- 2011 *Okatazuke* Service business started
- 2013 Overseas Reuse business started
- 2014 'swell' business (cleansing and maintenance of waste water treatment facility) started; Completion and inauguration of the biomass boiler
- 2015 REVACS group transferred to the holding company system
- 2016 *Okatazuke* service/reuse service spun off and Relief Corporation established Grease trap cleansing service spun off and Daikyo Clean Corporation established Group name altered to GOOD HOLDINGS group



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Object entity:	GOOD HOLDINGS Corporation, REVACS Corporation, Relief Corporation, Daiei Corporation, Daikyo Corporation and Daikyo Clean Corporation (This CSR Report is published also on each group company's website and English version is published only on the websites.)
Period covered:	FY2015 (April 2015-March 2016)*: Part of FY2016 activities is included
Date of issue:	October 2016 (The next issue planned in October 2017)
Area covered:	Environmental, social and economic aspects of business activities
Guidelines referred to:	International standards on the social responsibility 'ISO26000' ; GRI Guideline 4th Edition; Ministry of Environment 'Environmental Report Guideline'

Top Message

GOOD HOLDINGS Corporation was founded as a platform to bring about goho-yoshi (good for all five sides)

Our company transferred to the holdings corporation system in April 2015 (one holding and asset management company and five group companies).

If I were to evaluate GOOD HOLDINGS in FY2015, I would give it the “Good, close to excellent” grade with a score of 85 to 90 out of 100 points.

Regarding performance, the profit growth rates of two of the five group companies were slightly insufficient. However, I am pleased to report that the other three companies improved their performance more than expected and no major accidents occurred. One of the goals of the holdings corporation system is to increase the number of group companies, so our growth from three to five companies can be positively evaluated.

From now on, GOOD HOLDINGS is aiming to be a company that everyone sees as a good one. This is signified by the word “good” in our name. In order to become the ideal company, I believe it will be important for us to bring about goho-yoshi (good for all five sides). Through goho-yoshi, we will first achieve happiness inside the company. Next, I believe our biggest goal for the corporation, employees, and myself as an individual is to work to bring happiness to society.



K. Akazawa

President and Chief Executive Officer
GOOD Holdings Corporation

Image of the president in the holdings corporation system

Our company transferred to the holdings corporation system in April 2015.

I led employees as the president of three group companies until last year. This year, I am in the position of leading the group as president of the holdings corporation that manages five group companies. I believe the function of the president in the holdings corporation system is to leverage individual abilities to the maximum degree and encourage overall harmony.

Group company presidents are required to facilitate in order to achieve maximum performance in the company's business fields.

I also believe the president of a holdings corporation must work to achieve balance. If the corporation is an orchestra, the president is its conductor. Looking at the overall company, the employees are the various instruments and the corporate policy is the musical score. Individual professionals are stationed in optimum positions to begin the performance. The conductor keeps an eye on and guides the overall balance during the performance. In carrying out our business, the president must sufficiently observe the daily changing society and the circumstances of customers while achieving balance by leveraging and controlling the strengths of each business.

As the conductor who indicates the direction for GOOD HOLDINGS, I will work towards our statement of concept and mission of "goho-yoshi" (good for all five sides, namely the seller, customer, society, employees, and future generations) to found 20 goho-yoshi companies by 2026 and be a 10-billion-yen business group according to our vision.



Management concept / mission
goho-yoshi (good for all five sides)



Action guideline

1. We work with pride and sense of responsibility.

We should take the job seriously with the awareness that we are paid for our services and with the pride that we would always repay customers with satisfactory results.

2. We balance both self-initiative and cooperativeness.

Self-initiative means one's attitude to think about what one has to do now and to put it into practice. Cooperativeness means to think about others and work in cooperation with them. We should balance the both.

3. We actively address the work.

We should keep on actively challenging new themes with a posture that the work is interesting when we tackle it seriously.

4. We adapt to any circumstances. Survival of the fittest is not the same as the law of the jungle.

We should be sensitive to a change and free from the past successes, failures and conventions continuing our efforts to cope with any difficult conditions.

5. We secure the proper profits.

We should realize that the generation of proper profits is indispensable in order to respond to the expectations of those for whom we are responsible and to build the firm base of business for future prosperity.

Corporate Message

Grasp, Respond, Exceed

Creating GOOD every day.
Creating GOOD little by little.

No matter what job it is.
No matter where it is. Beginning or ending.

We would like to believe,
Even a little,
It does advance people, community and society.

Grasp the issue from our unique point of view.
Respond in our unique way.
Exceed what we are now.

Top Message

Business from a global viewpoint

We have already been making progress in the Overseas Reuse business (overseas market expansion, considering and implementing models for future growth) in the ASEAN area, where economic growth rates are expected to rise. We have developed the overseas markets in Cambodia, Thailand, Philippines and Malaysia.

Over the past two or three years, our goal has been to uphold our revenue base with existing businesses and achieve further growth. We strive to expand our primary business, waste treatment and recycling, overseas in the future, using the Reuse business as a foothold.

We also feel the importance of contributing to society as we create new businesses in the future. The “commercialization of social issues” and “socialization of business” have been determined as themes for the Group.

“Commercialization of social issues” refers to businesses aimed at resolving social problems.

“Socialization of business” refers to businesses themselves being accepted by society, and business and society moving in the same direction.

Also, through the business operation, we believe that creating a good society will result in good citizens. Good citizens lead to good consumers with whom we can do business. People tend to set overly broad targets for doing business, but that is not effective in many cases. Small to medium enterprises like us must focus narrowly on small markets with specific needs. I believe we should be devoted to our work so that we are chosen by the target customers.

When perceiving environmental business from a global viewpoint, Japan today is suffering from the so-called “Galápagos syndrome.” The environment is one issue incorporated into national systems, so it is certainly an industry that is hard for other countries to enter. For that reason, we strive to take note of Japanese environmental issues and new businesses from our own viewpoint and to change the present circumstances for the better in a unique way which is described in our corporate message of “Perceive, respond, and overcome.”

Thoughts on employee human resource cultivation

I will introduce two points to which we are devoting especial attention as human resource cultivation initiatives.

The first initiative is human resource cultivation with awareness of new growth for employees. This encourages new growth without fixating on stationing employees in a single section. I always hope that employees have a professional awareness as members of society and advance to new stages. As the president, my mission is to back up this growth. Worker’s growth also leads to growth for the company, offering the benefit of synergistic effects. Not only proactively encouraging simple transfers to new sections, we also consider the employee’s way of thinking, personality and character and take measures for personnel allocation that leverages these characteristics.

The second initiative is an induction course with 100 annual units. Employees in various positions receive training tailored to their individual challenges.

This induction course is offered according to position and issues. It also serves as a source for creating lively workplaces.

We have strong notion that offering training in line with social circumstances and future-oriented training leads to greater freshness and adaptivity and has practical effects on our business.

The benefits of the induction course are also reflected in our increased sales profit from FY2014 to FY2015. I believe this is because the employees who participated in the induction course have fully accepted what they learned.

The resulting human resource diversity and employees’ serious attitudes are our strengths.

Among goho-yoshi, “Good for employee” (the business backs up the workers’ well-being and growth) is positioned as a particularly important philosophy. This is because we believe we must be a company with happy employees. If we offer in-house environments where people can work with peace of mind, employees will feel motivated to further enhance this happiness. This desire then leads to social contributions.

Enjoying life and work at the same level

I feel that enjoying and being devoted to life and work at the same level is essential when working in society. Things are not always enjoyable, and sometimes difficulties might be in the way. However, at such instances, one must think about how to act rather than just running away from these challenges. As I repeatedly experienced this process, I concluded that enjoyment in work and life are the same thing.

If you enjoy your job, you will give a positive impression to customers. You can also inspire happiness among customers in that way.

To enjoy working, I think one must have courage and be fully focused on the path that makes him or her truly happy. It is important to have confidence in one's own unique way of living when trying to do anything.

Also, we must not forget that sympathetic collaborators are needed to arrive at the goal of achieving happiness. As I set the targets for the Group's future, I constantly keep in mind the employees who will help achieve them.

Message to the next generation



The message I want to send to the next generation is, "Cultivate your ability to think." This means deeply considering the things that occur near us.

In this world, people sometimes have totally opposite views on the same circumstances due to different viewpoints. In such cases, you cannot correctly understand the issue if you only look at one viewpoint. Examining both views is the way to learn the true nature of the issue and to come up with a genuine resolution.

In this way, I hope the members of the next generation will make efforts to engage in deep thinking.



REVACS contributes to the clients' business through safe and reliable waste treatment service

Collection, Transportation and Intermediate Treatment of Industrial Waste

REVACS mainly conducts a sequence of waste disposal service *collection and transportation* of industrial waste generated by manufacturing companies to *transshipment and storage, intermediate treatment (drying/shredding)* and *transportation to the treatment site*.

Drying Facility

Biomass fuel is produced from organic waste

Capacity: 90.9m³/day (24hr)

Licensed item: Sludge, waste oil, waste acid, waste alkali, animal and plant residues

Date of installation: May 1, 2007

*Calorie of the biomass fuel is two thirds of the coal (4,500kcal/kg)



Biomass fuel

Shredding Facility

Shredding/sorting and volume reduction of solid waste

Capacity: 50t/day (8hr) *Licensed capacity: 94t/day

Licensed item: Waste plastics, metal scrap, glass waste, concrete waste, pottery waste etc. (total 8 items)

Date of installation: February 10, 2006

Transshipment and storage Facility

Waste is temporarily stored before treatment

Reverse Management Center

Capacity: 735m³

Licensed item: Sludge, waste acid, waste alkali, waste plastics, plant and animal residue etc. (total 7 items)

Installation date: March 11, 2008

Stock yards in shredding facility building

Capacity: 221m³

Licensed item: Sludge, waste plastics, plant and animal residue, scrap metal etc. (total 14 items)

Installation date: February 10, 2006



Recycling of Beverage Products

Disposed beverage, such as outdated or inferior products, are brought to Reverse Management Center. Then they are unpacked before the solid containers and the liquid contents are separated. The liquid is made into biomass resource at the Drying Facility, and containers are treated at our affiliates' to be recycled.

Cleansing and Maintenance of Waste Water Treatment Facility



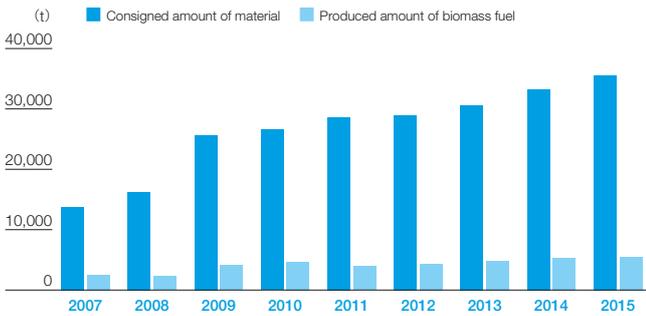
We cleanse various tanks and piping at the waste water treatment facility and dissolve malfunction and eliminate foul odor caused by clog dirt. We have introduced one of the most powerful ultra-high strength vacuum trucks in Japan to offer low-cost and rapid service.

<Major services>

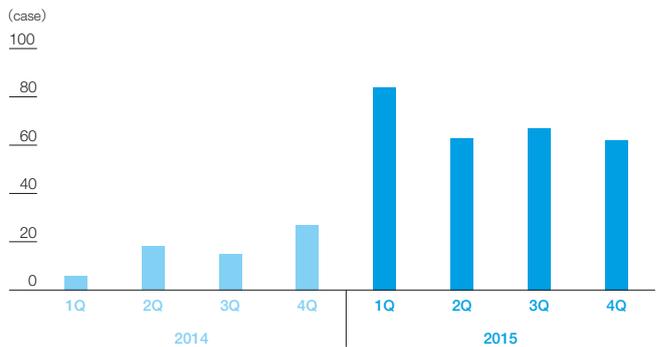
- Cleaning/cleansing of waste water treatment facility
- In-pipe cleansing and inspection of the plumbing
- Cleaning/cleansing of various tanks
- Cleaning of side ditches and catch basins in the factory



■ Consigned amount of material / Produced amount of biomass fuel



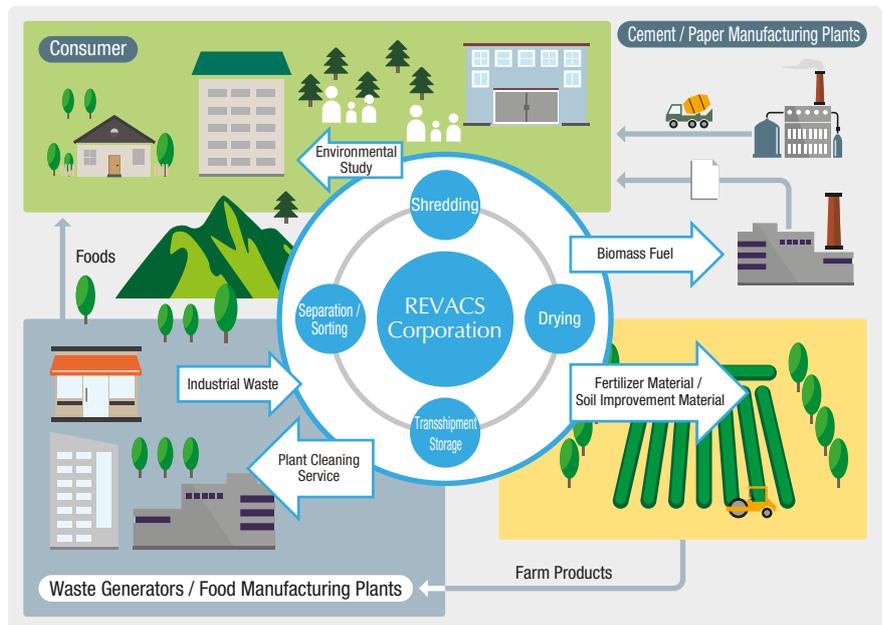
■ The number of services assigned to swell in FY 2014



REVACS's Role in Recycling-oriented Society

At REVACS sludge or plant and animal residues from food manufacturing plant or food processing plant are made into biomass resource after a drying process. About half of the biomass resource is used by farmers as material for fertilizer. Then farm products are in turn processed by food manufacturers or directly sent to the consumers' table. Also waste food, which is reprocessed at an affiliate of ours, is used as animal fodder as part of a circle of recycling.

While, the other half of the biomass resource is incinerated in the boiler at the cement plant as an alternative of the oil or coal. And its ash is used as a material for cement production.



TOP MESSAGE



2015 was a good year as we were able to archive the target sales and profit. Also, we realized that the businesses launched 2 or 3 years ago began to sprout. To be specific, swell service is showing healthy growth and we are thinking of expanding the business by riding on the strength of faster cleaning at lower cost.

REVACS has been engaged in collection, transportation and intermediate treatment of industrial waste. In the group companies, REVACS can be characterized as a capital-intensive industry. We invest aggressively into machinery and equipment and also strive to create the working environment in which employees can work safely and securely.

Since many of our services are difficult to be seen directly by clients and locals, we would like to establish a trusting relationship by informing them of our business through this CSR report.

Masato Akazawa

President and Representative Director
REVACS Corporation

We promote 3R through our service and propose a life-style in the recycling-oriented society

Okatazuke Service

We offer the best suited plan for a full-scale tidying up and serve as a partner of clients' creation of a comfortable living space.

Memento disposal service

We tidy up the room and sort out the memento in it. We also take on recovery of the original condition which includes house cleaning, odor elimination and disinfection.

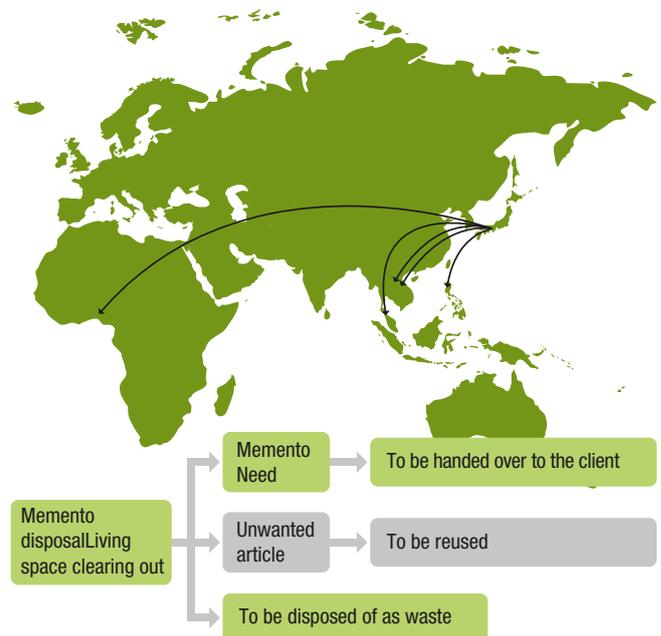
Living space clearing out service

We offer clearing out service of the room in preparation of home care or on occasion of moving to the care facility. We also tidy up the room or a whole house overwhelmed with garbage, which may have been caused for some reason, and remove unwanted articles.

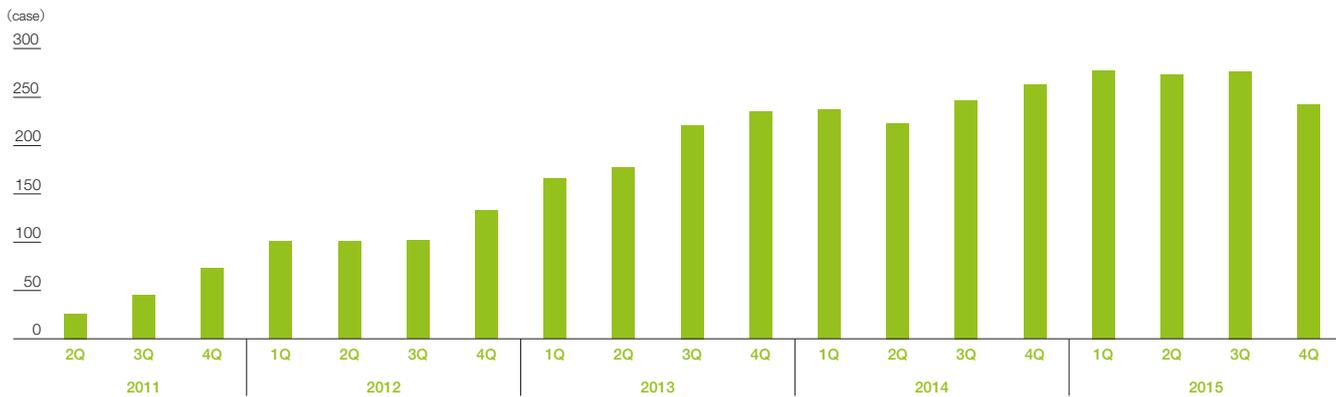


Overseas Reuse

It is an approach to deliver the disused articles collected in the *Okatazuke Service* to someone who needs and reuses them somewhere in the world. We mainly export to Southeast Asian countries (Thailand, Cambodia, Philippines, and Malaysia) and sell them at local recycling shops or at auctions. Thanks to the Overseas Reuse project, we have successfully abated the charge of Relief's service for the clients.



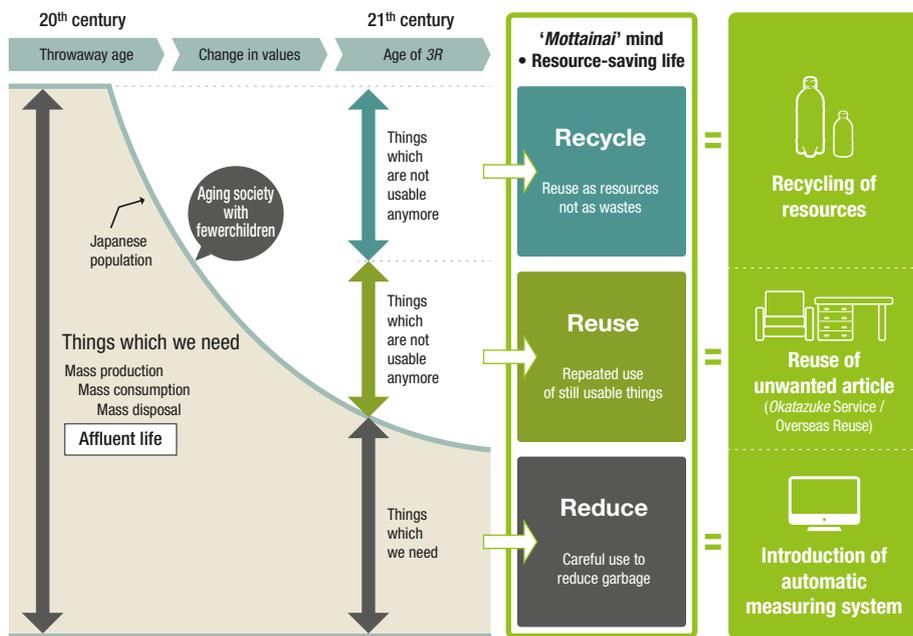
■ Transition of the *Okatazuke* Service performance (by quarter)



Approach toward 3R (Reuse, Reduce and Recycle) service as a business

Since the high-growth period of 1960s Japan has become a mass-production/ mass-consumption society and people have enjoyed bountiful life. However, on the other hand, many environmental problems have arisen such as massive amount of waste, global warming, air and water contamination etc.

After year 2000, in the trend of transferring toward environmentally friendly recycling-oriented society, Relief Corporation has implemented 3R as a business in connect with the group companies.



TOP MESSAGE



2015 was a year of steady growth. Okatazuke Service and Overseas Reuse Service are getting on track and we are in the process of expanding and improving the services.

The whole employees are advancing with the motto to solve the clients' troubles from a new perspective.

In order to fulfill our social responsibility along with conducting business activities, we have been proactively engaged in CSR activities such as provision and disclosure of information to the clients.

We contribute to the clients and society and aim to be the most secure, reliable and indispensable company in Japan through the provision of the services which is better not to exist.

Due to the corporate divestiture, we are required to be independent as a group company in FY2016. We will make all-out efforts to tackle the challenges with the broadest possible view both domestic and overseas for the solution of each client's problems.

Kenichi Akazawa

President and Representative Director
Relief Corporation

We aim to support the citizens' life and the local business as an indispensable social infrastructure

Grease trap cleansing

We offer various hygienic-related services such as sanitary management which includes cleansing of grease trap (oily water separating tank)*, cleaning of the plumbing such as drainage pipe installed in the kitchen at restaurants, hospitals or schools.

Recovered sludge is recycled in the treatment facility at REVACS or the affiliates'. We have a vehicle with a high-pressure washer as well as portable washer and are prepared for regular cleaning of the drain pipe to prevent it from clogging and for emergent trouble cases.

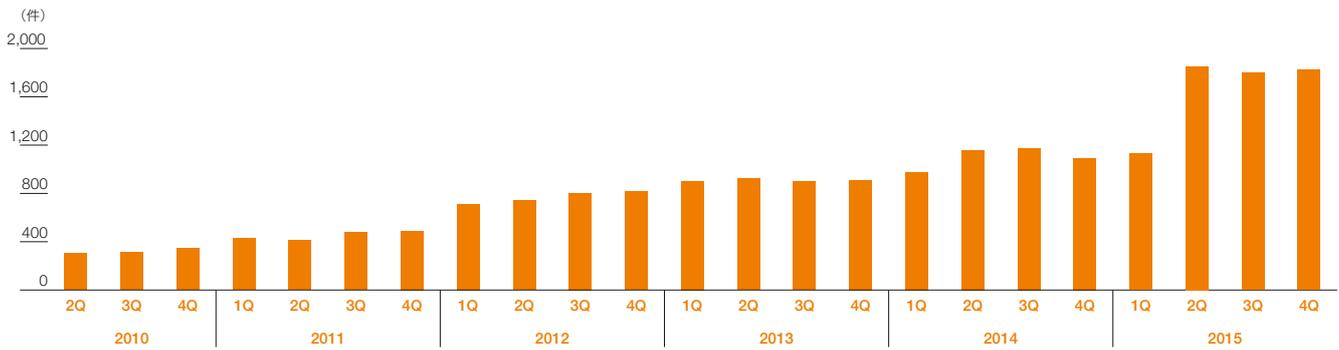
※Grease trap (oily water separating tank): a device to prevent oil or dirt from directly flowing in the sewage system

Major services

- Grease trap cleansing
- Waste water drain pipe cleaning
- Cleaning of miscellaneous waste water drain pipes
- Duct cleaning
- Insect and rodent control



■ Transition of the grease trap cleansing service performance (by quarter)



Contribution to the maintenance of clean environment of the town and the restaurants

Periodical cleaning of the grease trap at the restaurants' kitchen can improve the sanitary condition, and it eventually prevents water pollution from occurring. Amount of discharged sludge as well can be reduced.

Along with expanding the range of service such as high-pressure washing of drain, cleaning of miscellaneous waste tank, we are constructing secure frameworks for the clients with a focus on proper disposal highly regarding thorough hygienic management and compliance.



TOP MESSAGE



Daikyo Clean is a new group company which was spun off from Daikyo Corporation in 2015. We are engaged mainly in cleansing of grease trap installed in the kitchen at restaurants, hospitals or schools.

It has been 6 years since the start of grease trap cleansing service in Kansai and we have produced sufficient results. Also, we were able to establish a business office in Kanto region for the purpose of developing a new market. Our business in Kanto generated 30,000,000~40,000,000 yen in sales in the first financial year and got off to a better start than originally expected.

Although the competition increases in the market, we aim for the further sales growth and make strong efforts in sales and marketing in 2016.

We would like try out new opportunities with "sincerity" and "ambition" in every employee's mind in order to answer the request and expectation of as many clients as possible.

Kazuhisa Morishita

President and Representative Director
Daikyo Clean Corporation

Clients' satisfaction lead to local contribution and employees' accomplishment

Service for corporate Collection/transportation of industrial waste

We collect industrial waste and transport them to intermediate treatment facility or final disposal site. We own various types of collection vehicles and containers and provide the safe and appropriate service in compliance with laws and regulations. Also, we introduce an electronic manifest system in order to improve the operational efficiency of industrial waste collection / transportation.
Daiei offers the same service.



Service for corporate Collection/transportation of general waste

We collect business-related garbage from about 1000 clients (restaurants, supermarkets offices etc.) in Itami city and bring it into the municipal disposal center. Also, we suggest the thorough separation of difficult items to dispose of properly and strive for the appropriate disposal.
Daiei offers the same service.



Service for public administration Collection/transportation of household rubbish

We collect household rubbish from about 34,000 homes in commission of Itami City, Hyogo. We collect and sort the garbage into combustible/non-combustible, bottle, plastic bottle, waste plastic container etc. in accordance with the administrative specifications and strive to contribute to the recycling society.
Daiei offers the same service in commission of Nishinomiya city.



TOP MESSAGE



Since our inaugural year 1962, we have collected household rubbish and business-related garbage from restaurants etc. in Itami City and surrounding areas maintaining a living environment where citizen can enjoy a comfortable life and supporting citizen's efforts in proper disposal, volume reduction and effective use of the waste.

2015 was a valuable year as each business grew steadily and resulted in sales growth compared to last financial year.

The grease trap cleansing service which was born in 2010 in Daikyo has grown steadily and spun off into the independent group company. We believe the corporate culture of Daikyo "sincerity," "cleanness" and "ambition" would be of much help to the new company.

We would like to keep being a reliable company and growing up in cooperation with the clients and local society.

Kazuhisa Morishita

President and Representative Director
Daikyo Corporation

We contribute to maintenance of living environment in local society and creation of recycling society through the business activities.

Service for corporate Waste measurement system

We introduced a Scale Packer system (a garbage truck), which can directly weigh loaded waste, and consolidate the data of each client's consignment (waste amount).

Thanks to introduction of Scale Packer, we can show the clients an objective amount of waste treatment. Thanks to its introduction, we came up with some proposals on inhibition or reduction of client's waste occurrence. The visualizing of the waste as digital figure proved to be useful. Client's motivation toward reduction of waste was boosted and we saw better-than expected actual reduction as a whole.

We have also adopted an accounting system to charge a fee at a meter rate, in which reduced waste occurrence results in reduced waste treatment cost.

Daikyo offers the same service.



Service for individuals Collection of household bulk waste

When moving large stuff like table or cabinet out of house, there are many problems such as "too heavy", "too small door" or "too many steps". We solve these problems by carrying them out courteously and promptly by our expert staff.

Daikyo offers the same service.



Service for corporate Collection of business-related bulk waste

There are various types of disused items and bulk waste from offices and factories.

We prepare various types of collection vehicle and propose the appropriate collection plan and dispose of them properly in accordance with each standard such as Home Appliance Recycling Act.

Daikyo offers the same service.

TOP MESSAGE



We have been engaged in collection and transportation of general waste including household rubbish and business-related garbage in Nishinomiya City and in collection and transportation of industrial waste both in and out of Nishinomiya City over fifty years.

In 2015, we realized that pursuit of improving working environment and diligent and vibrant corporate culture became factors of the business growth. There are many diligent employees in whole group but especially in Daiei, our members have many ideas which support the practice. We share the business ideas and opinions to solve the problems cooperatively.

We are aiming to be the secure and reliable company by seeking possibilities of contribution to the clients and local society and keeping self innovating through the daily work.

Haruaki Terasaki

President and Representative Director
Daiei Corporation

2015 Topics

19th Environmental Communication Awards



February 24th, 2015 / 'REVACS GROUP CSR Report 2015' received Excellence Award in Environmental Report Section of '19th Environmental Communication Awards' hosted by Ministry of Environment and Global Environmental Forum.

<Feedback about the report>

In the group corporation system, GOOD HOLDINGS Corporation develops the 3R business regarding the future of disposal industry and top commitment, introduction of business and dialogue with experts clearly show the expectation of development with new perspectives. The CO2 reduction by introducing biomass boiler in the process of producing soil improvement material is excellent efforts not only environmentally but also socially and economically. It is highly appreciated that they showed the negative information and try to communicate with local society.

Sailing Team earns World Championship berth



November 23rd, 2015 / Our Sailing Team placed 6th at Snipe Japan Championship and won the ticket to the World Championship held in June 2016 in Brazil.

Start Supporting NPO 'Child's Dream'



December 16th, 2015 / We donated a part of the proceeds to 'Child's Dream' the NPO supporting children's independence mainly in Southeast Asia.

2015 Award for Companies Promoting Experience-based Learning Activities for the Youth



March 9th, 2015 / As the activities of 'Kodomo Nogyo Juku' (Children's agricultural school) was highly evaluated, we received Judges' Encouragement Prize (SME section) of Award for Companies Promoting Experience-based Learning Activities for the Youth.

2015 'Kodomo Nogyo Juku' (Children's agricultural school)



The 1st session: May 23

Opening ceremony; Leaves collecting; Preparation of Compost making; Vegetable seedlings planting; Rice seedling planting; Vegetable harvesting

The 2nd session: August 8

Weeding in the paddy; Summer vegetable harvesting; Stream dweller watching

The 3rd session: September 19

Rice harvesting; Compost mixing; Vegetable harvesting; Panel making for environmental panel exhibition

The 4th session: October 24

Sweet potato harvesting; Outdoor cooking;

The 5th session December 5

Radish harvesting; Compost making; Panel making for environmental panel exhibition; Shimenawa making; Closing ceremony

Reception of JICA Induction Course



Japan International Cooperation Agency Kansai international center (JICA Kansai) gives induction courses for municipal employees relevant to waste issues in Asian countries. We accepted the trainees in June, November and March in FY2015.

Announcement of the 8th Medium-term Management Plan



March 25th, 2016 / We held the reception in order to announce the 8th medium-term management plan (FY2016-2018).

History of Award winning

FY2014	'Kankyo Hitozukuri Kigyo Awards' Encouragement Prize '18th Environmental Communication Awards' Environmental Report Section, Excellence Award
FY2013	'17th Environmental Communication Awards' Environmental Report Section, Encouragement Prize
Y2012	'Nishinomiya Chamber of Commerce and Industry 70th Anniversary: Special Award for Environmental Management' 'CSR2 Project' Compliance section, Ministry of Environment Industrial waste Section chief Prize '16th Environmental Communication Awards' Environmental Report Section, Encouragement Prize
FY2011	'NISHINOMIYA APPLIED PRIZE' '15th Environmental Report and Sustainability Report Awards' Sustainability Report section, Excellence Award
FY2010	'CO2 Minus Project' Daily Life section, Special Award
FY2009	'6th Eco-Products Awards' Eco-Service section, Judging committee chairman's special Award (Encouragement Prize) '13th Environmental Report and Sustainability Report Awards' Sustainability Report section, Excellence Award '13th Environmental Report and Sustainability Report Awards' Environmental Report section, Excellence Award
FY2008	'7th Japan Environmental Management Awards' Environmental Management section, Encouragement Prize
FY2007	'11th Environmental Communication Awards' Environmental Report section, Encouragement Prize
FY2006	'10th Environmental Communication Awards' Environmental Report section, Encouragement Prize '10th Environmental Report and Sustainability Report Awards' Environmental Report section, SME Prize '4th Partnership Awards' Grand Prize

Activities



Group photo



Management plan announcement



Company tour



Company tour



Meeting



Meeting



Interview



Interview

Internship students made the CSR report under the theme of “friendly CSR report”, hoping as many people as possible read it. They created concepts, conducted many interviews, had editorial meeting every week and wrote articles.

1st Program Hand-made picture book

Under the theme of letting children to know about GOOD HOLDINGS, we made the picture book which can be the help for working father and mother to explain their children about the job.

~Story~

Akira is an elementary school student and has Dad working for GOOD HOLDINGS group. Dad canceled the play date because of the rush job. When Akira stormed out of home and ran around the town, he tripped over the banana peel. He threw it away in the nearby dust box and out came a fairy. The fairy said he would grant Akira three wishes in return for his doing good. Akira asked for the first wish with curiosity.

“I want to eat many snacks!”

Then, many snacks appeared. Akira was surprised that the wish came true. He thought of the second wish and recalled that he couldn't play with Dad. Akira asked for the second wish.

“I want my Dad's job to disappear”

Then, the whole city was filled with the garbage.

Akira hastily asked for the third wish.

“Get the job back to Dad”

Then, the garbage disappeared.

Now Akira is proud of Dad doing helpful work for the town.



Impressions of Internship



Shinnosuke Minami

(Konan University, Hirao School of Management)

I hope this CSR report would provide some motivation for stakeholders to think about environmental issues.



Shiori Honda

(Kwansei Gakuin University, School of Sociology)

I learned the things which I hardly experience in daily life such as studying tour in Thailand.



Yuan Xin

(Kobe College, School of Letters, Department of Intercultural Studies)

I enjoyed the fulfilling internship through making and discussing CSR report with other intern members. I hope more to work in Japan.



Keiko Murakami

(Kobe College, School of Letters, Department of Intercultural Studies)

I learned the meaning and the importance of working through this internship. This program was a good experience for me to work as a member of society.



Yasutaka Ishizuka

(Kindai University, Faculty of Applied Sociology, Major in Environment and Community Design)

The activities of the internship lead me to know about “working in society”.



Kosuke Kashimoto

(Kwansei Gakuin University, School of Economics, Department of Economics)

The six month Internship was a precious experience for me to learn about “connection between company and society” and “environmental efforts”.



Ayaka Mizuno

(Konan Women's University, Faculty of Letters, Department of Japanese Language and Culture)

I hope this CSR report would convey the thoughts of people working in GOOD HOLDINGS Group to the readers.

Coordination of Internship

The internship program has been conducted in cooperation with NPO Community Business Support Network. The NPO coordinated the program along with the project plan, such as once a week meeting and attending of interviews.

Visiting Child's Dream

Our staffs and one of the Internship students from Kwansai Gakuin University visited Child's Dream activities in Thailand.

We have been to the biggest refugee camp, Mae la camp, the school and the placement facilities supported by Child's dream.



Our first meeting with Child's Dream is back to the year of 2014. We decided to support them after knowing the great activities of Child's Dream and their sincere and diligent attitudes towards the activities. We invited two founders to Japan for having the lecture meeting intended for our staff and the internship students. This time, we visited them in order to return a favor.

Activities of Child's Dream

In the late 1990s, the economy slowly moved from planned economy to market economy in the Mekong Sub-Region countries such as Cambodia, Vietnam and Laos. These countries of "the Association of Southeast Asian Nations" (ASEAN) have achieved remarkable economic development in this rapidly changing society. On the other hand, the gap between urban and rural is widening drastically and serious humanitarian crises still occur complexly intertwined with the problems such as economic inequality, civil wars and political instability.

Child's Dream was established in 2003 as a charitable organization dedicating unconditional help for underprivileged children with few educational opportunities due to human rights violations.

They have been engaged in the activities with a goal of improving children's medical and educational environment in cooperation with communities



Why we support

Relief Corporation held up the management concept under the title of "Goho-yoshi (good for all five sides)" and aim to satisfy both seller and customer and to contribute to society. We are actively engaged in activities to solve various social issues with goals of the employees' realization of their own growth and affluence and construction of sustainable society for the next generation. Furthermore we also would like to contribute to the realization of the affluent society for the people all over the world.

We launched the overseas reuse business in 2013 which is an approach to deliver the disused articles collected in the Okatazuke Service to people who reuse them in other countries. We have exported the items mainly to Southeast Asian countries so far. The more we visited the outlying areas of each country, the more we saw various kinds of social issues and economic disparities.

We sympathized with the ideas of "Child's Dream" which supports children's independence by giving educational opportunity for their future solution. Therefore we decided to contribute part of our profit.

Procedure of Donation

Disused items collected in Okatazuke service are reused by people who need them in other countries. Since it is more important for developing regions to establish necessary infrastructure than purchasing reusable items, in order to give back to society, we donate part of the profits from sales to Child's Dream who supports the improvement of living environment, healthcare and education.





Shiori Honda

What impressed me the most was the refugee camp. That was a totally different world for me. This is just a part of conflicts and poverty problems occurred not only in Thailand but also all over the world. We vaguely see these problems and it could be 'something we don't know = something never happened' unless we are properly informed. I thought that the effort of Child's Dream makes many people be aware of the issues. The people we met in Thailand appreciated the learning opportunity itself. Now I would like to thank for having the opportunity to learn which I've taken for granted.

Youth Connect Foundation

This is a picture of Job training facilities. Students were practicing sales training program when we visited there. The language used in the programs is English so that they can acquire practical skills and be industry-ready. There are also IT related or cookery training programs. In full-fledged cookery training, students plan menus and buy ingredients within a weekly budget. Thanks to these practical programs, there are few employment mismatches and turnover.



Minmahaw Higher Education Program (MHEP)

This is a picture of prep school facility where students study for entering university. We held a discussion meeting and asked them about their dreams. They have a lot of dreams such as to be a teacher or politician and studies hard to attain their goals. Since I am a university student, they came to ask me about Japanese university and my academic major after the meeting.



Mae Ia Camp (PTMJC)

Approximately 30,000 people live in this camp. The premises are fenced off for safety reasons and visitors are required to obtain permissions to enter the area. Thus, many young people who were born and raised here do not know the outside world. In the camp, there are the houses built of woods and leaves and some people raise wild pigs and chickens as livestock. There are also schools established by Child's Dream and other organizations. Some students obtain knowledge and work ID and work outside the camp.



The achievement of Child's Dream

The activities of Child's Dream are divided into 3 parts, "Health", "Basic Education", and "Higher Education". Education is especially a powerful driver of poverty reduction and sustainable economic development. It is important to improve their ability to understand and judgment through the education for constructing the basis of cultural peace and social connection. Also, it can generate a high level of income and high-quality opportunity for employment. However, most children cannot receive adequate education due to their health problem. Therefore Child's Dream provides children with health program and life-saving treatment so that as many children as possible can get the educational opportunity.

Health

We aim to reduce infant mortality and provide education for children.

Basic Education

We aim to offer educational opportunity for all people to improve literacy and create alternatives to exploitation.

Higher Education

We aim to construct adequate knowledge, technical capacity and communicative skills to generate appropriate income and opportunities for employment.

Biomass Boiler

—Long way to the installation—

The biomass boiler has been operated since December 2014. The installation reduced CO2 emission and city gas consumption and resulted in regulation of increasing electronic usage thanks to using the energy generated in the facility. There is a long and hard way to the installation of this eco-friendly facility. Now let's reveal the long way to the installation.



Biomass boiler born of the thoughts for facility reform

— What was the motivation of installation of the biomass boiler?

Kojima: Before installing the biomass boiler, we had used a boiler run on city gas but because of the ever-rising cost of fuel, finding the effective way of boosting revenue stood as a major issue. Then we started to think of installing a biomass boiler which is not run on fossil fuel.

— Were there any other options other than the biomass boiler?

Akazawa: we had thought of installing incinerator but met several problems then we hit the idea of biomass boiler.

— Through the installation, were there any negative voices in the company?

Kojima: Since installation of facilities costs much, financial department asked us "will it pay?" Also, there was a voice worrying if it's possible to stably acquire wood chip used for fuel.

As for the funds, we use the subsidy system operated by the government, and as for the acquiring of fuel, we persuade them by showing the contracts drafted with clients.

Akazawa: Not only dealing with the voices from the inside, we also had struggled in price negotiation with a construction company.

Unbeaten by troubles

— Were there any changes after the installation?

Kojima: Since the way of operation and administration changed, our staff was required to learn new skills. We strains to improve the skills more than ever.

— Did you have any difficulties when you started operating new facility?

Kojima: We tried hard to make staff to think and act spontaneously. We would like them to decide by themselves.

Akazawa: The drying plant which has been operative since 2007 also had the troubles and we had struggled to build the operation system for first 2 or 3 years. It's a disaster when the mechanical trouble occurred. It could be the influential problem to sales and profit. But I get these situations positively as it can make our organizational power stronger through seeking the solutions for the troubles and we can get the knowledge in return. Now staff members think and act for more stable operation of the boiler.

Interviewees



Masato Akazawa
President and
Representative Director
REVACS Corporation



Takeshi Kojima
Section chief
Disposal Center
REVACS Corporation

Good for environment, good for people

— What is the benefit of the installation?

Kojima: we can stably supply fuel thanks to the boiler. Substantial reduction of energy usage and emission of CO2 are also the big benefits. These are valued by the government and society. I was pleased to have a visible evaluation.

Akazawa: We had got the negative voice about the former boiler "making fuel by using fuel is something wrong?" but now we overcome this incompatible situation.

Passion for biomass boiler

— I can easily feel your passion for the biomass boiler.

Kojima: I have a strong attachment. Since I've been involved in this project from the start up, I cannot leave, or rather say, I don't want to leave. Maybe that is because I can realize myself improved everyday in the business. After graduating from university, I entered the company and used to be in charge of sales. But my major was science, I moved to the present department. I was facing the issues to solve every day but it feels good to be able to do something I couldn't do. I'm spending fulfilling days.

Kojima: I enjoyed working as a sales representative, but I feel more challenging at the present position. As I feel more responsible... I have to manage to operate this biomass boiler, bet-the-company machines and equipments. I'm also in charge of coaching personnel and feels "I have to foster competent human resources". This also makes me feel more responsible.

Akazawa: REVACS had been engaged mainly in collection and transportation of industrial waste and hadn't invested much in facilities. The more variety of facilities we invest in, the more we feel that "we have to improve our skills".

— Do you think you have the stronger passion for the biomass boiler than anyone?

Kojima: I believe that I know about this biomass boiler more than anyone. It's not just about the technical skills, but I know this boiler was installed thanks to the cooperation of many people. This boiler is my buddy.



Interviewer's remarks

Yasutaka Ishizuka

What's most impressive in the interview was their strong passion for the biomass boiler. I feel their strong thoughts for the boiler in hearing the harsh story of the installation. Thanks to these difficulties, staff members can work with passion and pride for the boiler. By seeing the biomass boiler not only from the viewpoint of technical skills but also from the viewpoint of "person", we were able to uncover a new perspective of the biomass boiler.

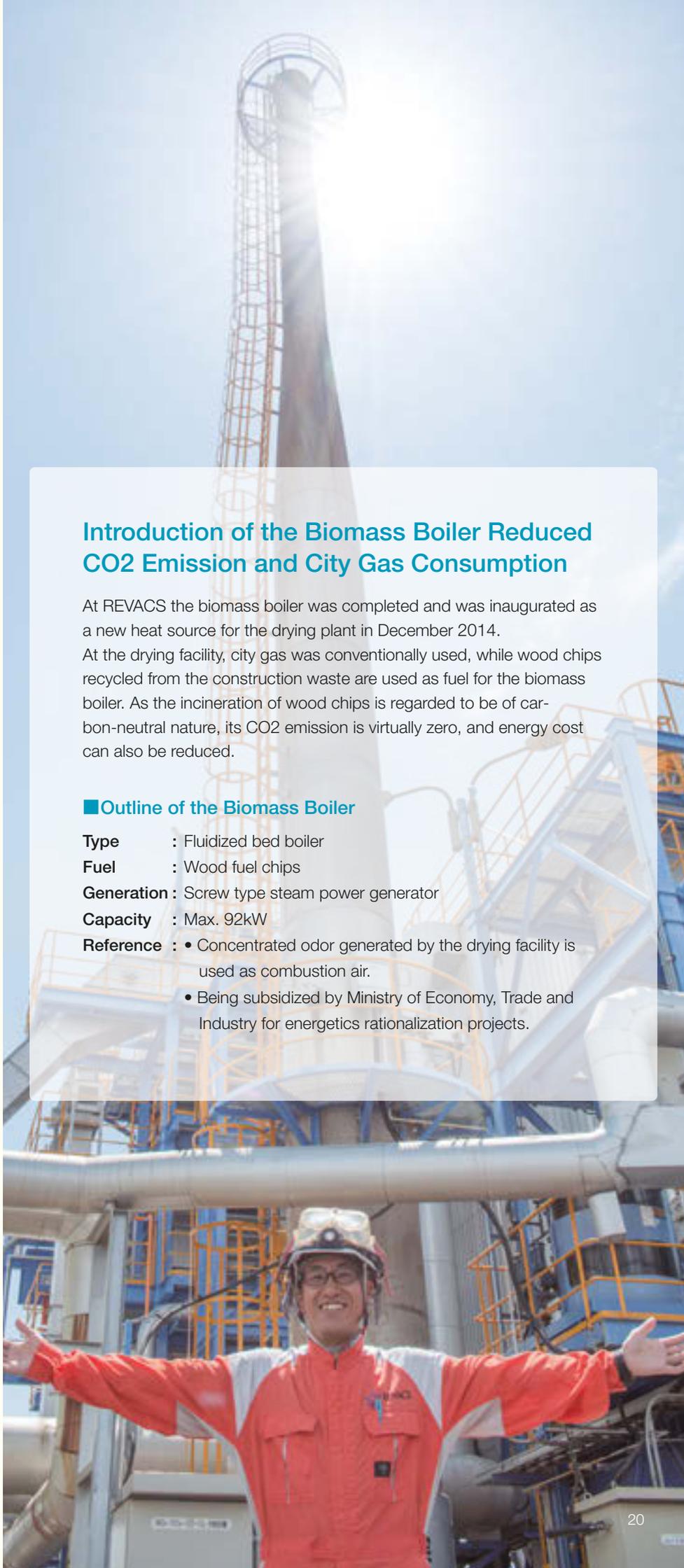
Introduction of the Biomass Boiler Reduced CO2 Emission and City Gas Consumption

At REVACS the biomass boiler was completed and was inaugurated as a new heat source for the drying plant in December 2014.

At the drying facility, city gas was conventionally used, while wood chips recycled from the construction waste are used as fuel for the biomass boiler. As the incineration of wood chips is regarded to be of carbon-neutral nature, its CO2 emission is virtually zero, and energy cost can also be reduced.

■ Outline of the Biomass Boiler

- Type** : Fluidized bed boiler
- Fuel** : Wood fuel chips
- Generation** : Screw type steam power generator
- Capacity** : Max. 92kW
- Reference** :
 - Concentrated odor generated by the drying facility is used as combustion air.
 - Being subsidized by Ministry of Economy, Trade and Industry for energetics rationalization projects.



REVACS group seeks economic and social development promptly responding to various external changes.

Management Planning

Formulation of medium-term management plan

We have a group-wide management strategy, which we reflect upon the measures and policies of each one of the group companies and sections.

To cope with changes in the external or internal environment we formulate a medium-term management plan every three

years and reflect it upon the measures and policies of each one of the group companies and sections.

The achievement in FY2015 the final year of the 7th medium-term management plan is as follows. In the 8th medium-term management plan, we aim to progress by setting the existing waste disposal business as a revenue base and placing start-up business launched after 2011 as the engine of growth.

Objectives in the 7th medium-term Plan (FY2013-2015) Basic strategy	Achievement in FY2015	Objectives in the 8th medium-term Plan (FY2016-2018) Basic strategy
Holdings-wide		
<ul style="list-style-type: none"> ● Shift to the holding company system ● Movement to maintain the trust and confidence of every stakeholder ● Optimum human resources management 	<ul style="list-style-type: none"> ● Formulation of the 8th medium-term management plan ● Introduction of coaching system in human resource development by job type and workers' rank ● Publication of 'CSR Report' by REVACS group 	<ul style="list-style-type: none"> ● Human resource management: Development of pleasant working environment, human resource development and skill improvement, new graduates and mid-careers recruitment to secure human resources ● Material resource management: Securement of business location and site, facility planning ● Funding: Funding optimization ● Brand management: CSR promotion, enrichment of publicity/IR, consideration and implementation of CI renewal
REVACS		
<ul style="list-style-type: none"> ● Countermeasure against the rising energy cost ● Development of new businesses ● Productivity improvement (Efficiencies in sales, transportation and treatment of wastes) 	<ul style="list-style-type: none"> ● Stable operation of the biomass boiler ● Expansion of new business (swell) 	<ul style="list-style-type: none"> ● Taking full advantage of the services and concentration of resources in the specific market ● Consideration and preparation for the next plant
Daiei · Relief		
<ul style="list-style-type: none"> ● Securement of profitability of new projects ● Expansion of reuse business ● Productivity improvement of collection/transportation service 	<ul style="list-style-type: none"> ● Franchise operation of new business (Okatazuke service) ● Development of supplier and market of new business (Reuse business) 	<p>[Daiei]</p> <ul style="list-style-type: none"> ● Consideration and implementation of the plan for continued profitability <hr/> <p>[Relief]</p> <ul style="list-style-type: none"> ● Okatazuke Service: Improvement of cost efficiency, increase of the number of transactions by improving sales and marketing in Kanto region, Development of nationwide franchise operation ● Reuse Service: Development of overseas market, consideration and implementation of the business model for the next growth
Daikyo · Daikyo Clean		
<ul style="list-style-type: none"> ● Securement of profitability of new projects ● Productivity improvement of collection/transportation service 	<ul style="list-style-type: none"> ● Service area expansion of new business (grease trap cleansing) 	<p>[Daikyo]</p> <ul style="list-style-type: none"> ● Consideration and implementation of the plan for continued profitability <hr/> <p>[Daikyo Clean]</p> <ul style="list-style-type: none"> ● Sales and marketing improvement to increase the number of transactions ● Enhancement of differentiation by reinstalling the outsourced services.

Financial Information

Outline of FY2015

GOOD HOLDINGS group saw increase in revenues and profits.

The group's sales in FY2015 totaled 3,854,000,000 yen, increasing by 227,000,000 yen (6.3% year-on-year) over the previous year. The total operating profit of the group was 274,000,000 yen, increasing by 92,000,000 yen (64.3% year-on-year) over the previous year. Along with the substantial performance of existing waste disposal business, all of the new business(*) achieved the better performance than previous year.

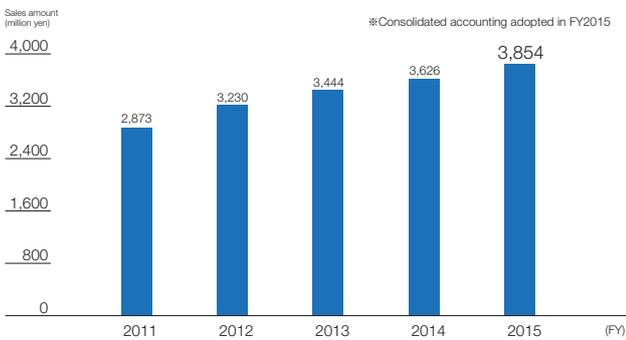
REVACS Corporation recorded the sales of 1,910,000,000 yen, increasing by 78,000,000 yen (4.3% year-on-year) and its operating profit increased by 57,000,000 yen (91.3% year on year) over the previous year thanks to the considerable achievement of cleaning

service 'swell'. Daiei Corporation/Relief Corporation recorded the sales of 1,239,000,000 yen, increasing by 50,000,000 yen (4.3% year-on-year) and its operating profit increased by 92,000,000 yen (179.5% year-on-year) over the previous year thanks to the development of franchising Okatazuke Service and the establishment of the reuse service market.

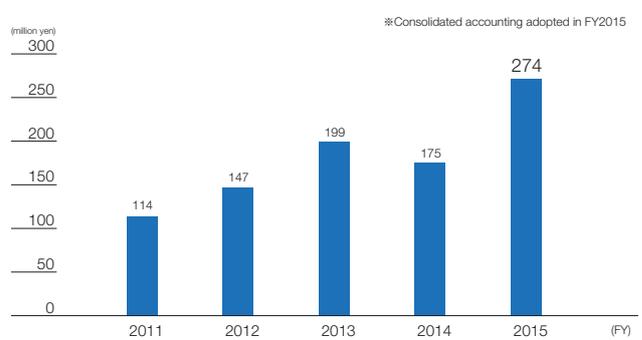
Daikyo Corporation/Daikyo Clean saw sales of 687,000,000 yen, increasing by 81,000,000 yen (13.4% year-on-year) and its operating profit increased by 8,000,000 yen (14.0% year-on-year) over the previous year with its grease trap cleansing project having progressed steadily in Kanto region.

*Business that launched after FY2011
 REVACS: Cleaning and management of effluent treatment facilities
 Relief: Memento disposal, overseas sale of reuse products
 Daikyo Clean: Grease trap cleansing of restaurants

Sales in group

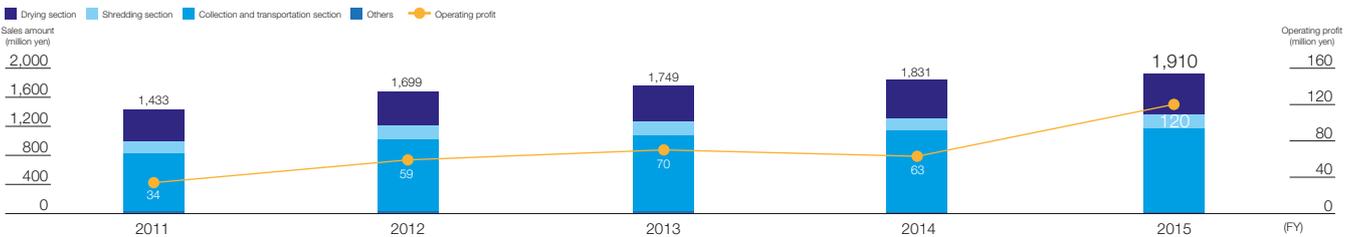


Operating profit in group

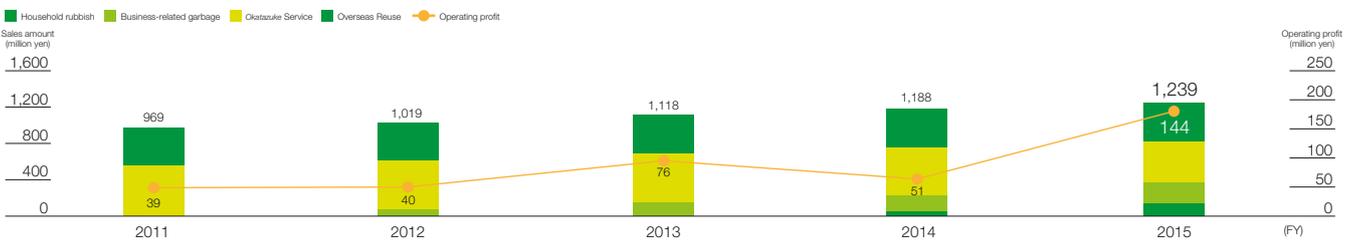


Sales amount/Operating profit

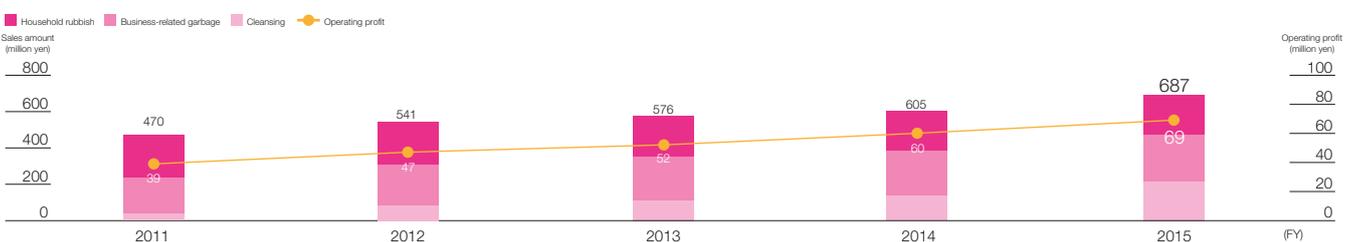
REVACS



Relief



Daikyo



Organizational Governance

Organizational management system

We put emphasis on ‘Securing transparency’ and ‘Smooth execution of the business’

GOOD HOLDINGS group strives to operate the business with transparency to continue to be trusted at ease by all the stakeholders.

GOOD HOLDINGS group’s management committee comprised of staff above assistant manager level is held monthly to follow up and discuss sales performance and progress of major projects of each company and to take necessary measures. Also, we share the sales-related information such as sales performance, successful case examples and promising ideas of sales promotion in the committee meeting.

This system enables us to identify strength and drawbacks with our members, to review our business activity and propose ideas for further improvement.

Implementation of Management System

Utilization of environmental management system and occupational safety and health management system

Because our business has direct impact on environmental condition, we have acquired accreditation of the relevant environmental management system. To be more precise, REVACS and Daikyo have implemented a system based on specific requirements of ‘ISO14001’ and so has Daiei based on ‘Eco-Action 21’, which they utilize in their operation.

Promotion of these systems is administered by the secretariat in each group company. Each sets annual program (Plan), operates (DO) and reviews in the monthly committee, external or internal audit to check whether it is properly operated (Check). At the end of the FY activities are summarized and reviewed for the following FY (Action). We continuously improve our management system in such a cycle of PDCA.

As a proprietor of waste treatment facilities, REVACS regards disasters or accidents as the greatest environmental damage. We also obtained integrated certification of OHSAS18001 (occupational health and safety management system) and ISO14001 in 2008.

Business Management System



Internal and External Audits

In internal audit we adopt the specialist’s opinion from outside

To check the effectiveness of the integrated management system and its performance we conduct annual internal and external audits every year.

We have invited Mr. Sasa, an expert environmental auditor to our internal audit team for objectivity.



Top Patrol

REVACS

Relief

Daiei

Daikyo Clean

CEO patrols in person to observe the operation of management system

At REVACS monthly patrol by CEO is held as one of the rules in the management system. In the patrol it is checked whether or not the procedures are duly observed, or whether arrangement and cleaning is well performed. The results are recorded pro memoria. The patrol is done without advance notice. In FY2015, 93 items were pointed out including objects of guidance and advice. In addition to above patrol, patrols by GOOD HOLDINGS president and executives are also held at REVACS, Daiei, Relief and Daikyo Clean.

Compliance

State of Compliance

No grave violation in FY 2015 also

We have specified the relevant laws to be observed company-by-company and see to it that they are duly observed. We additionally check whether the reports have been submitted to the relevant authorities in time or whether the business has been properly run according to law.

No grave violation was observed in FY2015 alike in the previous FY.

Relevant laws (in part)

Legal imperatives	Major contents
Waste disposal and cleaning act	Waste disposal standard, manifest management, making contract and its management, requirement with collecting/transporting trucks (a sign or a mark to be displayed and holding of the documents)
Clean Air Act	Emission standard of NOx, dust etc.
Sewage Water Law	Discharging standard of water to sewerage, etc.
Noise Control Law, Vibration Control Law, Offensive Odor Control Law	Noise, vibration and odor standard
Road Traffic Law	Running speed, no stopping/no parking, overloading ban
Road Trucking Vehicle Law	Obligation of checkup and maintenance of the car
Act on the rational use of energy	Requirement of energy consumption report, appointment of a person in charge etc.
Act on promotion of global warming countermeasure	Assessment of greenhouse gas and reporting
Occupational Health and Safety Law	Measures to secure safety, appointment of safety and health promoter and its publicity, cleaning practice etc.
Ordinance on Prevention of Anoxia	Measurement of oxygen concentration, regular stock of protective equipment and escaping tool and their checkup etc.
Fire Service Law	Formulation of firefighting plan, training and checkup of the fire prevention facility etc.
Environmental preservation agreement between Nishinomiya City	Method of measuring air pollution /foul odor etc., and its frequency

Personal Information to be Strictly Controlled

Relief

We obtained Privacy Mark and implemented strict information security measures.

Relief Corporation, which deals with clients' personal information in its Okatazuke Service, has obtained Privacy Mark. It implements strict information control.

Relief has set up rules and directions on handling of personal information. It annually holds a course for employees on information handling as well as the basic knowledge such as the purpose of using personal information or the risk of information leaks.



Implementation of Compliance Evaluation

We are ready to rapidly adapt to a legal change utilizing 'Records of compliance evaluation'

We manage the records of laws applicable to GOOD HOLDINGS group as a tabulated list of legal requirement in our 'Records of compliance evaluation'. We have established a procedure to evaluate whether the laws are duly observed and take corrective action if any violation should be found.

In case of a legal change relevant to our business, we revise the corresponding article. Then we inform the relevant sections of the legal change and actions they need to take.

Records of compliance evaluation

Information Disclosure/Accountability

Publication of CSR Report / Environmental Report

Reports being utilized by the group companies as communication tools

Out of our desire to keep many people informed about waste disposal business and our group's activities, REVACS Corporation published a report in FY2002. Relief Corporation and Daikyo Corporation followed suit in FY2008. The report has been published every year edited by the employees. The contents of the reports have been enriched year by year. On occasion of the shift to the holding company system, respective CSR reports and Environmental Reports of each company were integrated into one edition. Our first group report 'REVACS GROUP CSR Report 2015' received Excellence Award of '19th Environmental Communication Awards'. We will continue to further improve the report as one of the important communication tools to unite us with you stakeholders.



Briefing Meeting

Business performance is open to all employees

Briefing meeting to report sales and profit performance, which is meant for not only managers but all employees including staff and temporary workers, is held monthly at each of the group company. Entire or section-by-section profit and its analysis are reported.

Disclosure of the company's business performance to the employees has helped them properly understand the state of business and given them a feeling of participation in the business operation, which in turn reflects on solution of problems or improvement in performance.



Information Disclosure on Sanpai Net

REVACS Daiei Daikyo

We disclose information conforming to 'Goodstanding waste disposer qualification' standard'

Upon a significant revision of the evaluation system of excellent waste disposer, "Good-standing waste disposer qualification system*" was newly founded in 2011. Each group companies have been accredited as such by the Prefectural government of Hyogo, Osaka and other municipalities.

'Sanpai-Net' (Industrial waste information net) run by Industrial Waste Management Enterprise Development Foundation is so structured as to conform to the transparency standard of 'Good-standing waste disposer qualification system', in which each of GOOD HOLDINGS group companies has been uploading the information including license, financial statements etc.

*Good-standing waste disposer qualification system: a system run by prefectural authorities and ordinance-designated cities. It accredits the waste disposers who fill all of the 5 qualification standards. The five standards are: (1) actual performance and compliance (2) transparency of business (3) efforts in environmental consideration (4) electronic manifest, and (5) sound financial strength.



Sanpai Joho Net:
<http://www.sanpainet.or.jp/>

Announcement of Management Plan

All employees share the policy and the objectives of the company

In March 2016, the reception to announce the group's management plan was held in the presence of 170 employees. FY2016 is the first year of the 8th medium-term management plan which is formulated every three years and the presidents of the each group company stated respective basic strategies, objectives toward FY2018 and the messages for employees. It turned out to be an occasion for the employees not only to have in common the ideas of top managements and objectives of entire group but also to have mutual exchange with the counterparts in other group companies.



Groovy Vehicles

— Sense of responsibility —

A wide range of vehicles is used in the GOOD HOLDINGS Group.

Of course, people are the ones who drive these vehicles.

These drivers work with great dedication based on their enthusiasm.

We asked the drivers of swell project and GT Busters about their feelings.



Tomoki Kaku (Operations Division, DAIKYO CLEAN Corporation)
Hidehisa Fuku (Operations Division, DAIKYO CLEAN Corporation)



“swell,” owned by REVACS Corporation, is an ultra-high strength vacuum truck with an air flow of 140 m³/minute, one of the highest in Japan. There are only three of these unique trucks in Japan. This service, specialized in environmental infrastructure cleaning at plants, offers the cleansing of tubs, plumbing, tanks and other parts of plant waste water treatment facilities, at low costs and rapid speeds with this highly functional truck that other companies do not possess.

To make customers happy

I am confident that other companies cannot do a better job than we do. We mainly perform grease trap cleansing at facilities that have kitchens, such as restaurants and large shopping malls. We cleanse these grease traps more thoroughly than any other company with the aim to make them as clean as brand-new traps. Also, We advise customers about daily maintenance, piping, and other information, so there are many opportunities for communication. Among these, I feel the most gladness when a happy customer says, “thank you.”



What is GT Busters?

We offer various hygienic maintenance services such as cleansing of grease traps (oily water separating tanks) and cleaning of drainage pipes. Recovered sludge is recycled in the treatment facility at REVACS or our affiliates. We have a vehicle with a dedicated high-pressure washer as well as a portable washer and are prepared for regular drain pipe cleaning to prevent clogging and deal with any troubles that arise.

<Major services>

- Grease trap cleansing • Waste water drain pipe cleaning
- Cleaning of miscellaneous waste water drain pipes
- Duct cleaning • Insect and rodent control



Koji Ogura
(Section chief, Operations Division, REVACS Corporation)

Kenichi Maesako
(Operations Division, REVACS Corporation)

“swell” combines “safety” and “well”

Our ultra-high strength vacuum truck has 3.5 times the suction power of traditional vacuum trucks, allowing us to work at height differences up to 100 meters. While we collect sediment with this tremendous suction power, it is extremely important to carry out thorough safety management considering the possibility of accidents and other dangers. We have a system in place to ensure safety. Namely, workers are divided into two tasks: the worker that manipulates the hose and the worker that monitors this work from the vacuum truck. The suction is immediately stopped if there is any danger. Also, scrupulous preparations are required before starting operations.

The operations with this ultra-high strength vacuum truck are enabled by many professionals, including meetings between sales representatives and customers and work instructions given to the workers.

Moreover, collected organic sludge can be dried and re-used as a biomass resource. Therefore, we view the waste as an important source of recycled energy and are proud to serve a role in creating a sustainable society.

As a Company that Supports Recycling-oriented Society GOOD HOLDINGS is Operating with Consideration for the Environment

Targets and Achievement of Operation

Theme (Objective)	Plan Target for FY2015	Do Performance for FY2015	Check Result	Action Targets for FY2016
REVACS				
Reduction of energy consumption in the treatment/transportation of waste (per basic unit)	Electricity: not to exceed 88.5kWh/t	→ 94.98 _{kWh/t}	×	Electricity: not to exceed 94.03kWh/t
	Gasoline mileage: minimum 3.89km/l	→ 3.90 _{km/l}	○	Gasoline mileage: minimum 3.90km/l
Reduction of energy consumption in the office work	Electricity: not to exceed 18,713kWh ^(※1)	→ 17,983 _{kWh}	○	Electricity: not to exceed 18,168kWh
	Gasoline mileage: minimum 17.97km/l	→ 19.36 _{km/l}	○	Gasoline mileage: minimum 19.36km/l
Pursuit of safe and reliable waste treatment service	No complaint from customers and surrounding areas	→ Complaints: 0 case	○	No complaint from customers and surrounding areas
	Observation of voluntary standard at water treatment facility and bad odor	→ Respecting voluntary standards	○	Observation of voluntary standard at water treatment facility and bad odor
	Transmission of information to clients			
	- Issuance of the mail magazines: twelve times a year - Holding of the seminars: twice	→ Issued 12 times → Conducted twice	○ ○	Issuance of the mail magazines: twelve times a year Holding of the seminars: three times
Daikyo				
Reduction of energy consumption	Electricity consumption: not to exceed 6.83kWh	→ 5.99 _{kWh}	○	Electricity (per year): not to exceed 29,633kWh
	Reduction of gasoline consumption ^(※2)	→ 8,477 _l	—	Reduction of city gas consumption ^(※2)
	Reduction of city gas consumption ^(※2)	→ 336.3 _{m³}	—	Reduction of city gas consumption ^(※2)
Efficient use of resources	Maintenance of mileage level			Maintenance of mileage level ^(※3)
	Division 1(Waste treatment): minimum 3.13km/ℓ	→ 3.02 _{km/l}	×	Big-size cars: minimum 2.64km/ℓ Small-size cars: minimum 3.35km/ℓ Container cars: minimum 4.22km/ℓ Flat-bed truck: minimum 5.6km/ℓ
	- Division 2(Grease trap cleansing): Big-size cars: minimum 4.34km/ℓ	→ 4.61 _{km/l}	○	— (※3)
	Small-size cars: minimum 5.94km/ℓ High-pressure cars: minimum 5.13km/ℓ	→ 5.83 _{km/l} → 4.98 _{km/l}	×	— (※3) — (※3)
Reduction of environmental load	Reduction of water consumption ^(※2)	→ 1,563 _{m³}	—	Reduction of water consumption ^(※2)
	Reduction of paper consumption ^(※2)	→ 281.3 _{kg}	—	Reduction of paper consumption ^(※2)
	Reduction of waste generation from office ^(※2)	→ 520 _{kg}	—	Reduction of waste generation from office ^(※2)
Daiei				
Reduction of energy consumption	Electricity: not to exceed 40,750kWh	→ 67,977 _{kWh}	×	Electricity consumption: not to exceed 4.52kwh
Efficient use of resources	Maintenance of mileage level			
	- Gasoline: minimum 13.6km/ℓ	→ 13.6 _{km/l}	○	Gasoline: minimum 13.6km/ℓ
	- Diesel oil: minimum 2.61km/ℓ	→ 3.09 _{km/l}	○	Diesel oil: minimum 3.09km/ℓ
Reduction of environmental load	- Natural gas: minimum 4.37km/Nm ³	→ 5.28 _{km/Nm³}	○	Natural gas: minimum 5.28km/Nm ³
	Water consumption: not to exceed 2,483m ³	→ 2,236 _{m³}	○	Water consumption: not to exceed 2,236m ³
	Waste generation from office: not to exceed 695.5kg	→ 761 _{kg}	×	Waste generation from office: not to exceed 380kg
	CO ₂ emission: 765,742kg-CO ₂	→ 677,411 _{kg-CO₂}	×	CO ₂ emission: 677,411kg-CO ₂
	Promotion of green purchase	→ Executing rate with subject items (copying paper etc.): 100%	○	Continuous execution

※1 Due to the office movement, the target of numerical goals was confined to Nishinomiya office.

※2 As for the consumption excluding electricity and diesel oil, the target is not set since we reached the ceiling of achievable numerical goal.

※3 High-pressure cars were removed from the target due to the business transfer to Daikyo Clean.

Reduction of Environmental Load

Recycling Rate of Industrial Waste REVACS

We maintain the recycling rate at above 90% level.

The amount and the recycling rate of industrial waste handled by REVACS in FY2015 were as shown in the graph. We have been achieving the recycling rate of 90% and over since our renewal of the shredding plant in 2006 and the installation of drying plant in 2007.

We will further promote separation of the waste in our facility and a coordination with the affiliates for the utilization of earth's limited material resources and also for the sustainable use of the landfill site, a precious resource itself, to eventually meet the clients' needs who are tackling the recycling of industrial waste.

* Recycling rate: proportion of the amount which was allocated for recycling treatment in the total waste annually handled.

Annual amount of transition and recycling rate of the industrial waste handled by REVACS



Energy Consumption at the Recycling Center REVACS

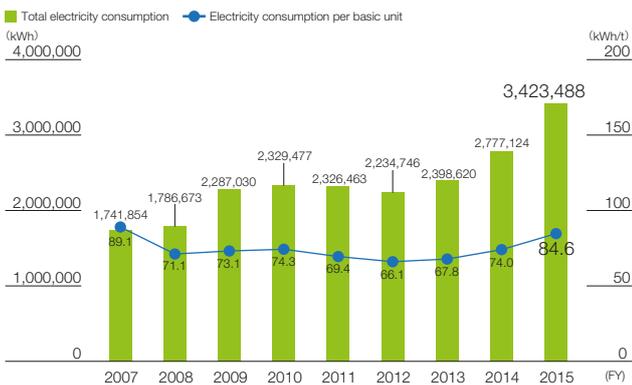
We strive to implement the energy conservation measures as much as possible

At the Recycling Center (shredding plant/drying plant) we use electric energy, industrial water and city gas energy.

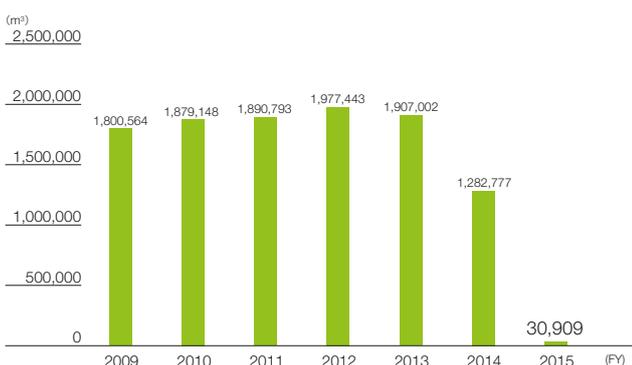
In FY2015, our electricity consumption was 3,423,488kWh. We are striving to reduce the power consumption using demand supervising device to monitor the electrical demand.

Industrial water and city gas consumption in FY2015 were 58,589m³ and 30,909m³, respectively (cf. P.48).

City gas consumption at the Recycling Center



City gas consumption at the Recycling Center



Offensive Odor Control Measures REVACS

We meet the regulation standard taking various Measures

At Revacs we take steps to prevent offensive odor of the waste in various places. In the shredding plant, four units of activated carbon-based deodorizers are installed. The yard to hold sludge or plant and animal residues is equipped with shutters which are normally closed except when the waste is brought in or brought out.

The high concentrated odor generated in drying plant is deodorized by incinerating in the furnace in the biomass boiler. The low concentrated odor is neutralized with chemicals in the cleaning equipment.

The result of our odor measurement conducted on the REVACS-Nishinomiya Environmental Preservation Agreement all cleared the regulation standard in FY 2015 (cf. P.49).



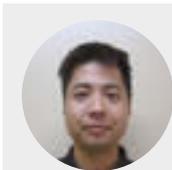
Reduction of Environmental Load

Waste Leakage / Outflow Prevention Measures

REVACS

Thorough leakage / outflow prevention measures are taken utilizing watertight containers etc.

The concrete floor of the shredding plant building is entirely covered with iron plate to prevent waste from leaking. We have a permanent stock pile of sand bags ready to stuff up the sewage discharge point should the leakage occur in a natural disaster. When transporting waste of high moisture content, watertight container equipped with rubber gaskets is used. The rubber gaskets and other accessories are regularly inspected and replaced before they are deteriorated.



REVACS Corporation Operation Division Yukio Moritani

In operation division, we collect and transport waste with attention to leakage, outflow, odor and dispersal. Dedicated containers with rubber seal are used as measures against leakage and outflow. Before loading waste, we check the hole and rubber seal of containers. After the loading we check for the leakage or outflow and then transport waste. As for the measures against odor and dispersal, we cover a container with track sheet or the attached lid. The most important thing is conducting safe collection/transportation based on clients' understanding.

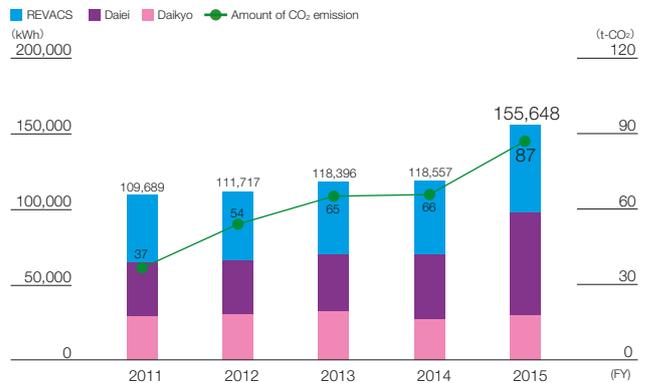
Electricity Consumption in the Office

Energy saving efforts include shortened lighting-up time and proper heating level control of air conditioners

In the office 155,628kWh was used in FY2015 increasing by 31% over the previous fiscal year. Energy saving program in the office includes the shortened lighting-up time utilizing daylight, air conditioner's level control (minimum 28°C and maximum 22°C for cooling and heating).

The 60% increased use by Daiei is attributable to the longer use of lighting and air conditioner due to the office relocation.

Electricity Consumption in the Office

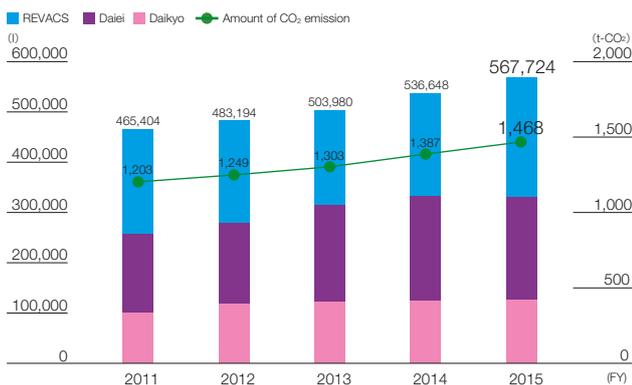


Diesel Oil Consumption

We Strive for Eco-driving

Diesel oil is used as fuel for vehicles used to collect and transport the waste, and for heavy equipment such as forklifts and scrapers for use on the premises. We boost drivers' awareness of through eco-driving and practice periodical checkup of the vehicle to improve the mileage. The diesel oil consumption was 567,724ℓ in FY2015 increasing by 5.8% over the previous fiscal year. This is attributable to the overall increase of the workload and concurrent longer mileage.

Diesel Oil Consumption



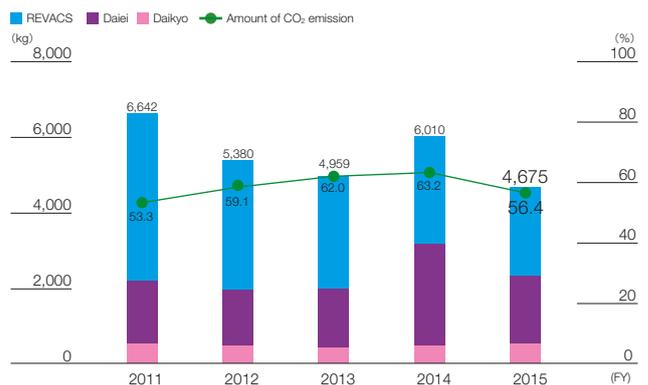
Amount of Office Work Waste

Total waste amount decreased by 20% over the previous fiscal year

We proceed with recycling classifying office work waste by the standard to discriminate recyclable from non-recyclable. Total amount and its recycling rate in 2015 were 4,675kg and 56.4%.

The total waste amount has decreased by 20% while the recycling rate fell below the previous fiscal year.

Amount of Office Work Waste



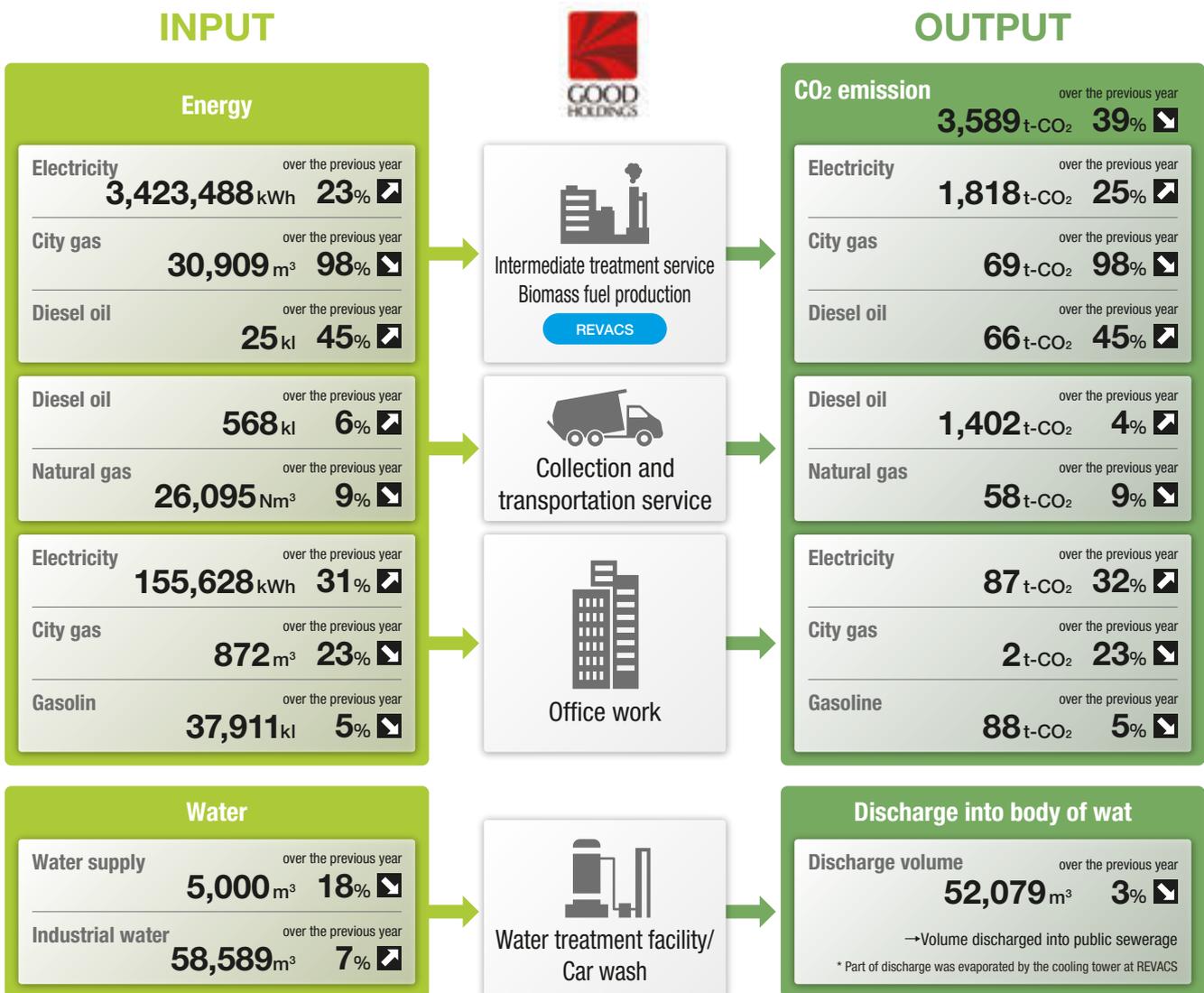
Water Pollution Control Measures REVACS

Water quality is properly controlled with regular monitoring and analysis

Whole the waste water originated in the waste treatment process in our facility is discharged into public sewerage after being treated in our water treatment facility. To prevent an occurrence of water pollution, we periodically analyze the water to be discharged from the treatment facility using pH meter with continuous monitoring device. We also conduct voluntary inspection of water quality applying more strict standards than the legal rule concurrently with the municipal monthly inspection. The FY2015 results cleared the regulation standards (cf. P.49).

Material Balance

The results of the input of natural resources and energy in the business operation (INPUT) in FY2014 and environmental emission (OUTPUT) are as shown below. We address the efficient use of natural resources and reduction of environmental load from both sides of INPUT and OUTPUT.



©CO₂ emission factor

- Supplied electricity (Kansai Electric Power Co.) 0.000531t-CO₂/kWh
- Diesel oil (Unit caloric value) 37.7GJ/kl (Emission factor) 0.0187tC/GJ
- City gas (Unit caloric value) 44.8GJ/thousand Nm³ (Emission factor) 0.0136tC/GJ
- Natural gas (Unit caloric value) 43.5GJ/thousand Nm³ (Emission factor) 0.0139tC/GJ
- Gasoline (Unit caloric value) 34.6GJ/kl (Emission factor) 0.0183tC/GJ

(Source)

Act on Promotion of Global Warming Countermeasures

- Press release material, July 12, 2016, Minister of Environment: On disclosure to public of actual-and adjusted-emission factors by individual electric power company in FY2014)
- Enforcement regulation of Act on Promotion of Global Warming Countermeasures Appendix 1 (article 3-related)

Flow of Industrial Waste Treatment

The flow of the industrial waste undertaken by REVACS in FY2014 is as shown below. We treated the waste properly according to its category and properties.

FY2015 Total Amount
Total 72,189t



Groovy Vehicles

— Teamwork —

A wide range of vehicles is used in the GOOD HOLDINGS Group.

Of course, people are the ones who drive these vehicles.

These drivers work with great dedication based on their enthusiasm.

We interviewed the packer drivers about their feelings.

Daily teamwork

Daiei Corporation employees involved in waste collection are from a wide range of age groups, and many of them have been working at the company for long years. Communication between employees and teamwork are very important for that reason. As for household rubbish collection in particular, we work in two-person teams consisting of one driver and one collector. These teams work collaboratively to collect rubbish in the area for roughly six months, which cultivates teamwork and results in the members being on the same wavelength. There are many opportunities in which they communicate with residents of the region via collection of household rubbish and business-related garbage so this job is deeply rooted in the region.

Three in-house meetings are held each day. All employees search for solutions in the event of a sudden problem such as a packer breakdown. Moreover, since each packer is wirelessly connected, a packer from a different area can back up if the work is delayed in other areas.

Work motivation

Nobuyuki Katsuta (27 continuous years of service in the Operations Division, Daiei Corporation)

I mainly work in business-related garbage collection and transportation. I collect a lot of garbage each day, and sometimes the garbage is scattered or the garbage collection spot is messy. At times like that, I feel motivated when customers say thank you for always collecting their garbage to keep things clean.

Yoshiro Ikemoto (23 continuous years of service in the Operations Division, Daiei Corporation)

I often feel that waste treatment is a job with a highly public nature that is deeply rooted in the region. I am greatly encouraged when customers say "good morning" or "thank you" to me, which makes me want to keep Nishinomiya even cleaner.

Shinji Nakaya (three continuous years of service in the Operations Division, Daiei Corporation)

I have not worked here for very long and there are still some things I need to learn, but I feel that this workplace is an extremely positive environment for improving my skills. I can sense my personal growth, which makes life worth living, as I communicate with customers during daily collection and am encouraged by older employees. I will keep working hard to fulfill expectations.

Ryoichi Hirata (19 continuous years of service in the Operations Division, Daiei Corporation)

In my long years of work, I am conscious of retaining a beginner's mind. As I get used to daily collection, there are more times I feel like cutting corners. However, the residents of the region are watching each time I drive a packer around town, so politeness and sincerity are essential. That is why I work each day with beginner's mind.



Comment from an intern

Kosuke Kashimoto

I conducted three interviews to edit the "Groovy Vehicles" special feature. During this process, the words "sincerity" and "earnestness" were frequently spoken by GOOD HOLDINGS Group employees. I was impressed and drawn in by how they work each day in genuine and earnest fashion.

We Strive for Human Resource Cultivation and Development of Working Environment that Allows Employees to Work without Undue Worries

Target and Achievement of Activities

Theme of activity	Plan FY2015 target	Do FY2015 achievement	Check Result	Action FY2016 Target
REVACS				
Comfortable work environment where partners* can work at ease	No accident			
	- Accident to suspend operation: 0 case	→ 0 case	○	Accident to suspend operation: 0 case
	- Accident that doesn't call for suspension of operation: 0 case	→ 2 cases	×	Accident that doesn't call for suspension of operation: 0 case
	- Property damage: not to exceed 11 cases (50% year-on-year decrease over FY2014 results)	→ 13 cases	×	Property damage: not to exceed 6 cases (50% year-on-year decrease over FY2015 results)
	Prevention of accident			
	- Safety patrol: monthly patrol	→ Practiced monthly	○	Safety patrol: monthly patrol
Creation of comfortable working environment				
	- Company-wide cleanout: twice	→ Practiced twice	○	Company-wide cleanout: twice
Daikyo				
Comfortable work environment where partners* can work at ease	Reduction of accident cases			
	- Occurrence not to exceed 5 cases (FY2013 results)	→ Accident to suspend operation: 0 case → Accident called for no suspension of operation: 4 cases → Property damage: 15 cases	×	Occurrence not to exceed 5 cases
	Creation of safe and comfortable working environment			
- Systematizing 3S activity	→ Assessment of progress in monthly environment committee	○	Systematizing 3S activity	

Daiei FY2015 Achievement Accident to suspend operation: 4 cases, Accident called for no suspension of operation: 4 cases, Property damage: 5 cases
 * Partners: staff, workers and all those who work for the client

Occupational Health and Safety

Risk Assessment and Hiyari-Hatto

REVACS

We identify possible risk in every working process every year to be prepared with countermeasures. As part of OHSAS18001 (Occupational Health and Safety Management System), all employees participate in 'Risk Assessment' once a year. In FY2015, we picked up 517 items as possible sources of hazard, and took preventive measures on the 45 designated items with higher risk points. In risk management, we put priority in the removal of the work or action itself. We also put emphasis on other measures in the ascending order such as a physical means to keep away from risk source (e.g. installation of safety rack), visualization of possible risk source, and improvement of procedures, educational training, and use of protective equipment at work. We also practice interviews regularly to detect Hiyari-Hatto cases i.e. incidents which could have caused accidents or injuries. In FY 2015 we picked up 62 Hiyari-Hatto cases and assessed them.

Use of Driving Recorder

Daiei **Daikyo**

Whole vehicles are equipped with driving recorders to promote safety driving. At Daiei and Daikyo, whole vehicles for collection/transportation service are equipped with driving recorders to administrate driving work. The use of the recorder aims to have drivers to know their own driving patterns and to improve their technique upon the awareness for safety driving. It is also useful for us to find and record the Hiyari-Hatto cases occurred in driving and to use them in the safety education or guidance.



Image display of a driving recorder

Daikyo Corporation Management Division Senior staff Tatsuya Kitamoto

When an accident occurs, we make a report and check the driving recorder. Since drivers have only vague memories even right after the accident, driving recorder is useful to check how they drove objectively.

Utilization of Procedure Manual

We utilize manuals to improve employees' safety awareness

To prevent accidents or disasters from occurring we formulate procedure manuals for the work which required risk management and utilize them in the employee education. We revise the manual in need and get it across the workers to maintain their awareness.

At Daiei, a safety manual for collection/transportation work of household rubbish, part of which uses a moving image. The manual is focused on the risk sources for each process and the points to be kept in mind which had been identified by analyzing the past complaints and accidents in order to disseminate the awareness of risk management.

Traffic Safety Education

We invite a speaker from outside for safety education.

Safety is the top priority for our group, which has eighty vehicles in operation to collect and transport waste from the clients' site to the treatment/disposal site. We make all-out efforts to prevent traffic accidents.

As part of safe driving education, we give a lecture inviting a lecturer from outside.



Education on Environment and Safety

Partners are educated based on the safety management system

For the environmental preservation and prevention of accidents/industrial accident an awareness of each one of the employees is important. To nurture the awareness periodical education and training are being given based on the management system of each company.

We give general education to all partners to explain the management system including its objectives, necessity, and program for the current year to make the awareness disseminate and take root. We also have various programs for professional education for the sections which operate in

the area where specific qualification or higher risk managing capacity is required in order to encourage the employees' acquisition of qualifications.



Emergency Drills

Drills are given on how to react in emergency such as fires or car accidents

We have set up a procedure to be taken in case of a fire or a car accident and exercise it once a year.

Practicing the reporting to the fire station, evacuation or fire control process, we check whether we can duly behave in case of emergency or if the procedure has any faults.



Prevention of Oxygen Starvation and Hydrogen Sulfide Poisoning

REVACS

Monthly protective gear drills are given to prevent accidents

Hydrogen sulfide poisoning by the organic waste and oxygen starvation which is expected when the worker goes inside the sludge storage tank are the great hazard sources for the disposer of the waste of organic nature like REVACS. At the Recycling Center, which engages in the maintenance of storage tanks, monthly drills to put on protective gears such as air-line respirator etc. are held to prevent accidents from occurring.



Personnel Affairs

Personnel Management System

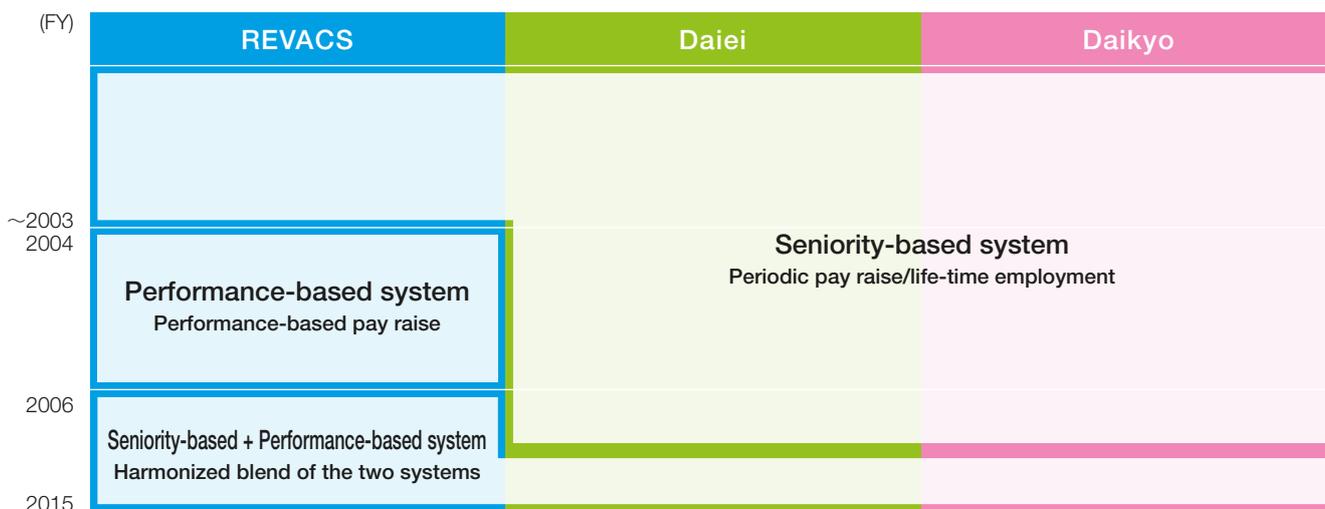
Our personnel management system adopts a blend of seniority-based system and performance-based system. GOOD HOLDINGS group aims at a personnel management system where our partners can work with a sense of security and one's endeavor is properly valued. We believe that the management system has to be flexibly changed in response to the current changes in interior or exterior environment. Each group companies had operated their own personnel system until FY2013. At Daiei and Daikyo, in FY2014, the personnel management system was reviewed for the purpose of which was to support those who make serious efforts or tackle themes. The revision was made against a background of inauguration of Okatazuke Service and Grease trap cleansing. Now we shifted to the blend of system of seniority- and performance-based systems. Since 2014, it has become a common system of the group companies.

Fair Evaluation and Proper Treatment

We focus on proper and convincing treatment based on employees' self-evaluation.

We evaluate employees in reference to their capability, stance for the job and performances and properly treat them in our system. The employee evaluates oneself looking back the semiannual period for the superior to rate them. Then they discuss in an interview the current problems and expectations for the next period etc. This process aims to motivate employees to set the target for the next half period and endeavor for its achievement, and to make clearly realize what is required of them to eventually give proper treatment based on evaluation. In a word we aim at convincing way to evaluate and treat the workers.

Transition of personnel management system

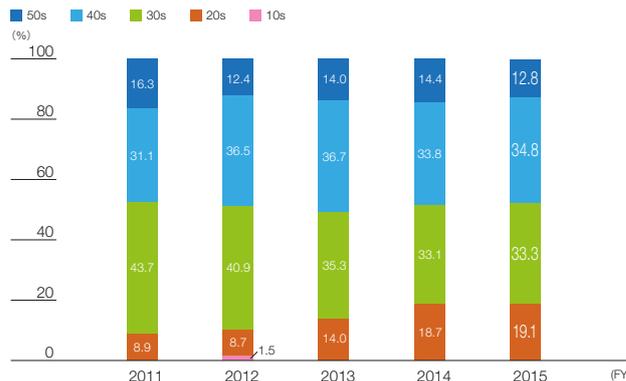


Personnel affairs-related data

Category	2011	2012	2013	2014	2015
Number of payrolls (person)	174	188	187	196	195
Staff	131	135	136	141	143
Part-timer	43	53	51	55	52
Female employee's ratio (%)	5.4	6.5	6.1	9.7	13.6
Female managerial staff ratio (%)	7.7	9.8	7.9	8.3	8.1
Average age of staff (year)	40.2	40.3	40.0	39.3	39.0
Average length of service (year)	13.2	13.1	13.0	12.6	12.2
Job turnover rate (%)	7.3	2.9	7.1	6.3	8.7

* No hiring of foreign workers

Age composition of staff



Training Seminars for Human Resource Development

In the staff education we introduced coaching system and endeavor to have the common values or orientation to proceed the business between the company and the employees (which we call it Vector Awase)

We have an in-house induction course for the new recruit to give basic knowledge of waste materials or awareness of environmental preservation and occupational health and safety. We also promote the staff's participation to exterior educational courses or workshops etc. according to one's job type or the

We focused on the individual workers in 2014. In order that everyone think about the meaning of working and the way of life and can have closer values and common orientation with the corporate values and orientation toward achievement of the objectives (i.e. "Vector Awase" (fitting vector between company and employees)), we introduced the coaching staff in the induction course. We provide various types of training programs and many employees participate in the trainings such as rank-based training to learn management skills and problem resolution skills depending on their position and role, or function-based training to learn business knowledge and skills.

Support for Career Development

We support the career development of executive candidates

We conduct a monthly 'Management induction course' intended for candidates for future management personnel and a monthly 'Leader induction course' intended for candidates for future administrative positions.

Through sharing business issues in group discussion, the participants think about the direction for problem resolution and learn the requirement with a leader, responsibility for organization and matters to be kept in mind in educating junior staff.



Major Induction Course Programs Planned for FY2015

Category	Target staff	Attendee (person)	Record
Management induction course	Section chief, Senior staff	10	Once a month/60 hours a year
Leader induction course	Foreperson	5	Once a month/24 hours a year
New recruit induction course	New recruit(new graduate)	3	3 times a year/18 hours a year
Brushup induction course	Service staff (Okatazuke Service)	8	5 times a year/20 hours a year
	Service staff	14	3 times a year/18 hours a year
	Staff in Kanto area	3	3 times a year/6 hours a year
Female staff induction course	Female staff(regular staff)	13	3 times a year/18 hours a year
Sales staff induction course	Sales staff	19	6 times a year/36 hours a year
Personnel management induction course	Personnel management staff	2	Once a month/24hours a year
Director/executive induction course (individual tuition)	Director, Auditor	8	Once a month/119hours a year
Total 85			

Major Induction Course Programs Planned for FY2016

Category	Target staff	Attendee (person)	Record
Management induction course	Manager, Section chief, Senior staff	12	Once a month
Leader induction course	Senior staff, Foreperson	15	Once a month
New recruit induction course	New recruit(new graduate)	2	Four times a year
Brushup induction course	Service staff	20	Three times a year
	Female staff(regular staff)	16	Three times a year
	Sales staff	20	Six times a year
Sales staff induction course	Service staff (Okatazuke Service)	7	Four times a year
Personnel management induction course	Personnel management staff	3	Four times a month
Director/executive induction course (individual tuition)	Director, Auditor	7	3 times a year/once a month
Total 102			



Daikyo Clean Corporation Sales Division Foreperson Hiroyuki Terada

As the outer environment around the company is changing, sales representatives communicating directly with clients are required to change as well. What is needed now is proposal-based sales representatives grasping clients' problems accurately and leading to solutions, not the traditional order-taker sales representatives. In terms of acquiring those skills, it is a valuable experience to hear the fresh voice of lecturers in different fields through group discussions or training seminars. These experiences would offer advantages for my work in the future.

Creation of Comfortable Working Environment

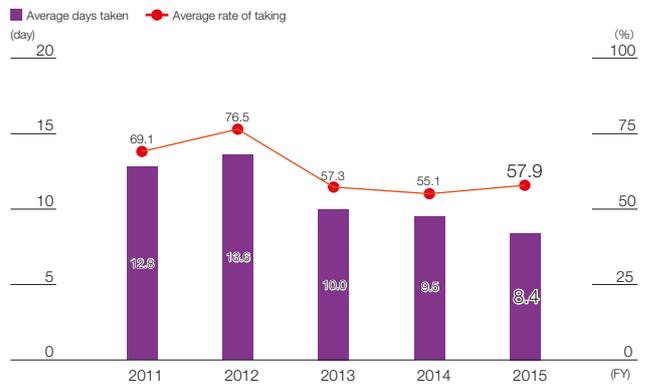
Work-Life Balance

We support worker work-life balance with a system to meet events in life

We strive to create an environment where various human resources can use their abilities to full extent through systems of recruitment, promotion to managerial or executive positions and equal payment irrespectively of gender or age etc.

It is our important theme to realize work-life balance, and we have systems to meet the events in life such as child birth, child-care, family-care to support employees. In addition to 3-day childbirth leave for prospective fathers, REVACS grants a half-day leave for visiting hospital, for attending patients or to present at child's event.

■ Paid holiday taken



■ Major Supporting System

Appellation	Content	FY2015 beneficiary (person)
System of maternal leave before and after childbirth	During a certain period before and after childbirth one can get a leave	No applicable case
System of child-care leave	In order to engage in full-time child-care one can take a leave until the child becomes 1 year old (maximum length 18 months) irrespectively of gender.	0
Family-care leave system	For the care of a family member one can take a leave during a certain period.	0
Short working hour system	Employee who has a child less than 3 years old or who takes care of a family member can work short time contracting a certain portion of working hour.	0
Retiree reemployment system	We reemploy everyone over 60 who are willing to work and fulfill certain conditions as non-regular staff.	2 (out of 2 applicable cases)
Self-development support system	Employees' attendance to courses at business schools which the company has granted or acquisition of such	9 (in total)
Volunteer leave system	One is granted special leave for volunteer activity not exceeding 2 days.	0
Congratulatory or condolence payment system	Special payment for marriage/ childbirth/ accident and sickness/ disaster/ death	19 (in total)

Personality test

We use personality test for the reference of effective posting

Personality test was conducted targeting at all employees attending the training seminars. The analysis was planned as part of an effort to assimilate the orientation between the company and individuals expecting that each one becomes aware of his own personality and behavior trait and utilize it for the communication on the job.

Grasping each worker's temperamental feature we will be able to appoint right person to the right job where one can exert himself and thus promote the human resource development.

Employee Survey

We use the results of survey for the development of comfortable working environment

5 employee surveys were conducted for the purpose of perceiving each employee's attitude towards job and developing pleasant working environment. The surveys targeted all employees including part-timers and we have received anonymous answers about their job description, working environment or working relationship.

We conduct regular surveys to grasp achievements and problems and improve the working environment in consideration of the results.

Length-of-Service Awards

22 people were commended

We commend the length-of-service award in honor of employees on occasion of their 10th, 20th or 30th anniversary of service. In FY2015 total 11 people were commended: 8 for 20 years' and 1 for 30 years' service.

Also, in Daiei/Relief, 14 employees received president's awards for their special contribution to the company.



Length-of-service awardees at REVACS Corporation

Recruiting Activity

9 new members have joined us

In FY 2015 we accepted 4 new graduates and 5 mid-career recruits. In April FY 2016, 2 new graduates entered our company.

We positively support temporary workers: we hired 7 part-timers as regular employees in 2015, and 4 in 2016.



FY2016 initiation ceremony



Relief Corporation Okatazuke Service Sales division Taro Suzuki

I became a full time employee after a few years' experience as a part time worker. Different from part timer, I take more responsibility as a sales representative and am committed to challenging work in appreciation for the company.

Health Checkup

The results of health checkup are reflected on the job and working condition

We give every employee an annual health examination (a biannual examination for those in midnight shift). For those who fall on the rating C and E, the company consults the doctor for instruction on necessary precaution at work or for a health advice.

We provide the employees with such information to call for the employees' awareness of the health control. Meanwhile, if necessary, we make due consideration of the types of work or working hours to support their healthy work life.

Sound Management-Labor Relations

Management and Labor cooperate for the better working condition

Labor unions of REVACS and Daikyo are under union shop contracts consisted of the whole employees other than managerial staff (section chief or higher) and the staff of labor management and accounting sections. Labor-management negotiations are held as needed. At Relief Corporation a regular management-labor negotiation directed to all workers including temporary staff is held monthly.

At the management-labor negotiation various matters are placed on the agenda such as bonus amount, revision of transportation allowance or taking of paid leave etc. with both parties striving to improve working environment.

Promotion of 3S Activity

'Sorting out, setting-in-order and sweeping (cleaning)' movement is promoted across the group

Based on the idea that keeping the workplace clean will result in safe working condition, we promote 3 S movement (sorting out, setting-in-order and sweeping). Various devices have been made such as 'visualizing effort' of tools in which the number and inventory locations of the fixture or tools were identified based on the prior checking of their frequency of use, or to discard the documents by storing the contents as digital record.

These activities not only contribute to safe operation but also help improve productivity by saving wasteful efforts made in seeking fixture or tools for the job.

As a corporate citizen GOOD HOLDINGS is concerned to an interaction with local community and supports raising next-generation children

Objectives and Achievement

Theme of activity	Plan FY2105 objective	Do FY2015 achievement	Check Results	Action FY2016 objective
REVACS				
We aim to be a reliable company which gives a sense of security to the society	Implementation of external audit	→ Holding of Top Dialogue	○	Implementation of external audit
	Continued efforts to be relied on with a sense of security by every stakeholder	→ Issuance of CSR report → Application for reports awards → Holding of environmental learning session	○	Continued activity
Daikyo				
We aim to be a reliable company which gives a sense of security to the society	Interaction with local community	→ Participated in softball match → Participated in local community cleaning	○	Continued activity
	Social activities	→ Issuance of CSR report → Cleaning activity (once a week) → Donation of the sweet potato seedlings to primary schools in Itami	○	Continued activity
Daiei				
We aim to be a reliable company which gives a sense of security to the society	Contribution to local society	→ Issuance of CSR report → Holding of Kodomo Nogyo-juku	○	Continued activity

Social Contribution Activity

Reception of Plant Tour REVACS

Our plant is open to various stakeholders to promote public understandings of waste disposal service. REVACS's treatment facility is open to students and local people not to mention waste generators. In FY2015, 415 people visited us in 84 groups including 4 groups that hadn't had a deal with us.



Reception of JICA Induction Course REVACS Relief Daiei

We help attendees to solve overseas waste-related problems

Japan International Cooperation Agency Kansai international center (JICA Kansai) gives induction courses directing at municipal employees relevant to waste issues in Asian countries to improve their administrative capability. We accepted the trainees in June, November and March in FY 2015. At REVACS, biomass fuel project and the flow of waste treatment were explained. At Daiei, they visited the site of collecting waste and listened to the explanation about the risk factor involved in the service and the risk countermeasure. At Relief, the outline of Overseas Reuse project was introduced.



Environmental Education

We give children opportunities to learn about waste material and agriculture

GOOD HOLDINGS group gives environmental education to pupils in the local schools in order to help educate future consumers.

The environmental class has been given by REVACS to the 2nd graders at Kansai University Dai-ichi Junior High School since FY2008. We made students think about environmental issues taking up soft drinks, a product familiar to them as course material. In the preparatory lecture meeting held in June with the cooperation of Coca Cola West Co., Ltd. We explained how to recycle beverage products. In July, students visited our recycling facility.



Visit to the facility, Kansai Dai-ichi Junior High school students

Daiei Corporation gives visiting lectures at primary schools and senior high schools in Nishinomiya. In FY2015 we visited a primary school in May and explained the types of waste and their separation as well as how the garbage collecting vehicle work using a real car.



Visiting lecture at Danjo-nishi Municipal Primary School



Daiei Corporation Operation division Foreperson Tetsuya Hashimoto

We gave a visiting lecture intended for 130 students of the 4th grade at Danjonishi elementary school. Nishinomiya city schools have environmental study in social study's class.

The contents of the lecture were the types of waste, how to throw them out and the function of scale packer. At the end, we quizzed them on the lecture contents and spent a valuable time for environmental learning.

I hope they use what they have learnt for their daily life.

Since FY2010, Daikyo has been offering seedlings of sweet potato to primary schools in Itami for children's environmental and food education through sweet potato cultivation. GOOD HOLDINGS group has been taking part, as a sponsor, in 'Kabutoyama Agricultural Project' organized by Learning and Ecological Activities Foundation (LEAF). Above sweet potato seedlings had been grown using the compost that LEAF made from fallen leaves.

In FY2015, 2,045 seedlings were offered to 17 schools/special schools and 2 public kindergartens.



Reception of Internship Students

Relief

We provide opportunities of work experience for senior high school and university students

GOOD HOLDINGS group implements internship program directed to senior high school and university students expecting that they learn about the society through the work experience and think of how to proceed for the future. In FY 2015 Relief Corporation received two students from Kinki University. Students had 2 weeks' job experience accompanying sales representatives or doing office work.



Holding of Kodomo Nogyo-juku

Employees support children's agricultural experience and study, as regular staff

We hold 6-month 'Kodomo Nogyo Juku' (Children's agricultural school) directed to the fourth to sixth graders in primary schools in Nishinomiya at the farm land near Kabutoyama to have them experience rice cultivation. It aims to teach children pleasures and difficulties of growing crops as well as the meaning of the cycle of natural resources through agricultural experience. The event has been held since 2011 organized by Daiei in cooperation of the secretariat LEAF.

From 2014, the entire group companies of Good Holdings work on this activities as the employee education for new employees.



Hikari Tatsumi, Reuse Division, Relief Corporation

I learned about 'Nutrition', 'Agriculture' and 'Environment' with the children in Nogyo Juku.

This activity is also a part of employee education and I was in charge of a group leader. It was not so easy to communicate with them at first. However, I learned and grew up with them through the experience of vegetable harvesting and rice planting. I am grateful to have the opportunity to join this activity.

Sporting Activity by GOOD HOLDINGS SAILING TEAM

Our sailing team finally takes part in World Championship.

"GOOD HOLDINGS SAILING TEAM" was established in 2013 and has participated in various races until today. Two new members joined the team in April 2015 and 4 members in total are practicing with 2 boats and going at the furious speed.

Tanabe and Hirata team were qualified for the World Championship with their good result of 6th place at the race of Snipe Japan Championships in November 2015. They participated in the World Championship held in Brazil in June 2016.

Results of FY 2015 races

July	Kansai Jitsugyo-dan Yacht Championship Moritani, Kawano team 1st Place Tanabe, Hirata team 2nd Place Team Total record 1st Place
August	International Snipe Class Kansai-Championship Tanabe, Hirata team 1st Place Moritani, Kawano team 2nd Place
September	Test drive experience for supporters
October	All Japan Jitsugyo-dan Yacht Championship Tanabe, Hirata team 1st Place Moritani, Kawano team 15th Place Team Total record 4th Place
November	World Championship Tanabe, Hirata team 6th Place



Communications with Clients

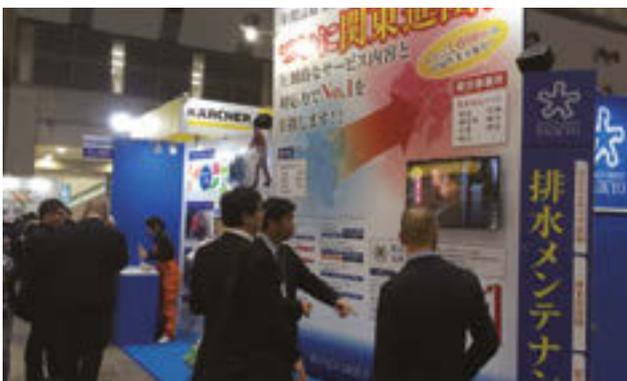
Presentation at the exhibitions

We enlarge the interface between the clients

Our group companies take part in various exhibitions to introduce our business and CSR activities.

Major FY 2015 exhibitions in which REVACS participated

Month	Displayed by	Names of exhibitions
April	Relief	Barrier Free 2015/ Post-acute Medical Fair 2015
May	REVACS	The 24th New Environmental Exposition 2015
May	Daikyo Clean	[Kansai] Gaishoku Business Week 2015
June	Relief	Funeral Business Fair 2015
July	REVACS	Sewage Works Exhibition '15 in Tokyo
August	Relief	Rental Housing Fair 2015 in Tokyo
October	REVACS	Biwako Kankyo Business Messe 2015
November	Daikyo Clean	Clean EXPO 2015
March	Relief	Franchise Show 2016



7th Seminar for the personnel in charge of waste management

Relief gives briefings at exhibitions or at the events organized by the clients. Our staff spoke about the importance of putting one's belongings in order while in life from the view point of prevention of domestic accidents introducing the cases of the clients'.



Joint Service for the Deceased

Relief

We respect the deceased and their mementos

Relief biannually holds the joint service in spring and autumn for the deceased and their mementos left. The event to dedicate the mementos was born out of the feelings of our staff who realized what a large sentiment it arises in the sorrowful bereaved families.

We will continue cordial and careful service keeping in mind the sympathy for the deceased person and the bereaved family.



Holding of Seminars

REVACS

Relief

We go for educational activity directed to clients and consumers

REVACS holds seminars for the personnel in charge of waste disposal management.

In June 2015 we held the lecture meeting on the subject of 'Waste Management Law from the view point of important notice' inviting Mr. Fumiaki Nagaoka, president, BUN Environmental Issue Training Center. Also in February, We held a similar lecture meeting on the subject of '4 mistakes that industrial waste disposal manager must not make' inviting Mr. Masanori Onoe, president, ACE environmental administrative scrivener office. Each lecture attracted favorable comment from more than 90% of attendees.

Approaches to Consumer Issues

Overseas Reuse

Relief

We deliver domestic disused items to those who need them in other countries

Relief Corporation, which offers Okatauzke Service, came up with an idea to reuse the collected articles in the service. It is going on with an approach to sell the disused items to people who need them overseas.

Some items which have little domestic demand can be exported to the countries which need them. Also, exportation of such items can compensate the feelings of the clients who hesitate to dispose of unspoiled things. In addition, by reusing them, the charge of Okatazuke Service can be less as they won't require the cost of disposal.

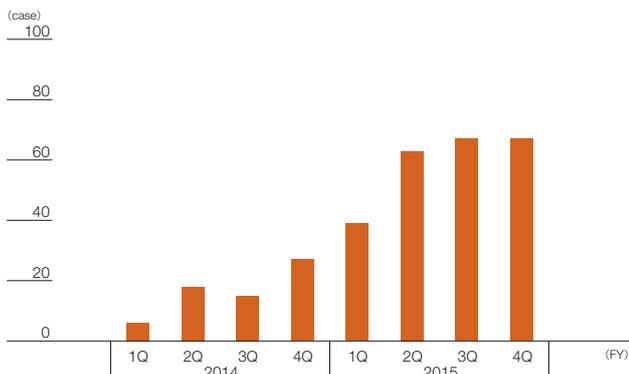
Thanks to the clients who favor such an approach we have been increasing the amount of collected items.

Meanwhile, we are steadily expanding a market and constructing a network centering on South East Asian countries such as Cambodia and Thailand.

We assigned full time personnel in charge in April 2015 to boost marketing activity and to support the buyers for better services for the overseas customers.



Amount of the Container Exported (by quarter)



Installation of Web Cameras

REVACS

Real time image of waste treatment is open to public

In order to grasp the process of bringing in or treatment of the waste real time, web cameras were installed in the plant, and the images of which are released on our website.

The web cameras are set on the following four points;

- (1) Where the waste is brought in and weighed out
- (2) Where the full-view of the shredding facility is seen
- (3) The opening of shredding machine*
- (4) Yard of the drying facility where the waste is brought in.

The web cameras met with a favorable reception of not only the clients but also people in the community because you can monitor the work anytime and anywhere.

* For the protection of client's information, image from the number 3 camera is protected by password from being accessed by other people than clients who consigned the waste treatment.



(1) Bringing in the waste



(2) Shredding facility



(3) The opening of shredding machine (exclusive access)



(4) Drying facility

Prevention of Overloading

REVACS

The weight of the waste and maximum loading weight of our vehicle is checked up for every consignment

REVACS is engaged in collection and transportation of industrial waste. To prevent overloading, we compare the client's data (weight of the waste) which we routinely receive, with the loading capacity of our vehicle.

Whenever the weight of the waste overruns the loading capacity, we contact the client to check up the fact and examine its cause and devise a countermeasure in cooperation with the client.



Relief Corporation, Operation manager, Reuse Division, Takashi Toyoshima

The items from Japan, not only Japanese products but also foreign products used in Japan, are very popular in other countries since they are approved by quality-oriented Japanese. We, Relief Corporation, visit our customers regularly after exporting our products to hear their voices directly so that we are able to deal with the change of customers' needs quickly. We always try to give the best services to all customers.

Thorough Execution of Pre-contract

We have a strict rule of pre-contract with clients

In consigning and accepting the disposal of industrial waste, a consignment contract is required by law. We have a strict rule to conclude a pre-contract to prevent us from committing an offense against the law.

Especially at REVACS whose waste disposal service is confined to industrial waste, we strive to make a pre-contract by imputing the client's data, and regularly verifying that we have already concluded the contract.

Waste Measurement System

Daiei

Daikyo

We visualize the amount of consigned waste as a means of grasping treatment fee and as a tool to realize reduction of waste.

Daiei and Daikyo introduced a Scale Packer system (a garbage truck), which can directly weigh loaded waste, and consolidate the data of each client's consignment (waste amount).

Thanks to introduction of Scale Packer, we can show the clients an objective amount of waste treatment. Thanks to its introduction, we came up with some proposals on inhibition or reduction of client's waste occurrence. The visualizing of the waste as digital figure proved to be useful. Client's motivation toward reduction of waste was boosted and we saw better-than expected actual reduction as a whole. We have also adopted an accounting system to charge a fee at a meter rate, in which reduced waste occurrence results in reduced waste treatment cost. The system grew more and more popular among clients. When the collected amount of waste decreases our group's sales naturally decreases. Yet, we successfully increased our sales in the event thanks to the sale to the new clients we acquired by proposing our waste reduction scheme. We believe that the result is not only the proof of our business efforts but also the clients' confidence in our group.

Prevention of Items which Are Outside the Contract

REVACS

We strive to prevent foreign items from mingling by putting up a notice, for example.

We ask clients to separate treatable items in the consigned waste from non-treatable ones according to our standards. Mingled items which are not contracted can make proper processing difficult. Especially, should the dangerous objects be contained, it can cause an accident or a fire.

In the event of such a mingling we immediately notify the client for recurrence prevention. To the same effect, we post a list of unacceptable items on the container at the client's yard.



Flow in the waste measurement system



Weight of the collected waste is measured.



The client-by-client data are transmitted to the office hitting the send button.



The data of weight measured on site and positional information are displayed real time on the PC monitor and the data is consolidated.

Total figure is reported
Charging by weight

Clients



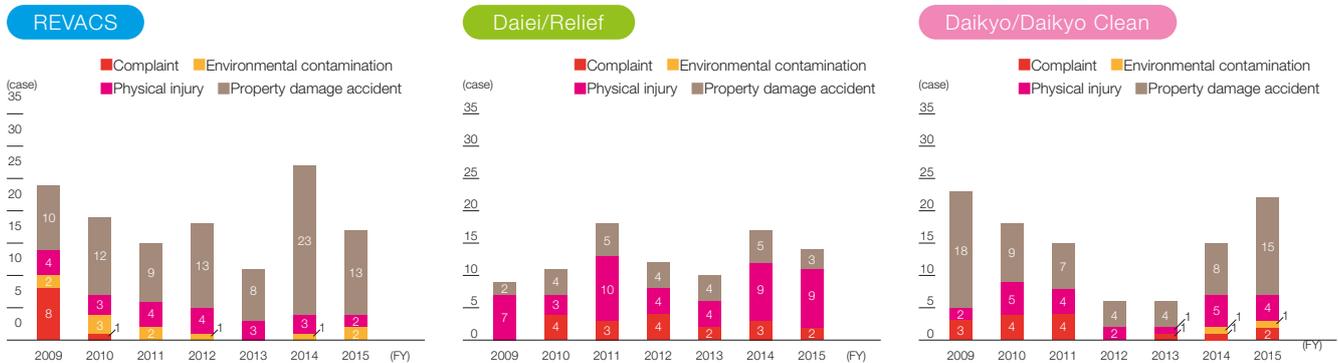
Waste amount, i.e. an equivalent of cost, is grasped, which results in the boosted motivation toward waste reduction.

Complaints and Accidents

The number of complaint and accident cases totaled 53 in FY2015 with four complaints, three environmental contaminations, and 46 other accidents. In comparison with the previous fiscal year's results (i.e. 59 cases with four complaints, two environmental contaminations, and 53 other accidents), the number of accidents decreased slightly.

Looking at the respective group companies, the number of cases increased at Daikyo and DAIKYO CLEAN. It is thought to be attributable to more unfamiliar work such as changes of collection routes and work systems.

* For the record of FY2012-2014, please refer to page 53-55.



REVACS

Complaint: 0 cases
Environmental contamination: 2 cases

Description	Cause	Measure taken
There was an oily smell while cleansing the pit at the client's facility. Upon confirmation, diesel oil was leaking from the vehicle. Hydraulic oil leaked from the cylinder during work at the client's facility.	The fuel injection pump broke down. The cylinder seal portion had deteriorated.	Confirming the electromagnetic valve (the part that was defective) was added to the items in the manufacturer's three-month inspection. • The cylinder on the applicable vehicle was replaced. • A simultaneous inspection was conducted of all other vehicles, and this was added to the items in the in-house three-month inspection. • An emergency drill was conducted for similar incidents.

Physical injury: 2 cases

Description	Cause	Measure taken
While replacing and restoring parts in the drying facility, the staff member was waiting for another worker while holding a heavy item. When the worker moved it slightly, he lost the balance and the little fingers of both hands were pinched and lacerated. While cleansing the pit at a client's facility, waste water splashed into the worker's face and eyes, irritating them.	This case occurred right before the closing hour. The staff member was impatient because the restoration would be completed when his task was ended. The worker was wearing protective glasses, but the waste water entered through the gaps. The worker was also sweating and unintentionally rubbed his eyes.	• Risk prevention activities will be thoroughly implemented and workers will remind each other to calm down. • Employees will wear protective gloves when working with heavy objects. • Employees will use lances with shields during cleaning to guard against splashes. • Workers will wear protective gear with face shields if the measured pH value exceeds the regular working standard.

Property damage accident: 13 cases

Description	Cause	Measure taken
While backing up to dump the load at the affiliate's treatment facility, the rear of the vehicle came in contact with the shovel.	The staff member thought the shovel driver was aware of his vehicle.	The information of the accident was shared to call for attention.
While stopped at a red light, the vehicle crept forward and rear-ended the vehicle in front.	The staff member's foot came off the brake when he attempted to take out some papers from his bag on the passenger seat.	The information of the accident was shared to call for attention.
While lifting a container at the site, the container slipped off the hook, fell, and made a depression in the asphalt.	The staff member thought the container was on the hook.	When lifting containers, staff members will get out of the driver's seat and look to make sure the container is properly on the hook. The information of the accident was shared to call for attention.
When leaving the client's facility, the staff member backed up to turn around and collided with a vehicle behind him that he didn't see.	The staff member was paying attention to people passing by the left and right sides and failed to fully confirm whether the condition behind the vehicle was safe.	The information of the accident was shared to call for attention.
While trying to back out after loading waste at the client's facility, waste sticking out of the container hit the telephone line above it. The pole holding the line was broken.	The staff member was backing up in a small space. He was concentrating on confirming the width in the side mirror and did not check what was above the vehicle.	The information of the accident was shared to call for attention.
When the staff member backed into the loading site at the worksite, he pulled the vehicle over too close to the building and the turning indicator came in contact with it.	It was dark and hard to see in the mirror. In addition, the indicator line was hidden by dirt.	• The line tape was redone. • The line tape status and dirt will be checked monthly.
The product vent in the drying facility's fuel manufacturing process somewhat got clogged. When the staff member used BIN BLOW to remove the blockage, a dust explosion occurred and damaged part of the building.	Because the staff member used BIN BLOW in a room filled with smoke, dust moved around in the hopper, creating the conditions for an explosion.	• The filling gas used in BIN BLOW was changed from air to nitrogen. • The procedure manual of processing at the drying facility has been changed regarding the risk of smoke and BIN BLOW operation, and in-house education was implemented.
When the vehicle bringing in load was backed into the worksite, the left side of the vehicle's rear deck came in contact with the pillar between the shutters.	• The driver failed to fully confirm whether the condition behind the vehicle was safe. • The vehicle was driven without the guidance of our staff member.	• We will designate waiting locations for when the driver arrives and thoroughly implement guidance when bringing in load. • Shutters will not be left open.
During temporary loading of an empty container at the client's facility, the back of the container came in contact with the roof of the material storehouse and damaged it.	This occurred before sunrise when it was dark, and the rain also caused poor visibility. The staff member checked the rearview only in the mirror.	The procedure manual has been changed so staff members will get out of the vehicle before doing the work and check the surrounding conditions.
While driving on a one-way street, our car collided with another car that ignored a stop sign.	The staff member was driving in the priority lane, so he assumed the other car would not suddenly move forward.	The information of the accident was shared to call for attention.

Description	Cause	Measure taken
While lifting a container in a parking area, the container slipped off the hook and damaged a fence.	The staff member attempted to lift the container without noticing it had caught on the fence.	When lifting containers, the staff member will get out of the driver's seat for visual confirmation, and pointing and calling.
When the staff member turned the steering wheel to the left when attempting to leave the client's site, the vehicle came up on a curb near the entrance.	The staff member was distracted due to lack of sleep on the previous day, so he was negligent in checking.	A section for sleeping hours of the previous day was added to the traditional alcohol check table to encourage awareness of safe driving.
While putting away a hose at the client's site, the hose hit the ladder and made it fall over. The ladder hit an electric light and damaged it.	Two people usually put the hose away, but one staff member went out for the other collection at designated time, so another staff member was putting the hose away by himself.	The information of the accident was shared to call for attention.

Daiei/Relief

Complaint: 2 cases

Description	Cause	Measure taken
A citizen informed us that our garbage truck is going off the regular course.	The staff member had not verified the course well.	The work procedure was reconfirmed by all employees.
Untreatable items were mingled in the waste consigned to a treatment site.	The waste content was not sufficiently checked.	Staff members were instructed to thoroughly check waste content during collection.

Environmental contamination: 0 cases

Physical injury: 9 cases

Description	Cause	Measure taken
When the staff member was attempting to run between the garbage collection spot and our vehicle, he hit his forehead on a long tree branch and it caused the cut wound.	The staff member was working with maximum priority on speed, so he wasn't paying attention to the surrounding conditions.	The information of the accident was shared to call for attention.
When a staff member was returning home by motorcycle, he was hit by a car that made a careless lane change. The staff member fell off the motorcycle.	The staff member did not think the driver would drive in such a careless way.	The information of the accident was shared to call for attention.
When turning left at an intersection, the staff member almost came in contact with a motorcycle coming straight from the left rear side. The other driver fell off the motorcycle.	<ul style="list-style-type: none"> The driver wasn't checking his side mirror well. He didn't signal promptly. 	A strict reprimand was given to the driver and all the staff members were instructed to thoroughly check whether conditions are safe.
A staff member was riding a bicycle on a pedestrian crossing on his way home. He was hit by a car turning right and suffered a lumbar fracture.	The light was green, so the staff member thought no cars would come.	The information of the accident was shared to call for attention.
While a staff member was organizing a storehouse, a snowboard leaned against the wall fell over, hit the back of the staff member's head, and injured him.	The staff member did not think of the risk that the snowboard would fall over.	The information of the accident was shared to call for attention.
When the staff member was heading to the next garbage collection spot, he tripped over his own feet and injured the area above his left eye.	He failed to mind his step.	Staff members were instructed to check surrounding conditions before the work, and to collect garbage calmly.
The staff member injured his right elbow while picking up several garbage bags at once and throwing them into the vehicle.	He did not follow the proper procedure stated in the safety manual.	Staff members were instructed to follow the safety manual.
When a staff member started driving away from the company, another staff member was resting his hand on the window of the vehicle. The second staff member's hand was caught between the vehicle and another vehicle parked next to it, and injured.	The staff member was negligent in confirming safety because he was on company premises, and he did not notice that another staff member rested his hand on the window.	Staff members were instructed to thoroughly check the front, back, left, and right sides also before leaving the company.
While returning home by motorcycle, a staff member was distracted by the bus making a left turn. He lost his balance, fell over, and fractured his left wrist and elbow.	The staff member was driving with a piece of mail between his legs with the intention of putting it in a mailbox on the way home.	The information of the accident was shared to call for attention.

Property damage accident: 3 cases

Description	Cause	Measure taken
The staff member did not notice in time that a car had failed to stop at the stop sign before entering an intersection. The vehicle came in contact with the right back part of the other car.	The driver failed to fully confirm whether conditions were safe to the left and right.	The information of the accident was shared to call for attention.
When the staff member started driving to the next garbage collection spot, his vehicle came in contact with a car attempting to pass from behind.	The driver failed to fully confirm whether the condition behind the vehicle was safe.	A strict reprimand was given to the driver and the information of the accident was shared to call for attention.
When the staff member was backing up to the garbage collection spot, his vehicle came in contact with a vehicle in back.	The driver failed to fully confirm whether the condition behind the vehicle was safe.	A strict reprimand was given to the driver and the information of the accident was shared to call for attention.

Daikyo/DAIKYO CLEAN

Complaint: 2 cases

Description	Cause	Measure taken
A client informed us that the staff member's way of speaking and attitude towards an elderly person who was sitting down because he was tired from walking were not sufficiently kind.	The staff member meant to speak in a normal way to ask the elderly person to move to the edge so he would not impede the collection work.	Employees were instructed that impressions differ according to way of speaking and attitude, even when the same words are spoken. They were told not to forget consideration for residents.
A client informed us that collected waste had fallen from the vehicle.	The safety catcher sheet was ripped and another sheet was used as an emergency measure. It was smaller than normal one and the waste fell out from the gaps.	<ul style="list-style-type: none"> Spare sheets were purchased. Staff members will examine vehicles for equipment defects before work.

Environmental contamination: 1 case

Description	Cause	Measure taken
Oil (fuel) leaked from a garbage collecting truck at the customer facility.	The leak was from a location that was not expected in our daily inspection or the manufacturer's inspection.	<ul style="list-style-type: none"> A report was submitted by the manufacturer and the part was replaced. Staff members were told to check right away if they sense any abnormalities during work.

Physical injury: 4 cases

Description	Cause	Measure taken
When the staff member got out of the vehicle to go to the garbage collection spot, he fell into a ditch and injured his knees.	He failed to mind his step.	The information of the accident was shared to call for attention.
Equipment was about to fall from the platform cart. Attempting to prevent this, the staff member fell, put out his right hand, and sprained it.	The platform cart was unbalanced because the load was on the front side.	If there is the risk of equipment falling off the platform cart, it will be removed before the work is performed.
When a staff member attempted to pick up waste (paint) in an 18-liter drum, his hands slipped and he cut his ring finger with the cut edge of the drum.	<ul style="list-style-type: none"> The staff member had picked up several drums at once to save time. The 18-liter drum was stuck to the platform cart, so the staff member could not pick it up as he intended. 	The information of the accident was shared to prevent careless work.

Description	Cause	Measure taken
While loading large garbage, pressed wood hit the staff member's left foot, causing a bruise.	The staff member did not think the wood would fall down, so he was unable to avoid this accident.	The information of the accident was shared to call for attention.

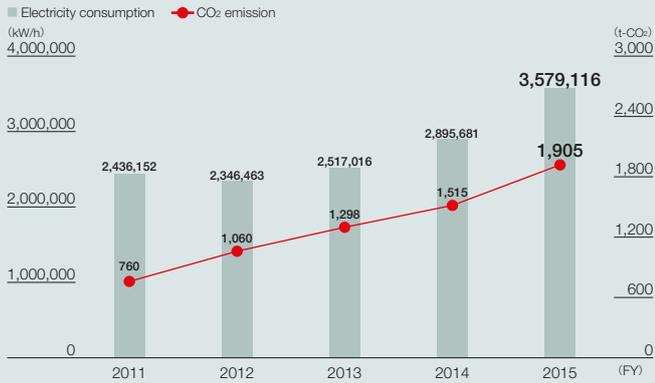
Property damage accident: 15 cases

Description	Cause	Measure taken
There were cars coming from front and behind. When the staff member moved the vehicle in order to yield to the car in back, the vehicle came in contact with the roof.	The staff member frequently traveled this road, so he was not paying attention and neglected to confirm the surrounding conditions.	Employees were instructed not to be negligent in confirming the surrounding conditions and blind spots.
Attempting to leave the client's garbage warehouse, the left rear part of the vehicle came in contact with and damaged the shutter.	The staff member did not sufficiently check the outer wheel difference for the rear of the vehicle.	A strict reprimand was given to the driver and the information of the accident was shared to call for attention.
While making a left turn to leave after collection, the right light on the rear came in contact with the wall.	The general practice on this route is to pull in from the front and then back out. However, the staff member neglected to confirm this before backing in.	Employees were instructed to receive guidance from the helper, or park the vehicle and check with his own eyes, in places with poor road conditions.
When the staff member put on the hazard lights and turned the steering wheel to the right for garbage collection, he collided with a car that came from behind.	The staff member assumed the car in back would stop and did not sufficiently confirm that conditions were safe.	Employees were instructed to always stop the vehicle and confirm safety when doing a movement that differs from the normal.
When the staff member put on the parking brake for collection on a gentle hill road, the vehicle started moving and came in contact with the eave of the garbage collection spot.	The staff member failed to take measures for reliable stopping and the parking brake did not work.	Employees were instructed to use wheel stoppers when parking on an incline.
When turning right at an intersection, the vehicle came in contact with a car in the opposite lane that made a left turn.	The staff member was focused on confirming safety to the left and right sides, so he did not notice the movement of the car in the opposite lane.	The information of the accident was shared to call for attention.
When collecting incombustibles, a vehicle fire occurred.	Gas cylinders were mingled in the garbage.	Staff members were instructed to thoroughly check waste content.
The vehicle ran into a vehicle in front that made a sudden stop.	There was not sufficient space between the vehicles.	The information of the accident was shared to call for attention.
When the staff member opened the door to get into the vehicle, the door came in contact with the mirror of a car that came from behind.	Collection was running late, so the staff member was in a hurry and neglected to check.	Staff members were told to always confirm the surrounding conditions when getting into or out of a vehicle.
When collecting incombustibles, a vehicle fire occurred.	Spray cans were mingled in the garbage.	Staff members were instructed to thoroughly check waste content during collection and encouraged to pay attention to the increased risk of fires in early spring.
When backing the vehicle up, it came in contact with a vehicle stopped at the right rear side.	The staff member was paying attention to an obstacle on the left side. He was negligent in confirming because he assumed the vehicle on the right side had already passed.	The information of the accident was shared to call for attention.
When passing through an intersection, the front left side of the vehicle came in contact with the guard rail.	The staff member was paying attention to cars coming from the road on the left side and didn't notice the guard rail.	The information of the accident was shared to call for attention.
The weighing signal light was red at the treatment site, yet the vehicle moved forward and its mirror came in contact with the bar.	The staff member was thinking about something else and neglected the basic confirmation.	A strict reprimand was given to the driver and the information of the accident was shared to call for attention.
On company premises, the door of a vacuum truck was open when it was being backed up and came in contact with a vehicle parked next to it.	The driver didn't confirm if the door was locked.	The information of the accident was shared to call for attention.
When turning right inside the treatment site, the right back wheel hit and damaged a colored cone.	The staff member had mistaken the route and was flustered, so he neglected to confirm safety regarding objects near the wheels.	The information of the accident was shared to call for attention.

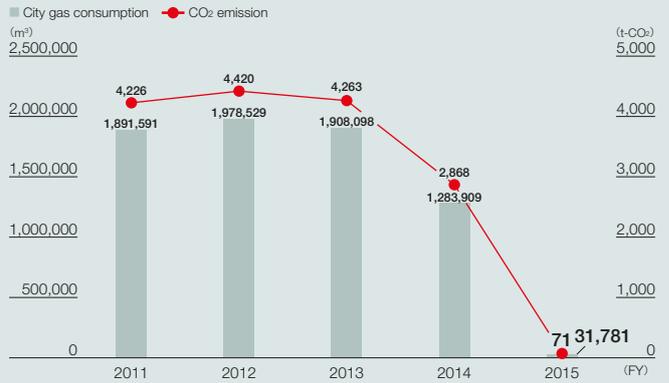
Environmental Performance

The graphs show transition in the environmental performance by GOOD HOLDINGS group for the past five years. The INPUT and OUTPUT data are useful indices for us to improve our environmental approach.

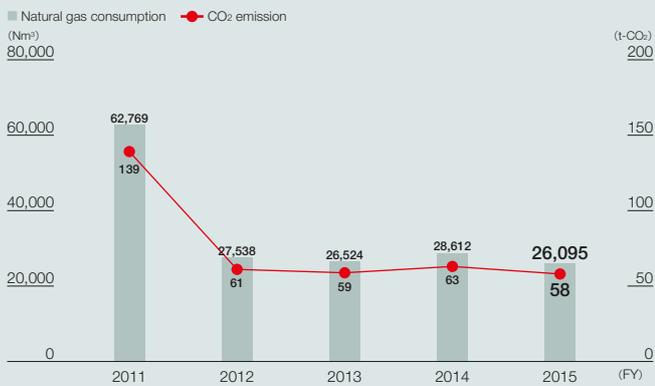
Electricity consumption



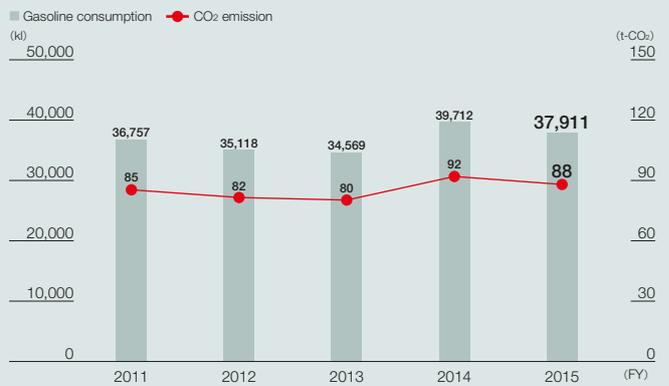
City gas consumption



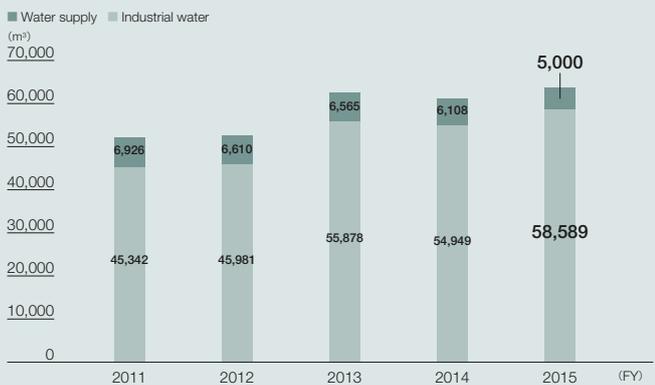
Natural gas consumption



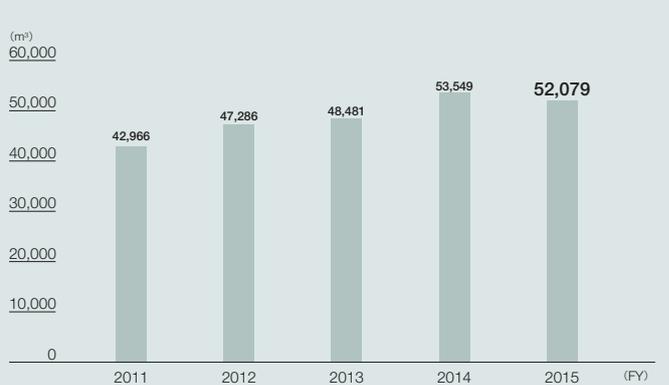
Gasoline consumption



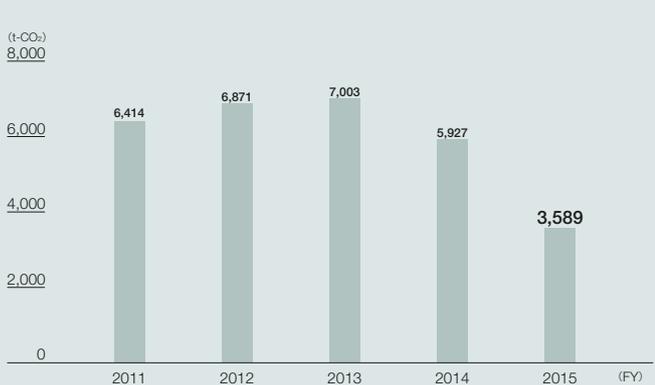
Water consumption



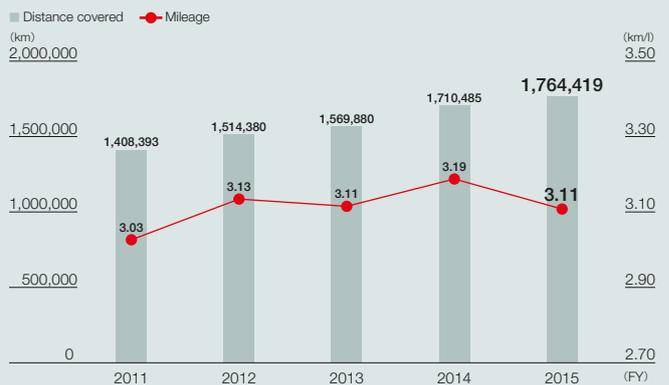
Discharge into a body of water



CO2 total emission



Mileage of diesel oil



Environmental Measurement Results

REVACS practices periodical measurement of odor, water quality or air pollutants in compliance with laws and environmental preservation agreement. In FY2015, we could clear the regulation standard in every measurement item the same as the previous FY.

Odor measurement results

(Measured at four points on the border of the premises on October 22, 2015)

Offensive odor substance	Regulation standard	East side	West side	North side	South side
Ammonia	1	0.05	<0.05	0.12	<0.05
Methyl mercaptan	0.002	<0.0005	<0.0005	<0.0005	<0.0005
Hydrogen sulfide	0.02	<0.0005	<0.0005	<0.0005	<0.0005
Methyl sulfide	0.01	<0.0005	<0.0005	<0.0005	<0.0005
Dimethyl disulfide	0.009	<0.0005	<0.0005	<0.0005	<0.0005
Trimethylamine	0.005	<0.0008	<0.0008	<0.0008	<0.0008
Acetaldehyde	0.05	<0.004	<0.004	<0.004	<0.004
Propionaldehyde	0.05	<0.004	<0.004	<0.004	<0.004
N-butylaldehyde	0.009	<0.0008	<0.0008	<0.0008	<0.0008
Isobutylaldehyde	0.02	<0.002	<0.002	0.007	<0.002
N-valeraldehyde	0.009	<0.0008	<0.0008	<0.0008	<0.0008
Isovaleraldehyde	0.003	<0.004	<0.004	0.007	<0.004
Isobutanol	0.9	<0.05	<0.05	<0.05	<0.05
Ethyl acetate	3	<0.1	<0.1	<0.1	<0.1
Methyl isobutyl ketone	1	<0.05	<0.05	<0.05	<0.05
Toluene	10	<0.5	<0.5	<0.5	<0.5
Styrene	0.4	<0.01	<0.01	<0.01	<0.01
Xylene	1	<0.05	<0.05	<0.05	<0.05
Propionic acid	0.03	<0.0005	<0.0005	<0.0005	<0.0005
N-butyric acid	0.001	<0.0005	<0.0005	<0.0005	<0.0005
N-valeric acid	0.0009	<0.0005	<0.0005	<0.0005	<0.0005
Isovaleric acid	0.001	<0.0005	<0.0005	<0.0005	<0.0005
Odor concentration	30	<10	<10	<10	<10

Air pollutant measurement results

(Measured on October 22, 2015 [I] and March 7, 2016 [II])

Measurement item	Emission standard	Unit	[I]	[II]
SOx	Emission standard	150	ppm	52
	Emission per hour	0.42	m ³ N	0.3
	Emission per year	6.20	t	4.8
Soot and dust	Emission standard	—	ppm	1
	K-Value Regulation	1.4	m ³ N	<0.02
	Total Pollutant Load Control	0.38	m ³ N	<0.02
Soot and dust	Emission standard	0.05	g/m ³ N	<0.001

Water-quality inspection result (heavy metal etc.)

(Sampling on May 27, 2015)

Measurement item	Unit	Regulation standard	Result
Water temperature	℃	≤45	22.6
pH	—	5.0 ~ 9.0	7.2
Cadmium	mg/l	≤0.03	<0.003
Cyanide	mg/l	≤0.3	<0.1
Lead	mg/l	≤0.1	<0.01
Hexavalent chromium	mg/l	≤0.1	<0.02
Arsenic	mg/l	≤0.05	<0.01
Total mercury	mg/l	≤0.005	<0.0005
Total chromium	mg/l	≤2	<0.2
Copper	mg/l	≤3	<0.01
Zinc	mg/l	≤2	0.02
Soluble iron	mg/l	≤10	<0.1
Soluble manganese	mg/l	≤10	<0.1
Animal and plant oil concentration	mg/l	≤30	<1
Mineral oil concentration	mg/l	≤5	2

Water-quality inspection by Nishinomiya city

(FY2015)

Measurement item	Regulation standard	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Water temperature	—	19	24	24	27	29	27	23	20	18	14	15	18
pH	5.0 ~ 9.0	6.5	8.2	6.1	8.0	7.7	6.9	7.3	7.4	7.6	8.0	7.7	8.0
BOD	≤600mg/ℓ	5	16	3	5	2	2	8	37	43	4	18	1
SS	≤600mg/ℓ	<1	24	2	13	1	<1	1	1	3	1	25	3

Past Complaints and Accidents

FY2014

REVACS

Complaint: None / Environmental contamination: 1 case

Description	Cause	Measure taken
While operating vacuum pump at the client's site, waste in liquid form spurted out of the upper part of the truck. The waste flew out over the floor face and into the side ditch.	When the tank has come to fully filled, the suction ordinarily comes to a halt. In this case, the liquid has filled beyond that level.	<ul style="list-style-type: none"> • Discussing with the client we decided to limit the volume of the waste in a single consignment to half the capacity of the tank. • Antifoaming agent was equipped with the tank.

Physical injury: 3 cases

Description	Cause	Measure taken
On the way home by motor cycle, the employee slipped on the wet road when turning left at the crossing and toppled over to burst on the left knee.	Although the road was wet he ran at an ordinary speed.	The information of the accident was shared to call for attention.
While loading wood waste of pallet aboard the truck's rear deck, the worker injured the waist.	In spite of an uncomfortable feeling since a few days before, he engaged in the work and twisted the body at the waist.	<ul style="list-style-type: none"> • A brochure about the types of work that can cause a backache and the ways of coping with it was distributed to call for attention. • Corsets were given out to the section members for backache prevention with an instruction to put it on when engaged in the loading work or suctioning work. It was notified as such.
On leaving the office for home the staff fell down on the step near the entrance and sprained her right ankle.	It was dark with no outdoor light. Being in a hurry the staff did not mind her step.	<ul style="list-style-type: none"> • A light was decided to be installed in FY2015. • It was instructed that the staff must use the gate to passageway until the outdoor light is installed.

Property damage accident: 23 cases

Description	Cause	Measure taken
While downloading at the Reverse Management Center the load collapsed to hit the surrounding walls.	The operator laded the load in double tier not noticing that the pallet was not of a regular size, and the load lost its balance.	Every worker was requested to check up the type and size of pallet when lading it in plural tiers.
While installing a unit of container at the client's site, the rear end of the container contacted with the piping and damaged it.	Though the container size was different from the ordinary one, the worker followed usual procedure.	It was requested that the containers of proper width and height have to be used.
While turning right a 7t truck in the premises the right rear end of the truck contacted with a pole.	A large-size truck was unloading on the left and a unit of garbage can ahead of the truck. The driver could not afford a wide turn and turned the wheel too quickly.	The passage for the vehicles was cleared prohibiting the allocation of garbage cans in a certain area.
While discharging the waste at the affiliate's treatment site the container hit the piping on the facility's ceiling.	The driver dumped the waste without noticing that the piping aside the passenger's seat was set lower.	The information of the accident was shared to call for attention.
While evacuating from the drying plant the driver halted the vehicle to wait for the shutter to open, when the engine stalled and a fender-mounted side under-mirror had a contact with the shutter.	<ul style="list-style-type: none"> • The car had been halted close to the shutter sheet. • The driver had not anticipated an engine stall. 	<p>The following two points were instructed to the section staff and a notice was duly exhibited at the exit of the drying plant.</p> <ul style="list-style-type: none"> • When stopping the engine in front of the shutter you have to shift the gear to neutral and wait for the shutter to open. • Stop just where the under-mirror comes to the stop line.
While driving a company vehicle the driver looked off and collided with a parked car.	To confirm the location of the destination the driver tried to pick up a mobile phone and steered in the wrong direction.	The driver was severely reprimanded that he should stop the car to secure safety before manipulating the mobile phone to check the location.
The undertaker's staff who was engaged in welding to repair the cooker disk of our drying plant. When trying to exit the body of cooker he touched the switch of the welder by mistake. The welder caused sparks between the PT spray can and the cooker's body, and the spray can was broken and caught fire.	<ul style="list-style-type: none"> • The staff had placed the spray can close to the cooker disk for efficiency. • He had left the torch of the welder on the foothold without thinking much about it, and the switch was on by accident. 	It was decided to apply KY (risk prevision) activity even if it was the work by the undertakers.
When leaving the Reverse Management Center the car hit against the left wall.	Being distracted by the forklift parked on the right, the driver came too close to the left wall.	The information of the accident was shared to call for attention.
2-tiered pallets (crates) collapsed on a parked in the strong wind.	<ul style="list-style-type: none"> • The pallets had not been stored at the regular site. • Anti-typhoon measures had not been taken. 	<ul style="list-style-type: none"> • The procedure manual of recovering the pallet was formulated to secure its storage space. • It was affirmed to take a thorough precaution in case a strong wind is expected.
The driver cross cut the wheel going back into the parking lot, when the vehicle hit against a pole on the left.	The driver easily drove backward not paying due attention to the width and the angle of the vehicle.	The information of the accident was shared to call for attention.
While standing to enter the drying plant the car was hit by the lowering shutter.	As there was not the guiding person, the driver went forward without guidance.	It was notified that the driver has to wait short of the entrance and wait for the instruction of a guide.
While installing a container at a client's site, the rear part of the container contacted with the fire extinguisher box and damaged it.	As it was raining, the driver did not open the car window and guessed the distance solely by the side mirror.	At the meeting aspects of the accident was introduced. The importance to confirm safety in reversing the vehicle, desorption of container, hooking work and in case of derailment were explained.
While moving backward, the vehicle hit against the utility pole.	Distracted by a parked small-size car the driver failed to confirm safety.	The information of the accident was shared to call for attention.
While driving in search of the destination, the driver reversed the car to confirm the address and hit against the utility pole.	Being in a hurry the driver failed to confirm the backward safety.	Driving aptitude test was conducted by the third party institute for the driver.
At the waste storage building while dumping waste, the container box contacted with the fixture attached to the shutter.	The driver stopped the car at an inappropriate position.	The information of the accident was shared to call for attention.
While transferring the burnt residue into the garbage can, claws of the forklift contacted with the shutter of the junk room.	The staff obliged to work in a narrow space of the junk room.	The information of the accident was shared to call for attention.
A lamp on the right side mirror was broken a hit-and-run motor cycle.	The driver could not predict the move of the motor cycle driver.	The information of the accident was introduced to the staff.
While cleansing the pit at the client's facility, the fixed suction hose came off and sprang to break the valve on the piping.	The suction hose had not been fastened fast enough.	<ul style="list-style-type: none"> • When fixing a hose it has to be fastened using sino (wrench) avoiding any allowance. • All the vacuum cars were provided with sino as a regular item.
While moving a unit of container at the client's yard using a forklift the container contacted with the fence by accident.	In order to clear out the work place as much as possible, the container was being temporarily placed close to the fence.	The information of the accident was shared to call for attention.
While temporarily placing a 10t container at the car wash the container contacted with the plumbing and broke the piping.	The container was placed too close to the facility without confirming the space.	The information of the accident was shared to call for attention.
While going backward into the parking lot the vehicle crashed into the rear fence with the driver pressing on the gas pedal by mistake.	<ul style="list-style-type: none"> • The drivers driving ability and powers of attention were insufficient. • The car was not equipped with a rear view monitor. 	It was notified that a car with no rear view monitor must not be driven by a driver who had not obtained the license more than a year before.
While parking the vehicle moving backward on the premises of a group company, it contacted with a business car, which was parked on the right rearward.	<ul style="list-style-type: none"> • Being distracted to left side, the driver could not pay due attention on the right. • The driver was not used to that vehicle and could not well manipulate it. 	<p>Following points were confirmed.</p> <ul style="list-style-type: none"> • Practice a thorough 3- point check when you park a vehicle: rear view mirror, side mirror and a visual check. • When parking in a narrow space, get out of the car once and check the rear space (except for the car with a rear view monitor). • When you use an unaccustomed vehicle check the equipment and the operating instruction manual in advance.
When moving the vehicle backward to exit the parking lot moving backward it contacted with a neighboring car with the driver not knowing it was moving.	<ul style="list-style-type: none"> • The driver's incompetency • The driver checked the condition behind the car merely by the rear view monitor. 	Driving aptitude test was conducted by the third party institute for the driver. He was prohibited to drive until he completes the relevant course.

Daiei/Relief

Complaint: 3 cases

Description	Cause	Measure taken
We received a report that the waste collecting work on a narrow road had been disturbing the passage of other cars.	Being in a hurry the staff could not care for the other cars.	The driver was instructed to give priority to other cars in any circumstances.
A citizen pointed out that a certain amount of garbage had been left uncollected after the work.	The waste left in the crow-proof net was invisible was overlooked.	Staff members were instructed to be sure to complete the final check at the end of collection work for each collecting point.
A citizen pointed out a poor attitude of the collecting staff.	The staff members were having a break on a parked collecting truck smoking and talking loudly.	Staff members were instructed to pay careful attention to citizens and refrain from an action which can discomfort them even during recess.

Environmental contamination: None / Physical injury: 9 cases

Description	Cause	Measure taken
Collecting garbage the worker ran a nail into the sole of his foot.	He failed to mind his step.	The information of the accident was shared to call for attention.
Arriving at the collection spot, the staff member got off the truck, when he tipped the balance to sprain his left foot.	He inadvertently lost his balance.	The staff was advised to pay attention not to tip balance when getting off the vehicle.
While bringing the load out of the building, the staff member hard hit his right foot and broke the little finger.	Being disturbed the sight of his step by the load he failed to notice a difference in level.	Instruction was given to examine the circumstances in advance and grasp a source of hazard or obstacles if any.
A staff member held a heavy load one-handed and injured his right hand.	He did not follow proper procedure stated in the safety manual.	It was instructed to follow the safety manual.
A staff member was injured his foot with a fraction of the bottle not knowing that it was sticking out of the bottom of a bag.	Insufficient checking of the load.	The information of the accident was shared to call for attention.
While taking off the piled up furniture two-handed starting from the top, the furniture laid in the middle came collapsing and one of the staffs fractured his toe.	Insufficient prevision of danger and absence of proper protective gear.	Staffs were provided with safety shoes.
When turning right the load packer the right side mirror contacted with a pedestrian.	The driver neglected a confirmation of safe conditions.	A strict reprimand was given to the driver. And instructed all the employees to practice thorough confirmation of safe conditions.
Not noticing a difference in level between garbage collection spot and the street gutter, the staff hit his left foot and fractured the middle finger.	Concentrating on the work the staff failed to mind his step.	It was instructed to firmly grasp the working environment.
On moving to the next garbage collection spot, a staff member fell over a steel platform and got bruise on the right knee.	He failed to carefully watch his step.	The information of the accident was shared to call for attention.

Property damage accident: 5 cases

Description	Cause	Measure taken
Our vehicle contacted with a car while driving backward to skirt around a parked car in the way.	Confirmation of a rear safe condition was not enough.	It was instructed that the collection should be postponed or the staff should ask our office for instruction in case it is difficult for the truck to pass by the parked cars.
Our truck collided with the walls of garbage collection spot while reversing it to make way for an approaching car on a narrow road.	The driver failed to confirm the rear safe condition in a hurry.	The information of the accident was shared to call for attention.
The driver parked the truck on a sloping road using a hand brake. When he left the truck it started moving to collide with the utility pole.	The side brake did not work well due to an incomplete parking measure.	<ul style="list-style-type: none"> In case of a small quantity of rubbish, the driver should stay in the car. It was instructed to use wheel stoppers when parking on a sloped road.
When turning left at the intersection, our vehicle had a collision with a motor cycle which was coming from left rear.	The driver was not carefully watching the side mirror.	Driving aptitude test was conducted by the third party institute for the driver.
Our vehicle collided with a parked car from behind.	It was caused by an inattentive driving.	The information of the accident was shared to call for attention.

Daikyo/Daikyo Clean

Complaint: 1 case

Description	Cause	Measure taken
A client pointed out that our garbage collecting truck often runs the premises exceeding the speed limit (15km/h).	Being accustomed to the routine, the driver had forgotten to strictly observe the rule.	We called for the compliance with the rules on the premises of the clients.

Environmental contamination: 1 case

Description	Cause	Measure taken
Drain pipe had not been completely cleansed. Sludge was still accumulated in clusters and the waste water flowed out into the kitchen.	On-site preliminary inspection was insufficient.	Points to be kept in mind with the preliminary inspection were explained at the sales section meeting.

Physical injury: 5 cases

Description	Cause	Measure taken
A staff member had left a utility hole opened to cleanse it later. While he was doing other work he fell into the hole on his left foot forgetting he had opened it. He got a broken rib-bone.	He had not put up a sign board required for the work and left the utility hole opened.	The rule was reconfirmed and a supplementary description was added to the procedure manual.
On turning right at an intersection, the car had a minor collision with a bicycle coming straight.	Insufficient attention to forward safe condition.	<ul style="list-style-type: none"> Special safety course was held. The procedure manual was read once again.
Our staff member was cleansing a utility hole with the lid opened, when a motor cycle passed by the hole. The motor cycle's wheel hit against the edge of the opening, and the driver injured his wrist with the shock of it.	<ul style="list-style-type: none"> The staff member had not put up the sign on ground that it was a short-time work. He neglected to shut up the hole. 	It was instructed again to work following the safety manual.
The staff member got off the truck to collect the rubbish, when he sprained his left ankle due to a difference in level.	Safety of step was not well confirmed.	It was instructed to confirm the surrounding conditions in advance.
During waste collecting work the staff member suddenly fell down when he held on tight, losing strength of the both ankles, and hit against the wall on the head.	<ul style="list-style-type: none"> Carelessness with doing usual work Overconfidence in own physical strength 	The information of accident was introduced including the importance of grasping the work environment of the collection spot. The importance of not being over confident in own physical strength was confirmed.

Property damage accident: 8 cases

Description	Cause	Measure taken
While reversing the car at the garbage collection spot on a narrow road the left end of the car contacted with the gate post.	Distracted by the right side the checking of the left side was delayed.	It was instructed that the car has to be guided by the assistant on the road with little view and that the driver must not move the car until the assistant's direction.
While driving the truck loaded with waste the driver noticed smoke was going up. The smoke was put out at the nearby fire station.	Steel cylinders and spray cans were mingled in the load.	It was instructed to confirm the content of the waste.
With the driver steering in the wrong direction the left side mirror contacted with the signboard.	It was caused by a slip of hand.	We called for this driver's attention.
When trying to park the car moving backward at the collection spot the left safety bar contacted with the right front of a parked car.	Insufficient check on the left.	It was instructed that the assistant should guide the driver in a poor road condition such as a narrow passage.
When collecting incombustibles a vehicle fire occurred.	Steel cylinders and spray cans were mingled in the garbage.	<ul style="list-style-type: none"> We confirmed not to take in the material that can cause fire. We requested the city office to have the citizen strictly conform to the rules of separating waste materials.
At the collection spot the truck contacted with the gate while moving backward.	The driver was not watching the rear view monitor.	We instructed the driver to get off the truck to check the circumstance when it is difficult to correctly grasp it on board.
While trying to pass by a parked car on one-way street our car contacted with it.	Distracted by the left side the check on the right was insufficient.	The information of the accident was shared to call for attention.
While running a bumpy road in the school compound, the swaying vehicle contacted with a parked car.	The compound was under working and was filled with parked cars. The driver assumed that there would not be any danger.	The information of the accident was shared to call for attention.

REVACS

Complaint: 0 case / Environmental contamination: 0 case / Physical injury: 3 cases

Description	Cause	Measure taken
While picking up a flexible container in the storeroom, the worker fell down into the pit to cause costal bone fracture. He didn't notice the border of the floor and the pit.	Though the worker knew there was an opening he failed to watch his step having been distracted by the flexible container.	The opening was closed up. We checked up if there were other similar spots.
While working on (and inside) the tank at the treatment facility under the scorching sun, the worker developed heat disorder-like symptom. We sent him to the hospital.	The work being behind the schedule, the lunch break was delayed by two hours. The worker could not rest well.	<ul style="list-style-type: none"> It was instructed to wear a vest with cold insulator when working in hot environment. It was instructed to have the worker take the regular rest break.
While sorting the waste at the foot of a pile of waste, a large piece fell down upon the worker to cause a fracture of little finger.	To save labor the worker had not made the pile flat in advance.	When a pile of waste includes heavy object, it has to be spread before sorting.

Property damage: 8 cases

Description	Cause	Measure taken
While reversing the vehicle to dump the load at the affiliate's treatment facility the vehicle collided with the pillar.	The worker presumed it was safe enough and failed to pay due attention to rear safety.	The information of the accident was shared to call for attention.
At the client's site while entering backwards, the driver tried to cut back, when the rear corner on the front passenger seat side hit the shutter rail and damaged it.	Wrong angle of backward approach required a cut back. The driver was distracted by the front area and could not pay due attention to rear safety.	The information of the accident was shared to call for attention.
The driver of the commercial vehicle hit the utility pole behind while turning the wheel to reverse the car.	Being distracted by a baggage which dropped close to the foot, the driver failed to pay due attention.	A rule to tidy up the car's interior once a month was added anew to the format for monthly driving report.
The vehicle hit the rail at the loading site of the treatment facility when it moved forward with the retractable canopy opened.	The driver failed to check on the canopy.	It was instructed that drivers have to inspect the state of the automatic retractable canopy from outside the vehicle. The procedure manual was duly revised.
In the parking lot the commercial vehicle had a minor collision with a pole on the left front. The driver was reversing the car turning the wheel.	The driver was distracted by the parking fee adjustment machine and failed to confirm surrounding conditions.	The information of the accident was shared to call for attention.
The sheet rail at the transshipment/storage site had been distorted with the rail's welded point being broken apart.	It was caused by a heavy machine which had driven close by the pillar in an attempt to push back the jutting waste.	A tape with reflecting coating was attached on the sheet rail so as the heavy machine operator can see it.
The driver hit and damaged the overhead iron structure of the client's with attached arm of the vehicle. He had just unloaded the container in the client's yard and started the vehicle while lifting up the attached arm.	He had been there many times to receive the waste and was accustomed to the site. He presumed the arm would not hit the overhead structure.	The information of the accident was shared to call for attention.
While unloading the waste using the shovel, the waste which was pushed by the shovel pressed the partition on the vehicle to deform it.	The shovel operator had not been told that the vehicle had the partition.	The information of the accident was shared to call for attention.

Daiei/Relief

Complaint: 2 cases

Description	Cause	Measure taken
A citizen informed us that our garbage truck is going off the regular course.	The staff member had not confirmed the course well.	The work procedure was reconfirmed at the section concerned.
Untreatable items were mingled in the waste consigned to an affiliate's treatment site.	Check of the waste content was incomplete.	It was instructed to ensure the checking of the waste when collecting it.

Environmental contamination: 0 case / Physical injury: 4 cases

Description	Cause	Measure taken
When getting off the vehicle the driver stumbled not noticing a difference in level and injured his ankle.	The staff member did not watch his step well.	It was instructed to check the surrounding before the work whether there is any hazard source or obstacle.
While moving the used pallets from the container to a storage site, the staff member got his hand caught between the piled up pallets and got injured.	The work was done by hand instead of using a forklift.	The work procedure was reconfirmed at the section concerned.
While collecting non-burnable waste, the staff member turned the rolling plate of the garbage truck (packer), when a bottle busted and hit and injured him on the right eyelid.	He covered the waste using a box not with a sheet.	The procedure was reconfirmed at the section concerned.
Driver's assistant was run over his left foot by the front wheel and had a bruise, as the driver tried to move forward after he got off.	The driver neglected to confirm the safe conditions and wasn't aware that the assistant stayed close to the truck.	The information of the accident was shared to call for attention.

Property damage: 4 cases

Description	Cause	Measure taken
The driver parked the car on a sloping road using a hand brake to collect the waste. The truck started moving and collided with a car behind.	The hand brake did not work well due to an incomplete setting.	Strict reprimand was given to the staff member concerned. It was instructed to all the staff to practice a thorough confirmation of safety.
Our car ran off the road in the gutter and toppled sideways on the opposite traffic line when the driver hurriedly turned the wheel at the sight of oncoming car which crossed the center line.	In a prompt action the driver failed to avert the coming car.	Strict reprimand was given to the staff member concerned. It was instructed to all the staff to practice a thorough confirmation of safety.
While passing by a parked car, the rear door of the car contacted with the counterpart's mirror.	Though it was a narrow road, the driver dared to pass by the car.	The information of the accident was shared to call for attention.
When vehicle car slowed down and pulled over to turn left, a motor cycle which was trying to pass by contacted with our vehicle.	The driver failed to confirm the rearward safety.	Strict reprimand was given to the staff concerned. It was instructed to all the staff to practice a thorough confirmation of safety.

Daikyo/Daikyo Clean

Complaint: 1 case

Description	Cause	Measure taken
A motor bike rider informed us that he felt threatened by the rough driving of a garbage truck.	The driving recorder was checked. It turned out the truck had been running within the speed limit. A care for the pedestrians or bike riders was not enough.	We made all the staff aware of the fact that truck's large body tends to give a threatening impression to others.

Environmental contamination: 0 case / Physical injury: 1 case

Description	Cause	Measure taken
A staff member hit against the wall on the head and had a lacerate wound when he looked back after picking up the waste laid in the innermost recess of the collection spot.	The staff member focused on the speedy work and couldn't well perceive the surrounding conditions.	The collection spots which may have similar hazard source were checked out. We called for attention of all the staff.

Property damage: 4 cases

Description	Cause	Measure taken
The left side of our vehicle contacted with and damaged edge of the eaves while running through a narrow road in the residential area.	As the staff member was driving a larger truck than he is accustomed to, he was not sure of its width and the height and neither confirmed the safety well.	<ul style="list-style-type: none"> It was instructed that the driver should know of an obstacle on the road, if any. Thorough check of the width and height is required when it comes to an unaccustomed vehicle.
Our vehicle bumped into a car which had halted to cede ground to the bus which was leaving the bus stop.	The flow of traffic being smooth, the driver unwarily failed to confirm the safe conditions in front.	It was instructed to keep a safe distance from the car in front and to anticipate possible happenings with driving.
While reversing the truck into the collection spot it contacted with a car.	The check through rear view monitor was not good enough.	It was instructed to all the staff that the truck has to be guided in the place with a poor view.
Going in the intersection, our vehicle contacted with a car which ignored the stop sign.	Being on the priority road, the driver assumed that it would be safe.	It was instructed to drive more carefully than usual under a bad weather condition.

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Complaint: 0 case

Environmental contamination: 1 case

Description	Cause	Measure taken
While transporting waste material on a flat-bed truck a part of it collapsed to drop.	The load was not fastened fast enough to the truck.	The process in using flat-bed truck was re checked to call for attentions of all section members.

Physical injury: 4 cases

Description	Cause	Measure taken
The worker was stabbed on the back with a hopper blade while engaged in a maintenance job at the drying plant.	He was at work near a sharp blade.	It was instructed that one has to remove all the blades off the hopper before the maintenance work, and, to practice KY (<i>Kiken yochi</i> or risk prediction) procedure in advance.
The worker sprained lower back while loading a unit of paper tube (about 100kg) at the client's site.	He lifted up the drum holding it sidewise in order to get it in the space of the container to accommodate whole load at once.	It was instructed that a heavy load has to be loaded using heavy equipment, and we asked the relevant clients to implement as such in their safety precaution rules.
The worker had a lacerate wound on the right knee with a flipped rotating blade while cutting a pipe using a grinder.	As scaffoldings were not available, the worker was using grinder one-handed.	It was instructed that the scaffoldings have to be prepared if any risks of losing balance is expected. The staff was given an outside safety education course.
While collecting garbage the staff had a dislocation on the right shoulder when he mounted the rear deck of the truck.	He was not aware of his declining physical ability with age.	The worker was advised to call his attention.

Property damage: 13 cases

Description	Cause	Measure taken
The vehicle had a minor collision with the wall while going in reverse in the waste generator's site.	The driver failed to fully confirm rear safe condition.	The information of the accident was shared to call for attention.
The vehicle had a contact with the flower bed while reversing the car in the client's parking lot.	The driver failed to confirm rear safe condition.	The information of the accident was shared to call for attention.
When the driver opened the canopy of container, it hit the web-camera in front of the treatment facility to damage it.	It was early in the morning and no one was seen in front of the facility, so the driver did not pay special attention choosing a parking spot.	It was instructed that the canopy's opening/closing check before departure has to be done in the designated location.
The vehicle had a minor collision with a parked car at the parking lot of the client's.	Inexperienced in driving, the driver felt pressed in turning the wheel. Besides, wearing high-heeled shoes she could not quickly put on the brake.	It was instructed that the female employees must not drive wearing high-heeled shoes (3cm and above.)
While loading biomass fuel a piece of lump fell on the vehicle's cabin and damaged the sheet storage site.	The biomass fuel had been coagulated in the steel tank to come off in a large piece of lump.	It was instructed that if lumps are found they have to be taken out and crushed before loading.
While compressing iron scrap inside the container using a heavy machine, a part of scrap fell off to chap the machine's window glass.	The container was loaded with steel scrap beyond its upper limit in height.	The information of the accident was shared to call for attention.
The driver started the vehicle whose canopy was not completely shut. The canopy hit the shutter rail of the treatment facility.	The driver failed to confirm closure of the canopy.	The information of the accident was shared to call for attention.
While entering the parking lot, the vehicle collided with the gate post.	Safety condition on the left was not well confirmed.	The information of the accident was shared to call for attention.
While unloading the dump truck raising the rear deck, the container door contacted with the enclosure of shredding plant.	Safety confirmation between the driver and the approach guide was incomplete.	The information of the accident was shared to call for attention.
On the expressway, the driver steered in the wrong direction and hit the road divider. The vehicle fell on its side.	The driver was a temporary worker with little experience of driving that type of loaded vehicle.	It was decided to educate the staff regardless of driving experience and to assign the skilled drivers only.
While unloading using a forklift, the claws hit the affiliate's vehicle.	Confirmation of the claw's end was not enough.	The information of the accident was shared to call for attention.
The driver had a minor collision with a parked commercial car in the parking lot on our premises when parking his car.	Distracted by the other cars the driver failed to confirm the right side view.	The information of the accident was shared to call for attention.
While arranging pallets using a forklift in the yard the operator had a minor collision with a parked car.	Despite the pallets piled up on the fork lift disturbed the operator's sight, he did not fully confirm the safety.	The operator was given a driving guidance by the senior employee for one month.

Daiei/Relief

Complaint: 4 cases

Description	Cause	Measure taken
We had a complaint that our collecting work near the railroad crossing had blocked the passage.	Being in a hurry a consideration of other cars was lacking.	It was instructed that the staff has to observe the surrounding conditions first so as not to block the passage of men or cars during the collecting work.
We had a complaint that our staff broke the block wall in the area by a rough treatment of a folding container.	The staff has his hand slip and fell the container.	It was instructed that a container has to be properly folded and left where it had been so as not to block the car's passage.
A citizen pointed out that the collection vehicle was passing the no thoroughfare private road.	A change in collecting route had not been well informed to the staff concerned.	It was instructed that the staff has to confirm the collecting route before starting for the site.
A citizen complained that the garbage was left after the collecting work.	Pieces on the corner of the container had been overlooked.	It was instructed to reconfirm after the work whether any garbage be still left uncollected.

Environmental contamination: 0 case

Physical injury: 4 cases

Description	Cause	Measure taken
When taking a load out of the house, the staff member slipped his hand and dropped it on the stairs. He was stuck between the load and the wall to injure his neck and head.	With no electricity, it was dark in the house. The staff member put his hand on a wrong position and was thrown off balance.	It was instructed that everyone call to each other when working in the dark.
While collecting medical waste, a needle-like object stuck in the staff member's finger of the right hand.	He wore a thin pair of gloves.	The supply of equipment was reviewed.
While loading the glass plate on the garbage truck, the staff member was injured his left arm with the broken glass.	Lack of safety mind.	The information of the accident was shared to call for attention.
While collecting garbage at the intersection, the worker contacted with an approaching bicycle and had a fall.	The bicycle having appeared all of a sudden, the staff member had no time to dodge.	It was instructed that one should pay due attention to surrounding safe condition when working in a place on busy street such, e.g. an intersection.

Property damage: 4 cases

Description	Cause	Measure taken
When trying to turn left on an alley with a poor view, the truck contacted with a bicycle which came running.	The driver failed to confirm safe conditions.	It was instructed to stop and look to the left and right on the spot with a poor view.
While changing lane a motor cycle came sliding to hit our vehicle. And our car hit a car on the right turn lane with its momentum.	The driver failed to confirm safe conditions.	Strict reprimand was given to the staff member concerned. The information of the accident was shared to call for attention.
On turning right on an intersection, the truck contacted with an oncoming bicycle.	The driver failed to confirm safe conditions.	Driving aptitude test and counselling was given by the third party institute for the staff member concerned.
Our truck collided with a car parked in front of the collection spot.	On a narrow road, while the assistant was asking for making way, the driver tried to pull up the truck closer to the collection spot.	Strict reprimand was given to the staff member concerned. It was instructed to follow the assistant's approach guide.

Past Complaints and Accidents/ISO26000 Reference Table

Daikyo/Daikyo Clean

Complaint: 0 case

Environmental contamination: 0 case

Physical injury: 2 cases

Description	Cause	Measure taken
Our collecting truck contacted with a pupil's school bag on his way from school.	Running dead slow, the driver assumed it would not happen.	It was instructed that the truck must stop instead of running dead slow when on a busy street and to pay special attention on the left side, where visual observation is more difficult.
While collecting un-burnable garbage, the staff injured his foot with a piece of glass stuck out of the bag.	The staff member had not checked whether glass or metal was mingled in hazardous condition.	The information of the accident was shared to call for attention.

Property damage: 4 cases

Description	Cause	Measure taken
When entering the collection spot in reverse, the truck had a minor collision with a car approaching from the other direction.	The staff member failed to confirm surrounding conditions.	The information of the accident was shared to call for attention.
The driver parked on a sloping road using a hand brake. When he got off, the truck started moving and collided with the wall in front.	The hand brake did not work due to an incomplete setting.	It was instructed that both a hand brake and a wheel stopper have to be applied when parking on the slope.
While collecting un-burnable waste the load caught fire on board.	Some steel cylinder and spray cans were mingled.	<ul style="list-style-type: none"> It was instructed to confirm the content of the waste collected. We asked the municipal office for citizen's through separation of the waste following the rule.
When turning left, truck's side guard contacted with the curb stone.	As there were many cars after him, the driver hurriedly made a sharp turn.	It was instructed that the driver has to be aware of the difference between the fronts and back inner wheels when turning, and that the assistant has to visually confirm safe conditions.

ISO26000 Reference Table

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